

PURCHASE ORDER

DEPARTMENT OF TOURISM - National Capital Region

Supplier	PIONEER PROFESSIONAL ACADEMY OF ASIA INC.	P. O. No.	NCR-24-029
Address	2282 Primer Star Center Leon Guinto St., Malate Manila	Date	April 8, 2024
Telephone	5303-1234/ 09178075292	Mode of Procurement :	NP 53.9 - Small Value Procurement

Gentlemen :

Please furnish this office the following articles subject to the terms & conditions contained herein:

Place of Delivery :	Metro Manila	Delivery Term :	One (1) day/(39) runs
Date of Delivery :	April-June 2024	Payment Term :	Government Procedure

Stock No.	Unit	Quantity	Description	Unit Cost	Amount
	LOT	1 (One)	<p>PROJECT NAME : FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 2nd OF F.Y. 2024</p> <p>I. BRIEF BACKGROUND:</p> <p>The FBSE Program is one of the flagship programs of the Department of Tourism to promote the best and the positive about Filipino hospitality. The FBSE is envisioned to enhance and uplift the quality of tourism services in the country with a benchmark on how to render excellent service to our tourists the Filipino way, and make it our "brand". Thereby, the excellence in service becomes a regional brand and a holistic national identity.</p> <p>With three unique modules (Service Excellence, Understanding and Engaging Customers, and Complaints Handling), the tourism program has aimed to instill the culture of service excellence among tourism stakeholders in the country and raise the quality-of-service standards among the workforce in key tourism and service sectors.</p> <p>II. OBJECTIVES:</p> <ul style="list-style-type: none"> • To continuously improve the quality of service provided by the frontline officers and raise customer satisfaction; • To equip the participants with effective techniques to handle customer concerns through a tourists' friendly approach; • To describe the communication process, barriers to communication and listening skills as effective communication tools among the participants in order to produce more empathetic and efficient frontline officers; • To help the participants understand/apply the Filipino Brand of Service Excellence; <p><u>Gender Development Objectives:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Promote equal opportunities for men and women to receive training and be employed in the tourism industry; <input type="checkbox"/> Targeting some 45% women participants. <p>III. TARGET PARTICIPANTS</p> <p>Tourism Enterprises, Local Government Units, Accommodation Establishments, Tour Guides, Tour Operators, Travel Agents, Academe, Tourism Students (Graduating/4th year students) and all Tourism Stakeholders/ Partners/ Frontline Personnel/Tourism-related Enterprises within Metro Manila</p> <p>Target Participants : min. of Forty (40) participants / run (39 runs)</p> <p>Organizer : Department of Tourism - National Capital Region</p> <p>Implementation Date : April to June 2024 <i>(Subject to change due to the availability of speakers, venue to be agreed upon by the DOT-NCR and the supplier/service provider in coordination with the concerned LGU/stakeholders)</i></p> <p>Duration : One day (8 hours) Training</p> <p>Area : Venue within Metro Manila</p> <p>Components : Face-to-face Training</p> <p>IV. COURSE OUTLINE</p> <p>Filipino Brand of Service Excellence Seminar (1 day / 8 hours)</p> <p>Module I - Service Excellence and the 7M's of Filipino Values Module II - Delivering Excellent Service using the GUEST Technique Module III - The HEART of Service Recovery</p> <p>V. METHODOLOGY</p> <ul style="list-style-type: none"> - Lecture / Presentations - Group Exercises / Workshop <p>VI. SCOPE OF WORK / DELIVERABLES</p> <p>PRE-EVENT</p> <ol style="list-style-type: none"> 1. Manage and facilitate the whole event with thirty-two (32) FBSE training programs 2. Design and development of training program using current training needs, information and identified knowledge/capacity gaps and DOT-OIMD standards and the DOT-NCR's objectives 3. Collaborate with the DOT-NCR team, private organizations/partners, cooperative, non-government organization, if applicable, and in conceptualizing the program design, providing academic direction, scheduling and selection of speakers/subject matter experts, assigning course topics, presentation, among others; 4. Engage directly with DOT-accredited FBSE speakers ensure all contents and presentation are aligned to the DOT-NCR directions, theme, topic and goals; 5. Provide manpower to facilitate DOT-NCR registration form, attendance sheet per day, pre-and post-test, feedback forms and provide management/assistance during workshop activities of FBSE program 6. Cover communication expenses for coordination and preparation during conduct of the training; 7. Sourcing of seven (7) non-food tokens / giveaways / prizes for participants and focal person. Present a variety of choices and package subject to DOT-NCR's approval. <p>DURING EVENT</p> <ol style="list-style-type: none"> 8. Mount a full technical run and briefing for speaker and other staff assigned prior the start of the program; 9. Provide meals for the speaker and DOT-NCR team; 10. Ensure all participants have completed the registration form and pre-test before start of the program. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates 11. Provide certificates/e-certificates to participants with control code from DOT-NCR and certificate of appreciation to resource speaker. 12. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize. 		975,000.00

13. Provide FBSE Pins to the participants who successfully completed the training.
14. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.
15. Facilitate photo documentation to be submitted and uploaded on the DOT-NCR Link and record one (1) "Mabuhay" video of participants and speaker at the end of the program.

POST EVENT

16. Must provide transportation and miscellaneous expenses and/or courier/delivery fees, if necessary;
17. Submit final documentation/proceedings, forms of the training program, modules/presentation, event materials aligned with the checklist provided by DOT-NCR within 10 working days after the training:
 - Invitation to Participants (if applicable) and Speaker
 - Program of Activities
 - Speech (if applicable)
 - Pre-Test and Post Test
 - Registration Form / List
 - Attendance Sheet
 - Acknowledgement Receipt for Certificates and Tokens
 - Client Satisfaction / Post-Feedback Form / List
 - Terminal Report (OIMD Template)
18. Must assist in encoding the gathered training/seminar data into the required OIMD links, if necessary

VII. BUDGETARY REQUIREMENTS

Filipino Brand of Service Excellence Training	
PARTICULARS	ITEM AMOUNT
Speaker's Honorarium (PhP1,200 x 8 hours)	9,600
Meals Speaker (PhP 220 x 3 x 1 pax = Php660)	1,980
DOT-NCR Team (PhP 220 x 3 x 2 pax = Php 1,320)	
Giveaways for Knowledge Check Winners and Focal Person (Php300 x 7 = Php2,100)	2,100
Communication Expense (Project Officer)	300
Transportation Expenses (DOT-NCR Team)	1,000
Printing / Collateral Expenses	1,000
Admin Fee (Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the event; Documentation and Reports; Courier or Transportation expenses)	8,000
Miscellaneous expenses (coordination meetings; office supplies; printing / collateral expenses)	1,020
COST PER RUN	P25,000.00
GRAND TOTAL (39 runs)	P975,000.00

• Venue and participants' meals to be shouldered by the tourism enterprise/LGU

VIII. REQUIREMENTS FOR SUPPLIERS

- a. Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs approved by DOT-OIMD.
- b. Must submit a list of current and previously conducted trainings or similar projects with DOT.
- c. Must submit a plan of approach/methodology with timeline for the execution of the overall scope of the project.
- d. Duly registered Philippine company with appropriate government Agency.
- e. Highly experienced in conducting and organizing high impact trainings that are of value to Filipinos.
- f. Must be registered with the Philippine Government Electronic Procurement Systems (PhilGEPS).
- g. Must provide a breakdown of prices and services included in the quotation complete with E-VAT and other government taxes;
- h. Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.
- i. Must submit a curriculum vitae/professional license and company profile
With an office in Metro Manila.

APPROVED BUDGET FOR THE CONTRACT (ABC)

Php 975,000.00

Pesos : NINE HUNDRED SEVENTY-FIVE THOUSAND ONLY

* inclusive of all applicable taxes, E-VAT/VAT, government taxes, service charge and other applicable taxes and charges net upon completion of the project and delivery of all requirements as agreed upon.
Government procedure and subject to appropriate government taxes

(Total Amount in Words)

Pesos : NINE HUNDRED SEVENTY-FIVE THOUSAND ONLY
(inclusive of all applicable government taxes)

975,000.00

In case of failure to make the full delivery within the time specified above, a penalty of one-tenth (1/10) of one percent for every day of delay shall be imposed.

Very truly yours,

SHARLENE LABALBA-BATIN

Regional Director, NCR Regional Office

Conforme:

Noel C. Dumlao
NOEL C. DUMLAO

Signature over printed name

April 8, 2024

Date

Funds Available:

Joylyn O. Ricohermozo
JOYLYN O. RICOHERMOZO

Accountant II

5-27-24

Amount:

P975,000.00

ALOBS No.

24 05 0197