



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 10722280
Procuring Entity DEPARTMENT OF TOURISM - NCR
Title CONSULTANCY SERVICES for the FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 2nd OF F.Y. 2024
Area of Delivery Metro Manila

Solicitation Number: NCR-2024-04-016	Status	Pending
Trade Agreement: Implementing Rules and Regulations	Associated Components	1
Procurement Mode: Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification: Consulting Services	Document Request List	0
Category: Consulting Services	Date Published	04/04/2024
Approved Budget for the Contract: PHP 975,000.00	Last Updated / Time	03/04/2024 16:17 PM
Delivery Period: 3 Month/s	Closing Date / Time	08/04/2024 10:00 AM
Client Agency:		
Contact Person: Lawrence Jacosalem Alcantara Supply Officer 7840 Makati Avenue, Brgy. Poblacion Makati City Metro Manila Philippines 63-8-4595200 Ext.212 63-8-5533530 dotncr.bac@tourism.gov.ph		

Description

I. BRIEF BACKGROUND:

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. 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.

II. OBJECTIVES:

- 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;
- Gender Development Objectives:
- Promote equal opportunities for men and women to receive training and be employed in the tourism industry;
 - Targeting some 45% women participants.

III. TARGET PARTICIPANTS

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

Target Participants : min. of Forty (40) participants / run (39 runs)

Organizer : Department of Tourism - National Capital Region

Implementation Date : April to June 2024

(*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)
Duration : One day (8 hours) Training
Area : Venue within Metro Manila
Components : Face-to-face Training

IV. COURSE OUTLINE
Filipino Brand of Service Excellence Seminar (1 day / 8 hours)
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

V. METHODOLOGY
- Lecture / Presentations
- Group Exercises / Workshop

VI. SCOPE OF WORK / DELIVERABLES
PRE-EVENT
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.

DURING EVENT
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.
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 DOTNCR 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)
DOT-NCR Team
(Php 220 x 3 x 2 pax = Php 1,320)
1,980
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 8,000
(Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the event; Documentation and Reports; Courier or Transportation expenses)
Miscellaneous expenses (coordination meetings; office supplies; printing / collateral expenses)

1,020
 COST PER RUN ₱25,000.00
 GRAND TOTAL (39 runs) ₱975,000.00
 • Venue and participants' meals to be shouldered by the tourism enterprise/LGU

VIII. REQUIREMENTS FOR SUPPLIERS

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

IX. LEGAL/TECHNICAL REQUIREMENTS

- Current Mayor's/Business Permit
- PhilGEPS Registration Number
- Latest Income/Business Tax Return
- Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement
- Company Profile and Curriculum Vitae

APPROVED BUDGET FOR THE CONTRACT (ABC)
 Php 975,000.00
 Pesos : NINE HUNDRED SEVENTY-FIVE THOUSAND ONLY
 * inclusive of all applicable taxes, EVAT/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

Contact Persons:
 Mr. Mark Ryan Isidro - mjisidro@tourism.gov.ph
 DOT-NCR BAC - dotncr.bac@tourism.gov.ph

Other Information
 Please quote your lowest price for the above requirements and submit your quotation along with documentary requirements VIA PERSONAL SERVICE AND/ OR COURIER in three (3) original sets IN A SEALED ENVELOPE to this office address:
 DOT NCR BAC SECRETARIAT
 Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat
 7840 Makati Avenue, Poblacion, Makati City
 Note: Deadline of submission is on April 08, 2024 at 10:00am

Created by Lawrence Jacosalem Alcantara
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