

Date: July 10, 2023

GENTLEMEN:

REQUEST FOR QUOTATION

Kindly quote to us your latest price (s) on the following items:

| QTY | UNIT | ITEM/DESCRIPTION/SPECIFICATION | UNIT PRICE |
|--------------------|------------|--|------------|
| | | EVENTS MANAGEMENT | |
| 1 (One) | Lot | PROJECT NAME : FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 3rd and 4th QUARTER OF F.Y. 2024 | |
| | | <p>I. BRIEF BACKGROUND: Given the success and exceeding the target of upskilling 100,000 tourism frontline personnel trained in 2023 and in accordance with the seven-point agenda of National Tourism Development Plan (2023-2028), Tourism Chief Christina Garcia-Frasco laid down the Department's plan to increase the target by training 150,000 tourism frontline personnel under the Filipino Brand of Service Excellence (FBSE). 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>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"> ✦ 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 | |
| | | <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 : Forty (40) participants / run (34 runs)</p> <p>Organizer : Department of Tourism - National Capital Region</p> <p>Implementation Date : July to October 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> | |
| | | IV. COURSE OUTLINE | |
| | | <p style="text-align: center;"><u>Filipino Brand of Service Excellence Seminar (1 day / 8 hours)</u></p> <p>Module I - The Philippine Tourism Industry Situationer and the FBSE Journey Module II - The 7M's of Filipino Hospitality and Service Module III - The GUEST steps to Service Excellence Module IV - The HEART of Service Recovery</p> | |
| | | V. METHODOLOGY | |
| | | <ul style="list-style-type: none"> - Lecture / Presentations - Group Exercises / Workshop | |
| | | VI. REQUIREMENTS FOR SUPPLIERS | |
| | | <p>a. Must be an events management provider that has experience in conducting/facilitating/organizing trainings and utilizing training modules.</p> <p>b. Must submit a list of current and previously conducted training or similar projects with DOT and other agencies.</p> | |

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| | | <ul style="list-style-type: none"> c. Must submit a plan of approach/methodology with timeline for the execution of the project's overall scope. d. Duly registered Philippine company with appropriate government Agency. e. Highly experienced in conducting and organizing high impact trainings/events/seminars 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. j. With an office in Metro Manila. | |
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VII. SCOPE OF WORK / DELIVERABLES

PRE-EVENT

1. Manage and facilitate the whole event with thirty-four (34) 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. Acts as facilitator/host and provide manpower to facilitate DOT-NCR registration form, attendance sheet per day, pre-and post-test, feedback forms, trai and provide management/assistance during workshop activities of FBSE program
6. Cover communication expenses for coordination with stakeholders and preparation during conduct of the training;
7. Sourcing of seven (7) locally sourced 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.
11. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates
12. Provide certificates/e-certificates to participants with control code from DOT-NCR and certificate of appreciation to resource speaker.
13. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize.
14. Provide FBSE Pins to the participants who successfully completed the training.
15. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.
16. 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

17. Must provide transportation and miscellaneous expenses and/or courier/delivery fees, if necessary;
18. 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)
19. Must assist in encoding the gathered training/seminar data into the required OIMD links, if necessary

VIII. BUDGETARY REQUIREMENTS

| Filipino Brand of Service Excellence Training | |
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| PARTICULARS | ITEM AMOUNT |
| Speaker's Honorarium (PhP1,200 x 8 hours) | 9,600 |
| Meals Speaker | 1,980 |

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| | (Php 220 x 3 x 1 pax = Php660) 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) | 200 | |
| | Transportation Expenses (DOT-NCR Team) | 1,300 | |
| | 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) | 820 | |
| | COST PER RUN | ₱25,000.00 | |
| | GRAND TOTAL (34 runs) | ₱850,000.00 | |
| | <ul style="list-style-type: none"> • <i>Venue and participants' meals to be shouldered by the tourism enterprise/LGU</i> | | |
| | IX. LEGAL/TECHNICAL/DOCUMENTARY REQUIREMENTS | | |
| | <ol style="list-style-type: none"> 1. Current Mayor's/Business Permit 2. PhilGEPS Registration Number 3. Latest Income/Business Tax Return 4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement 5. Company Profile and Curriculum Vitae | | |
| | APPROVED BUDGET FOR THE CONTRACT (ABC) Php 850,000.00 Pesos : EIGHT HUNDRED FIFTY THOUSAND ONLY <small>* 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</small> | | |
| | Contact Persons: Mr. Mark Ryan Isidro - mjisdidro@tourism.gov.ph | | |
| | 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 July 15, 2023 | | |

This office desires to place an order for the above item(s) with the minimum delay. Your firm quotation will help us very much in placing the order.

Thank you

PRINT NAME OF DEALER/SUPPLIER

ADDRESS OF DEALER/SUPPLIER

CONTACT NUMBER(s)

Email Address

TIN: _____

LANDBANK ACCOUNT NUMBER

AUTHORIZED SIGNATURE OVER PRINT NAME