



## OFFICE OF HUMAN CAPITAL DEVELOPMENT

# TERMS OF REFERENCE

### I. Project Title

#### **MONITORING AND IMPACT ASSESSMENT OF DOT-OHCD TRAINING PROGRAMS**

### II. Background

In Section 13 of Republic Act No. 9593 or the Tourism Act of 2009, mandates the Office of Human Capital Development (OHCD) to develop training modules, conduct seminars and continuing education programs aimed at enhancing the quality, competence, and excellence in tourism services. In alignment with this mandate, the OHCD has continuously introduced innovative and responsive trainings for the tourism industry stakeholders and local government units (LGUs). These initiatives emphasize the critical roles of human capital as a valuable asset throughout the tourism workforce life cycle.

The DOT-OHCD, in collaboration with Regional Offices, has been delivering training programs under the Tourism Industry Skills Program (TISP). These programs aim to enhance the skills, knowledge, and competencies of the tourism industry workforce. To ensure their effectiveness, relevance, and alignment with DOT's objectives, a comprehensive monitoring and impact assessment of these training initiatives is essential.

This monitoring and impact assessment will evaluate the outcomes of conducted training programs across multiple levels:

- **Individual Participants:** Measuring improvements in knowledge, skills, and professional growth.
- **Organizations or Enterprises:** Assessing enhancements in operational efficiency, customer satisfaction, and service quality.
- **The Broader Tourism Sector:** Determining contributions to the overall development, sustainability, and competitiveness of the tourism industry.

The methodology will be designed to adapt to various training types, ensuring a holistic evaluation of outcomes, sustainability, and scalability. This effort aims to continuously improve the training programs' relevance and impact, fostering a culture of excellence within the tourism workforce.

### III. Objectives

1. To evaluate the overall effectiveness of DOT-OHCD training programs in achieving the desired outcomes and advancing the goals of the TISP.
2. To measure the impact of the training programs on participants' professional/economic growth, and improvement of knowledge and skills.
3. To identify strengths, weaknesses, and gaps in the current training offerings and provide data-driven recommendations for enhancing future training programs' content, delivery, and outcomes.

### III. Scope of Work

The selected service provider/consultant will be responsible for the following:

1. **Review and Analysis**
  - Conduct a desk review of existing monitoring/survey tools, training compendium/modules, participant profiles, and related documentation.
2. **Survey and Data Collection**
  - Develop and administer surveys and online interviews with training participants, trainers, and stakeholders.
  - Collect data on training outcomes, participant satisfaction, and post-training application of skills.
3. **Field Visits as necessary**
  - Conduct field visits to selected training sites/regions, as approved by DOT-OHCD, for on-ground validation and data collection. All logistical requirements for these visits will be covered by the DOT end-user.
4. **Impact Analysis**
  - Assess the contribution of the training programs to the professional growth of participants and the overall tourism sector.
5. **Reporting**
  - Provide a comprehensive report detailing findings, conclusions, and actionable recommendations.
  - Submit an executive summary and a presentation for DOT officials.

### IV. Deliverables

1. **Inception Report**
  - Detailed Methodology
  - Work plan with proposed Timeline
  - Data collection instruments to be used
2. **Impact Assessment Report**
  - Executive Summary
  - Detailed findings and analysis for each level of assessment
  - Recommendations for scaling successful programs
3. **Presentation of Findings/Results**
  - Visual dashboards and infographics for DOT officials and stakeholders
  - Workshops to discuss findings and implement recommendations.
4. **Toolkits**
  - Templates and methodologies for replicating impact assessment for future training programs

**Logistical Arrangements:** *The DOT end-user will shoulder all logistical requirements for necessary field visits, workshops, and other project-related activities, including travel expenses, accommodations, and venue arrangements.*

### V. Qualifications of Service Provider

The DOT is in need of a Consultancy Firm/Company to provide professional and technical consultancy services in order to ensure the effective implementation of a comprehensive monitoring and impact assessment of DOT-OHCD training programs.

#### **Required professional skills and experience**

- Must have at least two (2) years of experience in delivering professional services related to DOT training programs;

- Must have completed at least two (2) similar projects, including module development or learning needs assessments with national or regional impact;
- Must have at least two (2) dedicated team of experts with relevant qualifications and professional experience;
- Must have the technical expertise and resources to conduct data collection, analysis, and interpretation to evaluate training programs effectively; and
- Must be flexible to adjust to DOT-OHCD's schedule of activities.

#### VI. Duration of the Project

Three (3) months from the issuance of Notice of Award/~~Notice to Proceed~~.

#### VII. Mode of Payment

Payment shall be processed in accordance with the government accounting rules and regulations.

#### VIII. Approved Budget Cost (ABC)

The Consultant shall be paid the amount of **Four Hundred Thousand Pesos (Php400,00.00)**, inclusive of all applicable government taxes in accordance with government procedure and based on the following:

- 50% of the total contract cost after the completion of Inception Report
- 50% of the total contract cost after the completion of Impact Assessment Report and presentation of findings/results, conduct of workshops, and submission of toolkits.

**Note:**

- *If the man-days will exceed, no additional cost shall be charged to the DOT, as long as the activities are within the scope and deliverables set forth between the DOT and the winning bidder.*

#### IX. PROJECT OFFICER/CONTACT PERSON

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# MONITORING AND IMPACT ASSESSMENT OF DOT-OHCD TRAINING PROGRAMS

## Technical Evaluation Rating Sheet (70% passing score)

	CRITERIA	RATING	BIDDERS			REMARKS
<b>1</b>	<b>APPLICABLE EXPERIENCE OF THE CONSULTANT/COMPANY</b>	<b>45%</b>				
1.1	<b>Years of experience in delivering professional services related to DOT training programs</b>	<b>25%</b>				
a.	Two (2) years and above	25				
b.	Less than two (2) years	15				
1.2	<b>Number of completed/on-going similar/related projects (e.g. DOT trainings, module development, LNA/TNA)</b>	<b>20%</b>				
a.	5 or more projects completed	20				
b.	3 to 4 projects completed	15				
c.	less than 2 projects completed	10				
<b>2</b>	<b>QUALIFICATION OF PERSONNEL WHO MAY BE ASSIGNED TO THE JOB</b>	<b>45%</b>				
2.1	<b>No. of team of experts/technical members to be assigned in the project</b>	<b>15%</b>				
a.	More than two (2) team experts/technical members	15				
b.	Two (2) team experts/technical members	10				
c.	Below two (2) team experts/technical members	0				
2.2	<b>Work experience of team expert/s in the field of tourism industry training, and or experience related to data analytics</b>	<b>15%</b>				
a.	More than ten (10) years	15				
b.	Five (5) to nine (9) years	10				
b.	Below five (5) years	5				
2.3	<b>No. of projects conducted by the assigned team expert/s relative to DOT trainings, and/or surveys (accumulated)</b>	<b>15%</b>				
a.	More than five (5) projects	15				
b.	Three (3) to five (5) projects	10				
b.	Two (2) projects and below	5				
<b>3</b>	<b>CURRENT WORKLOAD RELATIVE TO CAPACITY</b>	<b>10%</b>				
3.1	<b>Number of on-going projects relative to capacity</b>	<b>10%</b>				
a.	One (1) on-going project	10				
b.	2 or more on-going projects	5				
<b>GRAND TOTAL</b>		<b>100%</b>				

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