



Bid Notice Abstract

Request for Proposal (RFP)

Reference Number 7999309
Procuring Entity DEPARTMENT OF TOURISM
Title Procurement of Consulting Services to Conduct Learning Needs Assessment (LNA) to Determine Tourism Human Capacity Building Programs and Interventions

Area of Delivery

Solicitation Number:	RFP No. 2021 - 09 - 0104	Status	Pending
Trade Agreement:	Implementing Rules and Regulations	Associated Components	5
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	15/09/2021
Approved Budget for the Contract:	PHP 700,000.00	Last Updated / Time	14/09/2021 15:48 PM
Delivery Period:	3 Month/s	Closing Date / Time	20/09/2021 10:00 AM
Client Agency:			
Contact Person:	John Paulo Samonte Francisco Administrative Assistant III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 jsfrancisco@tourism.gov.ph		

Description

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OFFICE OF INDUSTRY MANPOWER DEVELOPMENT

TERMS OF REFERENCE (TOR)

FOR CONSULTANCY SERVICES TO CONDUCT LEARNING NEEDS ASSESSMENT (LNA) TO DETERMINE TOURISM HUMAN CAPACITY BUILDING PROGRAMS AND INTERVENTIONS

I. Background and Project Description

RA 9593 mandates the Office of Industry Manpower Development to implement a 5-year tourism human resource development plan to detail strategic actions needed to upgrade the capacity of human capital and to meet the projected needs of the sector in the succeeding years.

The updated Philippine Tourism Human Capacity Development (PTHCD) Plan 2021-2025 identifies key strategic actions which includes the facilitation of education and training and comprises the development and enhancement of new courses relevant to industry needs.

The outbreak of the novel Coronavirus or COVID-19 has created an unprecedented health emergency and caused profound economic shocks to the global economy, with tourism as one of the first and highly affected sector. The Philippine tourism sector was heavily devastated as the government imposed inbound and outbound travel restrictions causing disruption in the tourism value chain and which led to loss of income to many tourism businesses and tourism workers.

The COVID-19 pandemic also resulted to the development of new and evolving health protocols as well as guidelines for the operation of tourism businesses in the new normal. The Tourism Response and Recovery Plan requires the continuous retooling, reskilling and upskilling of the tourism workforce in consideration of the changing trends in a

volatile, uncertain, complex and ambiguous (VUCA) world and embracing a new normal as the industry copes with the impact of the COVID-19 pandemic.

Given the above considerations, the OIMD shall conduct a Learning Needs Assessment (LNA) which is a critical process in the identification of Training Programs. The LNA process will involve the identification of gaps, needs and gender issues occurring in the tourism industry which results should lead to the proper training programs to be undertaken.

OIMD's target clients are the workforce in the tourism value chain which include but not limited to:

1. Distribution - Tour Operators/Travel Agents
2. Promoters represented by media persons or bloggers who write about tourism products
3. Transportation - land and water transportation drivers or operators
4. Accommodation - hotels, resorts, tourist inns, homestays, Mabuhay accommodations
5. Attractions/Activities
6. Restaurants/Food chain - food providers, vendors
7. Tour Guides
8. Destination Operators - covered by the DOT Priority Product Portfolios
9. Community Based Tourism Organizations
10. LGUs and Other Frontliners

Working with the DOT Regional Offices, the final product of the LNA is a Training Work Program per Region which is adapted to the situation of the tourism workforce in the Top 10 Ready and Top 5 Emerging Destinations/Sites in all the regions nationwide.

II. Objectives

1. To determine the appropriate capacity development interventions to be provided by the Department of Tourism Office of Industry Manpower Development.
2. To conduct situational analysis on the 2019 LNA results vis-à-vis actual trainings conducted in 2020 and 2021.
3. To administer/conduct validation workshops/focus group discussions in the regions on the Training Needs Analysis among key tourism stakeholders in the identified priority destinations;
4. To validate the identified Top 10 Ready and Top 5 Emerging Destinations in all regions of the country;
5. To identify key technical and functional capacity gaps and training needs of workforce/stakeholders and LGUs in the tourism value chain through the use of needs assessment tool; and based on the assessment, develop a data capture/tabulation form in order to analyze the survey results based on the tabulated data;
6. To develop a workshop design in gathering the learning needs of the workforce/stakeholders and LGUs in the tourism value chain;
7. To prepare a 2-year Training Work Program for each region based on the documented results of the LNA that should be aligned with the PTHCD 2021-2025 Strategic Action Plans.

III. Requirements

The DOT is in need of a Consultancy Firm/Company to provide professional and technical consultancy services in order to ensure the assessment of the situations and the learning needs of the target participants in the tourism industry will lead to appropriate training activities and other interventions by DOT.

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At least one (1) Project Lead/Consultant with the following required professional skills and experience:

- Must have at least 5 years of prior work experience in the field of training and/or tourism industry;
- Must demonstrate knowledge and experience in conducting need assessments and skills in facilitating stakeholder/working group consultations;
- Must have experience in conducting surveys in tourism training; and
- Must be flexible to adjust to DOT-OIMD's schedule of activities.

At least two (2) Support Staff to assist in the following:

- Assist in the LNA activities and preparation of the necessary reports;
- Registration staff and also to facilitate questions from stakeholders;
- Documentation and workshop/technical support staff; and
- Collate surveys and feedback forms from the FGD participants.

IV. Scope of Work and Deliverables

1. Collect and evaluate the current training needs information including situational analysis of previous 2019 LNA vis-à-vis actual trainings conducted and identify the gaps in coordination with the DOT-OIMD.
2. Develop a pre and post survey questionnaire that will capture training needs of the tourism workforce in the tourism value chain including gender issues occurring in the tourism industry.
3. Prepare data capture/tabulation form, encode and process/analyze the Survey Results based on the tabulated data.
4. Develop consultation/validation workshop design in gathering the training needs including gender issues of the workforce/stakeholders and LGUs in the tourism value chain.
5. Facilitate and moderate the conduct of Focus Group Discussions/Consultation Workshops in 16 Regions.
6. Document the FGD consultations (e.g., screenshots and recordings of the proceedings as applicable).
7. Collate, review, and evaluate the technical inputs, comments, and feedback made by the stakeholders for submission to the OIMD.
8. Prepare report of the Learning Needs Assessment including a 2-year Training Work Program using the DOT prescribe format and present results to the DOT.
9. Facilitate and moderate the conduct of Workshop on the Preparation of Training Calendars for 2022 and 2023 for 16 regions.

Note: Number of participants and schedule of FGDs shall be in coordination with DOT OIMD and Regional Offices

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OTHER DELIVERABLES

- Bidder must submit proposed activities and timeline.
- Selected company shall render deliverables (LNA Work Program) within the approved activities and timeline.

The Consultant shall coordinate with the counterpart DOT support team in the editing and revision of the content, format of the workshop design/tabulation form and other reportorial requirements.

Ensure the conduct of briefing prior to the conduct consultation/validation workshops in 16 Regions, and coaching/mentoring sessions for the counterpart DOT support team.

Provide licensed online platform in the conduct of activities as necessary.

Administer registration and feedback/post-evaluation of FGD workshops in consultation with the end-user.

Issue certificates of attendance to the workshop participants.

The Bidder must submit the following documentary requirements:

1. Company Profile
2. Curriculum Vitae of Lead Consultants and Team Members/Support Staff who will handle the project
3. List of relevant projects, both in public and private sector

V. Project Duration

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

VI. Approved Budget Cost

The Consultant shall be paid the amount of Seven Hundred Thousand Pesos (Php 700,000.00) inclusive of all applicable government taxes in accordance with government procedure and based on the following tranches:
Payment Reference

Amount

- Conduct of LNA situational analysis and submission of Gap Report
- Submission and approval of pre and post survey questionnaire
- Submission of Survey Analysis Report
- Facilitation and conduct of FGDs in 16 regions
- Issuance of Certificates of Attendance to FGD/workshop participants

50%

- Submission of LNA National and Regional Report and 2-year Training Work Program
- Submission of documentations, registration and attendee reports

50%

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- Facilitation and conduct of Workshop on the Preparation of Training Calendars for 2022 and 2023
- Submission of Terminal Report

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.

Service provider shall submit Terminal Report and/or other requirements requested by the end-user (if applicable), prior to the processing of payment. All Reports shall be submitted in soft copy and three (3) sets of hard copy.

VII. Project Officer/Contact Person

MARIAN B. OBISPO

Manpower Planning and Monitoring Division

Office of Industry Manpower Development

Email: marian.obispo@gmail.com / mbobispo@tourism.gov.ph

Prepared by:

Project Officer, OIMD

Approved by:

ROWENA LU Y. MONTECILLO

Director, Office of Industry Manpower Development

Line Items

Item No.	Product/Service Name	Description	Quantity	UOM	Budget (PHP)
1	Consulting Services	Procurement of Consulting Services to Conduct Learning Needs Assessment (LNA) to Determine Tourism Human Capacity Building Programs and Interventions	1	Lot	700,000.00

Other Information

Eligibility Requirements

1. Registration Certificate from Security and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives.

2. Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zone Area,

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within period prescribed by the local government unit.

For individual consultants not registered under a sole proprietorship, a BIR Certificate of Registration shall be submitted, in lieu of DTI registration and Mayor's/Business permit.

3. PhilGEPS Registration Number

4. Latest Income/Business Tax Return (For ABC above Php500, 000.00)

5. Professional License/Curriculum Vitae

6. List of key personnel to be assigned to the contract to be bid, with their complete qualification and experience data.

7. Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Terms of Reference. (See attached Annexes TD 1 & 2)

8. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement

Note: Kindly submit your proposals together with your eligibility requirements thru email and sent it to jsfrancisco@tourism.gov.ph on or before 20 September 2021 at 10:00 am. Late and unsigned proposals shall not be accepted.

Created by John Paulo Samonte Francisco

Date Created 14/09/2021

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