

DEPARTMENT OF TOURISM
National Capital Region
Telefax: 8553-3530
Direct Line: 8553-3531/09190990025
Email: dotncr.bac@tourism.gov.ph

Date: December 22, 2022

GENTLEMEN:

REQUEST FOR QUOTATION

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

QUANTITY	UNIT	ITEM/DESCRIPTION/SPECIFICATION	UNIT PRICE
1 (ONE)	LOT	CONSULTANCY SERVICES COMPANY	
		Project Name: FILIPINO BRAND OF SERVICE EXCELLENCE ONLINE SERIES	
		I. BACKGROUND & PROJECT DESCRIPTION In the wake of the COVID-19 crisis, Travel and Tourism has a real opportunity to help drive recovery and fulfill its potential as a key sector in the transition towards a more sustainable and equitable society and economy. To do so, tourism stakeholders and frontline personnel must promote and embody the best qualities and positive values of Filipino hospitality. The Department of Tourism’s Filipino Brand of Service Excellence (FBSE) Program was envisioned to enhance and uplift the quality of tourism services in the country, aimed at fostering excellent service to tourists as part of the distinct Filipino brand. Thereby, the excellence in service has become a regional brand and a holistic national identity.	
		II. OBJECTIVES <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;	
		III. REQUIREMENTS FOR SUPPLIERS <ul style="list-style-type: none">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 profilej. With an office in Metro Manila.	

		IV. SCOPE OF WORK/DELIVERABLES	
		<p>PRE-EVENT</p> <ol style="list-style-type: none"> 1. Conceptualize and manage the whole event with twenty-four (24) online 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, selection of speakers/subject matter experts, assigning course topics, presentation, among others; 4. Engage directly with subject matter experts/speakers/moderator in online learning course topics that will be agreed upon and ensure all contents are aligned to the DOT-NCR directions, theme, topic and goals; 5. Draft and send out event invitation to target participants; 6. Draft and send out event invitation to target speakers/subject matter experts and VIP guests; 7. Draft and prepare speeches for principals; 8. Provide manpower to facilitate registration/attendance, pre-and post test, feedback forms and management/assistance during workshop activities, if necessary; 9. Must include the preparation of event's key visual, layout , and translations; 10. Create and manage pre-event social media postings, boosting and promotions; 11. Cover communication expenses for the preparation and duration of the training; 12. Be present, document and submit minutes of all meetings (virtual or actual) of the secretariat and working committees; 13. Sourcing of tokens of appreciation proportionate to the status of the subject matter experts/speakers, and VIP guests. Present a variety of choices of tokens for the DOT-NCR's approval. Package the tokens according to the DOT-NCR brand directions; <p>DURING EVENT</p> <ol style="list-style-type: none"> 14. Make use of hybrid/blended as mode of implementation for the conduct of the training program. 15. Create and manage same-day event social media postings, boosting and promotions; 16. Mount a full technical run of the each event and ensure excellent internet connection for speaker and facilitators; 17. Provide meals and snacks for organizers/facilitators/speakers, VIP guests; 18. Provide pre/post-test, ensure that participants accomplish the registration form, attendance sheet, and feedback form / link and encode results 19. Provide e-certificates to participants and resource speaker within 3 days after each run and document ; 20. Provide non-food tokens of appreciation to the subject matter experts/panelists/speakers, and VIP guests. <p>POST EVENT</p> <ol style="list-style-type: none"> 21. Must include transportation expenses or courier/delivery fees, if necessary; 22. Create and manage post-event social media postings, boosting and promotions; 23. Submit final documentation, proceedings, forms of the training program, modules/presentation, event materials aligned with the checklist provided by DOT-NCR 24. Must assist in encoding the gathered training/seminar data into the required OIMD links 25. Submit a terminal report (OIMD form) and a comprehensive terminal report complete with recommendations, SWOT analysis, or learner's response assessment within 15 days after the completion. 	

		<div>V. BUDGETARY REQUIREMENTS</div> <table><tr><th colspan="2">Filipino Brand of Service Excellence Seminar</th></tr><tr><th>PARTICULARS</th><th>ITEM AMOUNT</th></tr><tr><td>Speakers and Moderator’s Honorarium</td><td>14,600</td></tr><tr><td>Meals Speaker (Php1,100 x 1 pax – AM/PM Snacks & Lunch) Moderator /Organizer / Project Officers (Php 800 x 4 pax – AM/PM Snacks & Lunch)</td><td>4,300</td></tr><tr><td>Communication Expense</td><td>300</td></tr><tr><td>Social media boosting and promotion</td><td>1,000</td></tr><tr><td>Training Kits / Prizes for participants</td><td>5,000</td></tr><tr><td>Admin Cost (Procurement of Logistics; Manpower Assistance; Supervising and Managing the event; Documentation and Reports)</td><td>10,000</td></tr><tr><td>Miscellaneous expenses (coordination meetings, courier fees, etc.)</td><td>763</td></tr><tr><td>COST PER RUN</td><td>₱35,963.00</td></tr><tr><td>GRAND TOTAL (24 runs)</td><td>₱863,112.00</td></tr></table>	Filipino Brand of Service Excellence Seminar		PARTICULARS	ITEM AMOUNT	Speakers and Moderator’s Honorarium	14,600	Meals Speaker (Php1,100 x 1 pax – AM/PM Snacks & Lunch) Moderator /Organizer / Project Officers (Php 800 x 4 pax – AM/PM Snacks & Lunch)	4,300	Communication Expense	300	Social media boosting and promotion	1,000	Training Kits / Prizes for participants	5,000	Admin Cost (Procurement of Logistics; Manpower Assistance; Supervising and Managing the event; Documentation and Reports)	10,000	Miscellaneous expenses (coordination meetings, courier fees, etc.)	763	COST PER RUN	₱35,963.00	GRAND TOTAL (24 runs)	₱863,112.00	
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		<div>APPROVED BUDGET FOR THE CONTRACT (ABC)</div> <div>Pesos: EIGHT HUNDRED SIXTY-THREE THOUSAND ONE HUNDRED TWELVE PESOS ONLY (PhP863,112.00)</div> <div>(inclusive of Vat / applicable government taxes)</div>																							
		<div>DOCUMENTARY REQUIREMENTS TO BE SUBMITTED:</div> <div>1. Current Mayor’s/Business Permit</div> <div>2. PhilGEPS Platinum Certificate</div> <div>3. Latest Income/Business Tax Return</div> <div>4. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement</div> <div>5. Company Profile and Curriculum Vitae</div>																							
		<div>PROJECT OFFICER:</div> <div>Ms. Elaine Villanueva esvillanueva@tourism.gov.ph</div>																							
		<div>Please quote your lowest price for the above requirements and submit your quotation along with documentary requirements VIA PERSONAL SERVICE AND/ OR COURIER in <u>three (3) sets</u> – 1 original copy IN A SEALED ENVELOPE to this office address:</div> <div>DOT NCR BAC SECRETARIAT</div> <div>Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat</div> <div>2nd Floor, DOT Building, 351 Sen. Gil Puyat Avenue, Makati City</div>																							
		<div>Note: Deadline of submission is on December 27, 2022 at 10:00 am</div>																							

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)

TIN:

LANDBANK ACCOUNT NUMBER

AUTHORIZED SIGNATURE OVER PRINT NAME