



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 9756229
Procuring Entity DEPARTMENT OF TOURISM
Title Ground Handling Services for the FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN MIMAROPA REGION

Area of Delivery

Solicitation Number:	RFQ NP-SVP No. 2023-05-313	Status	Active
Trade Agreement:	Implementing Rules and Regulations	Associated Components	1
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods	Document Request List	1
Category:	Travel, Food, Lodging and Entertainment Services	Date Published	16/05/2023
Approved Budget for the Contract:	PHP 625,939.66	Last Updated / Time	16/05/2023 00:00 AM
Delivery Period:		Closing Date / Time	19/05/2023 13:00 PM
Client Agency:			
Contact Person:	Norjannah P Lucman Admin. Officer III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 nplucman@tourism.gov.ph		

Description

TERMS OF REFERENCE

PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN MIMAROPA REGION

BACKGROUND/PROJECT DESCRIPTION

The Filipino Brand of Service Excellence (FBSE) is one of the main advocacy programs of the Department of Tourism which aims to promote the best and positive about Filipino hospitality. It is envisioned to enhance and uplift the quality of tourism services in the country, making excellence in service become a holistic national identity, and make it our "brand".

The FBSE aims to highlight the good and the positive traits in the Filipino tourism professionals by emphasizing 7 Filipino Core Values or "7Ms" which should be manifested in key touchpoints in handling tourists or guests.

In order to spread the FBSE culture across the tourism sector, it is necessary to train more tourism professionals especially supervisors or middle managers in tourism enterprises to cascade the training at the enterprise level.

Thus, the Office of Industry Manpower Development (OIMD) shall conduct the FBSE Train-the-Trainers Course for In-house Trainers for tourism enterprises in line with the 100K FBSE trained individuals as instructed by the Secretary for the year 2023.

Target Participants : maximum of 40 pax comprising of Managers/
Supervisors of Accommodation Establishments
Date/Period Covered: June 5-10, 2023 (subject to final confirmation)
Location/Venue : Puerto Princesa City, Palawan

PURPOSE/OBJECTIVES

The OIMD is in need of the services of a service provider in the Philippines engaged in the business of providing training/seminar packages, handling or coordinating transportation, accommodation, and events arrangements for such.

The training program aims to:

Develop pool of in-house trainers to conduct the FBSE Basic Trainings in DOT-accredited tourism enterprises.

Cascade the FBSE Trainings to the DOT-accredited tourism enterprises and tourism frontliners/workforce.

Boost participants' competencies in facilitating the FBSE trainings to their respective establishment's frontliners/personnel.

MINIMUM REQUIREMENT

Must be a Service Provider engaged in transportation, accommodation, and events management arrangements;
Must be a DOT-accredited service provider;
Must be willing to provide service on a send-bill arrangement; and
Must be flexible to make adjustments in schedules and timelines, if necessary.

SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following are the services required by the DOT:

TRANSPORTATION - Php98,059.66

Domestic airline tickets inclusive of 20 kilos baggage allowance:

Van Hire (inclusive of driver, driver's meals, gasoline, applicable parking fees)

Provision of transportation to training venue and off-session lunch/dinner venues, if necessary.

ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT - Php333,000.00

For Resource Speakers and DOT Personnel - 6 days/5 nights
Check-in: June 5, 2023
Check-out: June 10, 2023
Three (3) Single Rooms for FBSE Master Trainers
Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)

For Training Participants - 5 days / 4 nights
Check-in: June 6, 2023
Check-out: June 10, 2023
Fifteen (15) Twin-sharing Rooms for the 30 participants

Room accommodation must be inclusive of breakfast
Room accommodation should be open for cancellation of room booking once not occupied by the participants without cost, provided notice is given within 2 days before check in date;
Complimentary Wi-Fi; and
Inclusion of free access to all facilities and amenities within the hotel/resort.

MEALS (IN-SESSION AND OFF-SESSION) - Php194,880.00

Provision of meals for the following activities:

FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

- Must be within the same venue of the accommodation establishment;
- If possible, no visible posts at the middle of the room to block the view of the participants to the stage/presentation area;
- Seating arrangement with physical distancing, if possible;
- Provision of 1 separate table for speakers/panelists and 1 table for the secretariat
- Provision of pads and pencils for the participants;
- Free-flowing coffee, tea, water stations, and candies/mints;
- Fast and stable WIFI internet service that can accommodate 40 users; and
- Provision of the following audio-visual equipment and technical assistance in the required function rooms:
 - Basic sound system;
 - LCD projector and screen;
 - Whiteboard with whiteboard markers or flip charts with permanent markers
 - Outlets/extension cords that can accommodate 40 laptops;
 - Minimum of 3 wired or wireless microphones; and
 - Standby banquet staff and technical personnel;

OTHER DELIVERABLES/INCLUSIONS

Provision of dedicated project coordinator from the service provider

APPROVED BUDGET COST:

Six Hundred Twenty-Five Thousand Nine Hundred Thirty-Nine and Sixty-Six Centavos (Php625,939.66) inclusive of all applicable government taxes in accordance with government procedure.

PROJECT OFFICER/CONTACT PERSON:

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Prepared by: Approved by:

KYTLIN KYLA C. PRINCIPIO ARLENE A. ALIPIO
 Project Officer, MPMD-OIMD OIC-Director, OIMD

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Other Information

THE PROPOSAL/QUOTATION must be addressed to:

To: PROCUREMENT MANAGEMENT DIVISION
 Department of Tourism
 Makati City

with details such as:
 Name of the Bidder/Company:
 Address of the Bidder/Company:
 Title of the Project:
 RFQ No. 2023-05-313

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In addition to the Proposal/Quotation, kindly submit the following Eligibility Requirements:

1. 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.

2. PhilGEPS Registration Number

3. Latest Income/Business Tax Return (For ABC above PHP500, 000.00)

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

5. DOT Accreditation Certificate

Note: Kindly submit your quotations together with your eligibility requirements to nplucman@tourism.gov.ph on or before 19 May 2023 at 1:00 pm. Late and unsigned quotations shall not be accepted.

Created by Norjannah P Lucman

Date Created 15/05/2023

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