



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number	10606172
Procuring Entity	DEPARTMENT OF TOURISM - NCR
Title	CONSULTANCY SERVICES FOR FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 1st OF FY 2024
Area of Delivery	Metro Manila

Solicitation Number:	NCR-2024-02-005	Status	Pending
Trade Agreement:	Implementing Rules and Regulations	Associated Components	1
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	29/02/2024
Approved Budget for the Contract:	PHP 300,000.00	Last Updated / Time	28/02/2024 20:13 PM
Delivery Period:	2 Month/s	Closing Date / Time	04/03/2024 08:00 AM
Client Agency:			
Contact Person:	Lawrence Jacosalem Alcantara Supply Officer 7840 Makati Avenue, Brgy. Poblacion Makati City Metro Manila Philippines 63-8-4595200 Ext.212 63-8-5533530 dotncr.bac@tourism.gov.ph		

Description

I. BACKGROUND & PROJECT DESCRIPTION

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.

With three unique modules (Service Excellence, Understanding and Engaging Customers, and Complaints Handling), the tourism program has aimed to instill the culture of service excellence among tourism stakeholders in the country and raise the quality of service standards among the workforce in key tourism and service sectors.

In line with this endeavor, the Department of Tourism – National Capital Region (DOT-NCR), through its Industry Manpower Development Unit and in collaboration with the Tourism Regulation Division, will conduct the "Filipino Brand of Service Excellence" training program for the tourism stakeholders and frontline personnel in the National

Capital Region. Twelve (12) runs of FBSE training programs are set to be conducted on a face-to-face set up across the NCR within February to March 2024.

II. OBJECTIVES

- 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;

Gender Development Objectives:

- 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

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

IV. COURSE OUTLINE

Filipino Brand of Service Excellence Seminar (1 day / 8 hours)

Module I - Service Excellence and the 7M's of Filipino Values

Module II - Delivering Excellent Service using the GUEST Technique

Module III - The HEART of Service Recovery

V. METHODOLOGY

-Lecture / Presentations

-Group Exercises / Workshop

VI. REQUIREMENTS FOR SUPPLIERS

- Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs approved by DOT-OIMD.
- Must submit a list of current and previously conducted trainings or similar projects with DOT.
- Must submit a plan of approach/methodology with timeline for the execution of the overall scope of the project.
- Duly registered Philippine company with appropriate government Agency.
- Highly experienced in conducting and organizing high impact trainings that are of value to Filipinos.
- Must be registered with the Philippine Government Electronic Procurement Systems (PhilGEPS).
- Must provide a breakdown of prices and services included in the quotation complete with E-VAT and other government taxes;
- Amenable to government procedure or send-bill arrangement and preferably with Land Bank of the Philippines account.
- Must submit a curriculum vitae/professional license and company profile
- With an office in Metro Manila.

VII. SCOPE OF WORK/DELIVERABLES

PRE-EVENT

1. Manage and facilitate the whole event with thirty-two (32) 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. Provide manpower to facilitate DOT-NCR registration form, attendance sheet per day, pre-and post-test, feedback forms and provide management/assistance during workshop activities of FBSE program
6. Cover communication expenses for coordination and preparation during conduct of the training;
7. Sourcing of seven (7) 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. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates
11. Provide certificates/e-certificates to participants with control code from DOT- NCR and certificate of appreciation to resource speaker.
12. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize.
13. Provide FBSE Pins to the participants who successfully completed the training.
14. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.
15. 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

16. Must provide transportation and miscellaneous expenses and/or courier/delivery fees, if necessary;
17. 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)
18. 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

PARTICULARS ITEM AMOUNT

Speaker's Honorarium (PhP1,200 x 8 hours) 9,600

Meals

Speaker

(Php 220 x 3 x 1 pax = Php660)

DOT-NCR Team

(Php 220 x 3 x 2 pax = Php 1,320) 1,980

Giveaways for Knowledge Check Winners and

Focal Person (Php300 x 7 = Php2,100) 2,100

Communication Expense (Project Officer) 300

Transportation Expenses (DOT-NCR Team) 1,000

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) 1,020

COST PER RUN ₱25,000.00

GRAND TOTAL (12 runs) ₱300,000.00

*Venue and participants' meals to be shouldered by the tourism enterprise/LGU

IX. LEGAL/TECHNICAL REQUIREMENTS

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

X. PAYMENT PROCEDURE

₱300,000.00 inclusive of taxes upon completion of the training

Government procedure and is subject to appropriate government taxes.

XI. APPROVED BUDGET FOR THE CONTRACT (ABC):

TOTAL BUDGET: ₱300,000.00

XII. CONTACT PERSON:

Bidders: DOT-NCR BAC dotncr.bac@tourism.gov.ph

Inquiries: Mr. Mark Ryan Isidro - mjisidro@tourism.gov.ph

Other Information

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 March 4, 2024 at 8:00am

Created by Lawrence Jacosalem Alcantara
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