



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 11916445
Procuring Entity DEPARTMENT OF TOURISM - NCR
Title CONSULTANCY SERVICES for the conduct of FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 1st SEMESTER OF F.Y. 2025
Area of Delivery Metro Manila

Solicitation Number:	DOT-NCR-2025-03-010	Status	Pending
Trade Agreement:	Implementing Rules and Regulations		
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Associated Components	1
Classification:	Consulting Services	Bid Supplements	0
Category:	Consulting Services		
Approved Budget for the Contract:	PHP 975,000.00	Document Request List	0
Delivery Period:	3 Month/s		
Client Agency:		Date Published	26/03/2025
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	Last Updated / Time	25/03/2025 08:05 AM
		Closing Date / Time	31/03/2025 08:00 AM

Description

I. BRIEF BACKGROUND:

Aligned with the Department of Tourism's (DOT) objective to continuously enhance the country's tourism industry and promote service excellence across all tourism-related establishments, the Filipino Brand of Service Excellence (FBSE) program was established to emphasize the warmth of the Filipino hospitality which fosters cross-border connections, thereby reinforcing the Philippines' standing as a premier travel destination where the Filipino spirit of hospitality leaves a lasting impression on tourists.

In 2024, DOT-NCR has successfully trained 7,759 tourism frontline personnel with 131 trainings conducted. It has shown that DOT-NCR is making significant efforts to equip various tourism stakeholders with the necessary skills to meet the expectations of both local and international travelers.

II. OBJECTIVES:

- Instill and propagate the Filipino Brand of Service Excellence among Filipinos;
- Develop a culture of service excellence among tourism stakeholders in the country.
- Raise the quality-of-service standard of workforce in tourism and other service sectors.
- Apply the 7Ms of Filipino values (Makadiyos, Makatao, Maka-kalikasan, Makabansa, Masayahin, May Bayanihan, May Pag-asa) and demonstrate the Mabuhay and Salamat gestures to create a lasting memorable service experience in key customer touch points.

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.

Target Participants : min. of Forty (40) participants / run

Organizer : Department of Tourism - National Capital Region

Implementation Date : April to June 2025

(*subject to change due to the availability of speakers, venue to be agreed upon by the DOT-NCR and the supplier/service provider in coordination with the concerned LGU/stakeholders)

Duration : One day (8 hours) Training

Area : Venue within Metro Manila

Components : Face-to-face Training

IV. COURSE OUTLINE

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

Module I – The Philippine Tourism Industry Situationer and the FBSE Journey

Module II – The 7M's of Filipino Hospitality and Service Excellence

Module III – The GUEST Steps to Service Excellence

Module IV – The HEART of Service Recovery

V. METHODOLOGY

- Lecture / Presentations
- Group Exercises / Workshop

VI. REQUIREMENTS FOR SUPPLIERS

- a. Must be a consultancy service provider that specializes in conducting/facilitating/organizing trainings and utilizing training modules and programs.
- 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 profile
- j. With an office in Metro Manila.

VII. SCOPE OF WORK / DELIVERABLES

PRE-EVENT

1. Conceptualize, manage and facilitate the whole event with thirty-four (34) 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. Must include the preparation of event's key visual, layout, and translations;
7. Cover communication expenses for coordination and preparation during conduct of the training;
8. Sourcing of five (5) 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

9. Mount a full technical run and briefing for speaker and other staff assigned prior the start of the program;
10. Provide meals for the speaker and DOT-NCR team;
11. Ensure all participants have completed the registration form and pre-test before the start of the program. Ensure that the Attendance sheet and Feedback forms are fully accomplished by participants before releasing the certificates
12. Print and provide certificates/e-certificates to participants with control code from DOT-NCR and certificate of appreciation to resource speaker upon completion of the whole project.
13. Prepare and conduct an ice breaker / game and knowledge check activity each training. Selected winners will be given token / prize.
14. Ensure that the Acknowledgement Receipt for certificates and/tokens are filled out and signed.

15. Facilitate photo documentation with captions to be attached on the OIMD Terminal Report.

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
- 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) with photos

VIII. BUDGETARY REQUIREMENTS

Filipino Brand of Service Excellence Training

PARTICULARS ITEM AMOUNT

Speaker's Honorarium (Php1,200 x 8 hours) 9,600.00

Meals

Speaker

(Php 220 x 3 x 1 pax = Php660)

DOT-NCR Team

(Php 220 x 3 x 2 pax = Php 1,320) 1,980.00

Giveaways for Knowledge Check Winners and Focal Person (Php300 x 5 = Php 1,500) 1,500.00

Communication Expense (Project Officer) 200.00

Transportation Expenses (DOT-NCR Team) 1,000.00

Printing / Collateral Expenses 1,000.00

Admin Fee

(Manpower Assistance; Trainer's Assistant / Moderator's Fee; Supervising and Managing the event; Documentation and Reports; Courier or Transportation expenses) 9,000.00

Miscellaneous expenses (coordination meetings and office supplies) 720.00

COST PER RUN ₱25,000.00

GRAND TOTAL (39 runs) ₱975,000.00

IX. LEGAL/TECHNICAL/DOCUMENTARY REQUIREMENTS

1. Valid Mayor's/Business Permit;
2. PhilGEPS Registration Number;
3. Latest Income/Business Tax Return;
4. Duly Notarized Omnibus Sworn Statement;
5. Company Profile and Curriculum Vitae

APPROVED BUDGET FOR THE CONTRACT (ABC)

Php 975,000.00

Pesos : NINE HUNDRED SEVENTY-FIVE THOUSAND ONLY

* inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/and other applicable taxes and charges net upon completion of the project and delivery of all requirements as agreed upon.

Government procedure and subject to appropriate government taxes

Contact Persons:

Ms. Ma. Christina P. Eusala – cpeusala@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 31, 2025 at 8:00am

Created by Lawrence Jacosalem Alcantara

Date Created 25/03/2025

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