

DEPARTMENT OF TOURISM
National Capital Region
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Date: March 24, 2025

GENTLEMEN:

REQUEST FOR QUOTATION

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

QTY	UNIT	ITEM/DESCRIPTION/SPECIFICATION	UNIT PRICE
		CONSULTANCY SERVICES	
One (1)	Lot	PROJECT NAME : FILIPINO BRAND OF SERVICE EXCELLENCE (FBSE) TRAINING FOR 1 st SEMESTER OF F.Y. 2025	
		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: <ul style="list-style-type: none">• 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. <u>Gender Development Objectives:</u> <ul style="list-style-type: none">✦ 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/4 th 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 <i>(*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)</i> Duration : One day (8 hours) Training Area : Venue within Metro Manila Components : Face-to-face Training	
		IV. COURSE OUTLINE	
		<u>Filipino Brand of Service Excellence Seminar (1 day / 8 hours)</u> 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	
		<ul style="list-style-type: none">- Lecture / Presentations- Group Exercises / Workshop	
		VI. REQUIREMENTS FOR SUPPLIERS	

		<ol 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. 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	
		<p><u>PRE-EVENT</u></p> <ol style="list-style-type: none"> 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. <p><u>DURING EVENT</u></p> <ol style="list-style-type: none"> 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. <p><u>POST EVENT</u></p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> - 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 <i>* 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.</i> <i>Government procedure and subject to appropriate government taxes</i>		
		Contact Persons: Ms. Ma. Christina P. Eusala – cpeusala@tourism.gov.ph		
		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		

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)

Email ADDRESS

TIN: _____

LANDBANK ACCOUNT NUMBER

AUTHORIZED SIGNATURE OVER PRINT NAME