



## Bid Notice Abstract

### Request for Quotation (RFQ)

**Reference Number** 8078440  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** Procurement of Services of a Training Provider for the Conduct of Filipino Brand of Service Supervisor's Training - Enterprise Level

#### Area of Delivery

<b>Solicitation Number:</b>	RFQ No. 2021 - 10 - 0130	<b>Status</b>	<b>Pending</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	2
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Goods	<b>Document Request List</b>	0
<b>Category:</b>	Education and Training Services	<b>Date Published</b>	14/10/2021
<b>Approved Budget for the Contract:</b>	PHP 984,000.00	<b>Last Updated / Time</b>	13/10/2021 07:50 AM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	18/10/2021 10:00 AM
<b>Client Agency:</b>			
<b>Contact Person:</b>	John Paulo Samonte Francisco Administrative Assistant III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 jsfrancisco@tourism.gov.ph		

#### Description

1 | Page

#### TERMS OF REFERENCE

(Services of Training Provider)

I. PROJECT: FILIPINO BRAND OF SERVICE SUPERVISOR'S TRAINING

- ENTERPRISE LEVEL

II. BACKGROUND

The Filipino Brand of Service Excellence (FBS) is one of the flagship programs of the Department of Tourism which envisions to provide tourism and hospitality industry front liners and professionals with a benchmark on how to render excellent service to our tourists the Filipino way, and make it our "brand".

The FBS 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 FBS 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 FBS Supervisor's Training – Enterprise Level for in-house Supervisors of DOT- accredited establishments.

- Target Participants : maximum of 300 pax comprising of Supervisors of DOT-Accredited Establishments

- Date/Period Covered : October 2021 to February 2022

III. OBJECTIVES

1. To develop pool of in-house trainers to conduct the FBS Trainings in DOT-accredited tourism enterprises.
2. To cascade the FBS Trainings to the DOT tourism accredited enterprises and tourism workforce.
3. To boost participants' competencies in facilitating the FBS trainings to their establishment's frontliners/personnel.

2 | Page

#### IV. MINIMUM REQUIREMENT

- Must be a DOT-accredited tourism training provider;
- Must have previously conducted and facilitated FBS trainings for DOT Offices; and
- Must be flexible to make adjustments in schedules and timelines if necessary.

#### V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

1. Host and facilitate the conduct of FBS Supervisor's Training – Enterprise Level to a maximum of 300 participants in 16 Regions, to wit:
  - 1.1 At least 18 hours of blended learning to include lecturette, critique of topic presentation and evaluation of trainers for each batch
  - 1.2 Each batch shall not exceed 16 participants
2. Provide detailed Timeline, Training Plan and Outline of the course in synchronous and asynchronous delivery mode.
3. Prepare/create invitation letters/art cards that will be used in the email invites to participants and social posting to promote and communicate program objectives.
4. Create webinar design, hosting of Zoom platform and provision of technical support.
5. Develop pre-assessment and pre-work materials.
6. Administer registration, tracking and monitoring of registrations, and provide webinar link notices and coordination with the qualified participants.
7. Source and coordinate with FBS Master Trainers as approved by the end-user. Brief the identified trainers on their assigned topics prior to the conduct of the course in consultation with the end-user.
8. Handle payment of professional fees of the identified/qualified FBS Master Trainers and facilitators not less than P1,200/hour.
9. Provide training handouts/session materials to the participants, as applicable.
10. Provide giveaways/prizes worth at least P300 for games for at least 2 winners per training session.
11. Develop and administer feedback/post evaluation of participants.
12. Provide Administrative and Secretariat Services, as follows:
  - 12.1 Secretariat and technical support
  - 12.2 Video recording and photo documentations
  - 12.3 Consolidation of summary of feedback sheets per trainer
13. Preparation and distribution of e-Certificates of Participation to the participants who have completed at least 80% attendance to the course, and e-Certificates of Training to participants who successfully passed the assessment/examination.
14. Evaluate and review the overall conduct of the FBS Learning Program and recommend further enhancements.
15. Submit Terminal Report after the completion of the program.

3 | Page

13. Preparation and distribution of e-Certificates of Participation to the participants who have completed at least 80% attendance to the course, and e-Certificates of Training to participants who successfully passed the assessment/examination.
14. Evaluate and review the overall conduct of the FBS Learning Program and recommend further enhancements.
15. Submit Terminal Report after the completion of the program.

#### VI. OTHER DELIVERABLES

1. Coordination meetings with the end-user for the presentation and approval of detailed Timeline, Training Plan, deliverables of the program and training expectations.
2. Curriculum Vitae of the Project Lead and proposed FBS Trainers who will facilitate and conduct the training.
3. Design and development of Trainer Selection Criteria and Guidelines for use by the DOT-OIMD Selection Committee.
4. Preparation of Trainer Evaluation, Rating Sheets, Performance Monitoring Tools and Mentoring Guidelines.
5. Assist the end-user in the updating/upgrading of the following FBS materials;
  - 5.1 FBS Module content to suit current tourism environment and to include gender responsive guidelines
  - 5.2 FBS Trainers Manual and Guide
  - 5.3 FBS Presentation Materials and Toolbox for Trainers
  - 5.4 FBS Training Plan and Training Manual
  - 5.5 FBS Training Guidelines for trainers

#### VII. PROJECT DURATION

Four (4) months from the issuance of Notice to Proceed.

#### VIII. APPROVED BUDGET COST

The Training Provider shall be paid the amount of Nine Hundred Eighty-Four Thousand Pesos (Php 984,000.00) inclusive of all applicable government taxes in accordance with government procedure and based on the following tranches:

- 30% of the total contract cost upon completion, submission, and approval of the detailed Timeline, Training Plan and Outline of the course, pre-training guidelines, evaluation/monitoring tools, and updated FBS training presentation materials and manual.
- 50% of the total contract cost upon completion of training schedules for 300 participants and issuance of certificates.

4 | Page

- 20% of the total contract cost upon completion of Trainer Performance Monitoring and Mentoring Guidelines.

If the man-days will exceed, no additional cost shall be charged to the DOT, as long as the activities are within the scope and deliverables set forth between the DOT and the winning bidder.

#### IX. PROJECT OFFICER/CONTACT PERSON

MARIAN B. OBISPO

Office of Industry Manpower Development

Email: mbobispo@tourism.gov.ph

Prepared by: Approved by:

MARIAN B. OBISPO ROWENA LU Y. MONTECILLO

Project Officer Director, OIMD

#### Line Items

Item No.	Product/Service Name	Description	Quantity	UOM	Budget (PHP)
1	Education and Training Services	Procurement of Services of a Training Provider for the Conduct of Filipino Brand of Service Supervisor's Training - Enterprise Level	1	Lot	984,000.00

**Other Information**

## 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

Note: Kind submit your quotations together with your eligibility requirements thru email and sent it to jsfrancisco@tourism.gov.ph on or before 18 October 2021 at 10:00 am. Late and unsigned quotations shall not be accepted.

**Created by** John Paulo Samonte Francisco

**Date Created** 13/10/2021

The PhilGEPS team is not responsible for any typographical errors or misinformation presented in the system. PhilGEPS only displays information provided for by its clients, and any queries regarding the postings should be directed to the contact person/s of the concerned party.