

TECHNICAL SPECIFICATIONS

ENGAGEMENT OF TRAINING SERVICE PROVIDER FOR 2024 IN-HOUSE LEARNING SESSIONS

I. RATIONALE

As part of its Learning and Development Program, the Tourism Promotions Board (TPB) will conduct the following in-house training:

Lot No.	Learning Session Title	Indicative Dates	Platform/ Venue	No. of Pax
1	Training on Protocol and Social Graces	19-20 August 2024	Face to Face/ Metro Manila Area	30
2	Seminar on Customer Service Excellence	03-04 July 2024		30
3	Seminar on Artificial Intelligence	18-19 September 2024		30

II. RATIONALE AND OBJECTIVES

Learning Session Title	Rationale	Objectives	Expected Output/ Outcome
Lot 1 Training on Protocol and Social Graces	An in-house workshop designed to equip participants with the necessary knowledge and skills to navigate and conduct themselves appropriately in official and diplomatic settings. This knowledge is valuable for those involved in organizing or participating in official functions.	<ol style="list-style-type: none"> To familiarize participants with the coordinative flow of the preparation and implementation of Official and Diplomatic engagements; Identify the role and functions of Protocol within ceremonial functions of the institution; and, To improve project implementation competency of the participants 	<ol style="list-style-type: none"> Deeper understanding of official and diplomatic protocol, including proper etiquette, forms of address, and behavior in various official settings. Increased confidence and professionalism. Enhanced participants' interpersonal skills, including communication, cultural sensitivity, and conflict resolution.

Learning Session Title	Rationale	Objectives	Expected Output/ Outcome
Lot 2 Seminar on Customer Service Excellence	An in-house training on Customer Service Excellence as a learning intervention to improve its personnel's competency and as an action plan for the recent Customer Satisfaction Survey Report.	<ol style="list-style-type: none"> 1. To reorient the participants on the definition of exceptional customer service 2. To equip the participants with the techniques and approaches on delivering exceptional customer service. 3. To increase the Customer Satisfaction Survey Rating in the next report. 	<ol style="list-style-type: none"> 1. Improved handling of customers by target participants 2. Increased Customer Satisfaction Survey Rating in the next report

Learning Session Title	Rationale	Objectives	Expected Output/ Outcome
Lot 3 Seminar on Artificial Intelligence	An intervention to familiarize and orient with the nature and use of Artificial Intelligence (AI) in increasing the efficiency and quality of its work.	<ol style="list-style-type: none"> 1. To provide briefing of the general theory regarding the nature of AI, and Machine Learning. 2. To introduce some of the popular AI tools available 3. To experience using some of the AI tools applicable to TPB 	<ol style="list-style-type: none"> 1. Increased awareness on the AI Technology and its use 2. List of popular AI tools applicable to TPB

III. QUALIFICATIONS

- A. Bidder must have at least three (3) years of experience in providing training and learning interventions in government and private offices.
- B. Bidder must submit a customized proposal tailor-fit to the organization's needs and objectives not generic, one-size-fits-all materials including course outline
- C. Bidder must submit evaluation instrument to measure the effectiveness of the learning intervention and improvement of participants.
- D. Bidder must be able to provide the following based on the stated specifications:

- Qualified resource speaker/ subject matter expert/s with at least three (3) years of relevant experience and has conducted at least five (5) sessions related to the topic
 - **For Lot 1 Training on Protocol and Social Graces**, resource speaker/ subject matter expert must have experience as a Consultant for Protocol and VVIP Courtesies for various Philippine government hosting of international events and conferences.
 - Training Coordinator
- E. Bidder must provide list of key persons involved with respective work assignments during preparation and actual learning session such as Learning Service Provider, Training Coordinator, project management team (if applicable) and the like, with their curriculum vitae.

IV. ELIGIBILITY REQUIREMENTS

- A. Technical requirements:
1. Submit a customized proposal tailor-fit to the organization's needs and objectives – not generic, one-size-fits-all materials including:
 - a. Course outline
 - b. List of key persons involved with respective work assignments during preparation and actual learning session and curriculum vitae
 2. Submit evaluation instrument to be used by supervisors after 6 months to measure the application of learning of the participants based on the abovementioned rationale, objectives and the expected output/ outcome
 3. Submit a list of qualified subject matter experts with their respective Curriculum Vitae based on the stated topics;
 4. Submit a list of completed projects for the past 3 years in the private and government offices with a brief description and amount of contract. For government offices, must submit at least one of the following:
 - a. Notice of Award (NOA)
 - b. Purchase Order (P.O.)
 - c. Event Contract, and/or Notice to Proceed (NTP);
 5. Submit a statement of acceptability of the schedule of the abovementioned Scope of Deliverables.
- B. Deliverables
- Pre-Session:
 1. Must submit a proposed course outline for approval of the end-user
 2. Poster Announcement
 3. Pre-approved evaluation instrument to be used by supervisors to measure the application of the learning of the participants after 6 months
 - In-Session:
 1. Administer pre-test and post-tests within the learning sessions;
 2. Training Coordinator and Learning Service Provider

3. Training handouts, supplies and materials
***For Lot 1 Training on Protocol and Social Graces**, provision of items/materials for the table etiquette such as wine, cheese, etc.

- Post-session:
 1. Provision of certificates
 2. Submission of post-program/terminal reports

V. APPROVED BUDGET FOR THE CONTRACT (ABC)

The ABC for the following lots inclusive of all applicable fees and taxes:

- Lot 1 – THREE HUNDRED THOUSAND PESOS (300,000.00)
- Lot 2 – TWO HUNDRED THOUSAND PESOS (200,000.00)
- Lot 3 – TWO HUNDRED THOUSAND PESOS (200,000.00)

VI. TERMS OF PAYMENT

Send a bill to the Tourism Promotions Board. Final payment upon completion of deliverables per lot item and receipt of invoice, billing, and/or other pertinent documents.

The following documents should be submitted by the winning bidder for the processing of payment:

1. Original copy of Statement of Account / Billing Statement with detailed costs for all services rendered to include management fee addressed to:

ROSSANDRA AMYTHEA Q. CAYAGO

Acting Head

Personnel and Human Resources Development Division

Tourism Promotions Board

6/F 5E-Com Center, Harbor Drive, Mall of Asia Complex, Pasay City 1300 Philippines

Original copy of Statement of Account / Billing Statement shall be personally brought to TPB Office. Otherwise, delivery fee will be shouldered by the supplier.

2. Copy of Official Receipt

Payment will be made through an LBP bank deposit. The winning bidder should preferably have a Land Bank account. Otherwise, bank charges will be shouldered by the supplier.

Original copy of Official Receipt shall be personally brought to TPB Office. Otherwise, delivery fee will be shouldered by the supplier.

VII. CONTACT PERSONS

For particulars, please contact:

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