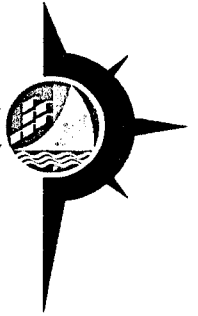




BAGONG PILIPINAS

**PHILIPPINE
PORTS
AUTHORITY**



REQUEST FOR QUOTATION
(Small Value Procurement)
ASD-022-2024

Name of Project : **Procurement of Service Provider for the
Conduct of Quality Customer Relations
Course**

Approved Budget for the Contract : **₱ 340,000.00**

Deadline for Submission : **April 5, 2024**

Please quote your best quotation in line with the attached specifications. Suppliers are required to submit their valid and current Mayor's/Business Permit, PhilGEPS Registration Number, Professional License/Curriculum Vitae, Omnibus Sworn Statement and Secretary's Certificate/Special Power of Attorney.

Quotations shall be submitted in person to the Manager, Administrative Services Department, PPA Corporate Bldg., Bonifacio Drive, South Harbor, Port Area, Manila. Quotations/documents sent to any other department/s or email address will not be considered.

For further information, please refer to:

The BAC Secretariat, Philippine Ports Authority
5th Floor, PPA Bldg., Bonifacio Drive
South Harbor, Port Area, Manila
Telephone/Fax No. 527-4735
954-88-00 loc. 539
PPA Website: www.ppa.com.ph

Very Truly Yours,

msalluc
fn: **MARK JON S. PALOMAR**
Chairperson, Bids and Awards Committee
Procurement of Goods and Consultancy Services

**TERMS OF REFERENCE
PROCUREMENT OF SERVICE PROVIDER
FOR THE CONDUCT OF QUALITY CUSTOMER RELATIONS COURSE
(ASD-022-2024)**

I. INTRODUCTION

Based on the approved CY 2024 PPA Learning and Development Programs and Budget (LDPB), the PPA Training Institute (PPATI) has scheduled the conduct of Quality Customer Relations Course on the following schedule:

BATCH	Pax	TENTATIVE DATES	VENUE
1	70	May 29-30, 2024	Manila
2	50	June 19-20, 2024	Manila
3	50	July 30-31, 2024	Davao

Providing quality service is essential to any organization that caters to people, as it resulted in high customer satisfaction and ultimately contributed to organizational success. The key to good customer service is building good and mutually beneficial relationships with customers. Not only does the quality of interaction with customers affect their decision to remain loyal to the company, but employees with effective customer service skills feel a greater sense of value and commitment to their job. Creating a positive impression in the minds of current and future customers results to highly-engaged customers and employees to boost productivity and increase customer loyalty. It is therefore necessary to develop and train employees to handle quality customer service which undoubtedly is the key to organizational stability, growth and success.

II. PROJECT DESCRIPTION

2.1 Project Duration

To cover a period of one (1) year.

2.2 Project Scope

The service to be rendered shall cover the training program identified in Section I hereof.

III. OBJECTIVE

This training will enable participants to develop a culture of exceptional customer service leading to total customer satisfaction.

IV. SCOPE OF SERVICES AND REQUIREMENTS

The Service Provider contracted shall follow the minimum requirements stated below for the conduct of the above-mentioned program:

4.1 Qualifications of Service Provider:

1. Must have extensive expertise in organizational development, corporate, behavioral, leadership, emotional skills training and consultancy;
2. Must have resource persons who are subject matter experts;
3. Must have an experience with government procurement bidding process;
4. Must have basic understanding of PPA's mandate and functions;
5. Must have implemented similar training for both public and private organizations;
6. Must have capability to implement both in-person and online training;
7. Must have at least five (5) years experience in-person training delivery and two (2) years for online training.
8. Must have no existing service contract with or within PPA.

4.2 The Subject Matter Expert/s (SMEs) assigned to deliver the training shall have the following criteria:

1. Should be a graduate of four-year degree course, with at least three (3) years of work experience as lecturer/facilitator in delivering training programs of similar nature to public and/or private sector organizations;
2. Preferably with postgraduate degree related with the subject matter (but not required);
3. Seasoned professional with extensive experience in customer experience consulting and customer service training; and
4. Capable to deliver both in-person and online training.

V. SERVICE PROVIDER RESPONSIBILITIES

- 5.1 Provide one (1) subject matter expert to deliver the training;
- 5.2 Conduct the training on site/in-person;
- 5.3 Communicate the training engagement protocols to PPA thru the Training Institute (PPATI) prior to training implementation;
- 5.4 Submit course design two (2) weeks prior to the conduct of training in accordance with PPA requirements for approval;
- 5.5 Submit the electronic copies of the course modules, master copy of the participant's workbook, exercise forms and training handouts prior to the conduct of the training in accordance with PPA requirements;
- 5.6 Provide the following to the participants:
 - electronic copy of training handouts
 - electronic and hardcopy of certificate of training at most 10 working days after the conduct of the training, and
 - electronic and hardcopy of Pre and Post-tests;
- 5.7 Submit results of all related tests/evaluations/assessments to PPA thru the Training Institute (PPATI);
- 5.8 Provide the online platform in the event the training will be conducted online due to uncontrollable situations;

- 5.9 Provide recording of the training sessions to PPA through the Training Institute (PPATI) in the event that it will be conducted online due to uncontrollable situations; and
- 5.10 Perform other services necessary for the delivery of the training.

VI. PPA RESPONSIBILITIES

- 6.1 Provide the number of enrollees as stated;
- 6.2 Provide the meals, training venue, relevant supplies and equipment, and accommodation, per diem and transportation of participants;
- 6.3 Shoulder the accommodation and transportation of one (1) SME for trainings to be conducted outside Metro Manila. Meals (outside training hours) and other incidental expenses shall be shouldered by the SME;
- 6.4 Coordinate the training program;
- 6.5 Issue a separate Certificate of Training to each participants;
- 6.6 Ensure that each participant has necessary materials and supplies needed for the training; and
- 6.7 Pay the service provider as per contract.

VII. BUDGET

7.1 The following are the Approved Budget for the Contract:

Batches	Title	Amount
1	Quality Customer Relations Course	140,000.00
2		100,000.00
3		100,000.00
	TOTAL	340,000.00

7.2 Funding shall be chargeable against the CY 2024 Learning and Development Programs and Budget.

Approved by:


MARYGENE F. MONTENEGRO
 Department Manager
 PPATI Training Institute