



## REQUEST FOR QUOTATION

The Philippine Ports Authority Bids and Awards Committee for the Procurement of Goods and Consultancy Services (BAC-PGCS) will undertake the Procurement of Service Provider for the conduct of "Quality Customer Relations Training" for PMO Negros Occidental/Bacolod/Banago/BREDCO on June 5-8, 2018, per attached Terms of Reference (TOR):

APPROVED BUDGET FOR THE CONTRACT (ABC): P 120, 000.00

DEADLINE FOR SUBMISSION OF QUOTATION: May 2, 2018

All quotations must be duly-signed and shall be submitted to BAC Office, 5<sup>th</sup> Floor, PPA Bldg., Bonifacio Drive, South Harbor, Port Area, Manila or call/email on the following numbers/addresses:

(02) 336 6516      ppati@ppa.com.ph  
0917-703-1837      jcpudan@ppa.com.ph

The required documents such as PhilGEPS Registration, DTI or SEC Registration, Mayor's/Business Permit and Income Tax Return must be submitted after determination by the BAC of the Lowest Calculated and Responsive Quotation.

For further information, please refer to:

BAC Secretariat, Philippines Ports Authority  
5<sup>th</sup> Floor, PPA Bldg., A. Bonifacio Drive,  
South Harbor, Port Area, Manila  
Telephone/ Fax No. 527-4735  
527-8356 to 83 loc 539  
PPA Website: [www.ppa.com.ph](http://www.ppa.com.ph)

  
**ADRIAN FERDINAND S. SUGAY**  
Chairperson, HO-BAC/PGCS

**TERMS OF REFERENCE  
FOR THE CONDUCT OF QUALITY CUSTOMER RELATIONS TRAINING**

**I. INTRODUCTION**

Based on the approved CY 2018 PPA Learning and Development Programs, the PPATI is scheduled to conduct the "Quality Customer Relations Training".

The said activity aims to enhance the participants' personal qualities and professional competence in consistently providing quality service and satisfying the needs and expectations of the internal and external customers and other relevant interested parties through latest trends in Customer Service Excellence, rudiments of Quality Management Principles and related ISO 9001:2015 clauses.

**II. SCOPE OF SERVICES AND REQUIREMENTS**

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

1. Must have extensive experience in the field of Integrated Management Systems.
2. The organization or company must have a certified management system or a certifying body.
3. Must have earned the minimum final rating requirement (85%) using the Quality-Cost Based Evaluation (QCBE) procedure (75% for technical score and 25% for financial score). The technical scope shall be evaluated using the following criteria and weights:
  - Qualification of Resource Person/s to be assigned to training (50%)
    - Relevant education
    - Technical Certification/Training on ISO standards
    - Relevant work experience
    - No. of years in the firm
  - Experience of the bidding/company (30%)
  - International or local recognition/affiliation (20%)

**III. SERVICE PROVIDER RESPONSIBILITIES**

1. Provide the Resource Person/Trainer to deliver training program;
2. Submit the training design prior to the conduct of training in accordance with PPA requirements;
3. Provide and submit course modules, master copy of the participant's workbook, exercise forms, and training handouts (together with the soft copy) prior to the conduct of the training in accordance with PPA requirements;
4. Issue Certificate of Completion/Training of participants; and,
5. Perform other acts and services necessary to the forgoing.



#### IV. PPA RESPONSIBILITIES

1. Provide the training venue, training equipment, training supplies/materials and transportation for the resource person/s, participants, and training staff;
2. Take charge of the reproduction of job aids/tool kits and necessary training materials/handouts;
3. Implement and facilitate the workshop; and,
4. Pay the Service Provider the package rate agreed upon during the procurement process, through its representative.

#### V. BUDGET

The budget estimates for the procurement of Service shall be chargeable against the approved CY 2018 PPA Learning and Development Programs as follows:

Venue	Batch	No. of Pax	No. of Days	Date	Amount
PMO Negros Occidental/ Bacolod/ Banago/ BREDCO	1	30	2	June 5-6, 2018	P 120, 000.00
	2	30	2	June 7-8, 2018	

Any inquiries/ clarification can be coursed through to Mr. Jovertlee C. Pudan, Training Specialist IV of PPATI at (02) 336-6516, 0917-703-1837, or [jcpudan@ppa.com.ph](mailto:jcpudan@ppa.com.ph).

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