



**REQUEST FOR QUOTATION**  
(Small Value Procurement)  
ASD-024-2023

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

Approved Budget for the Contract : **P100, 000.00**

Deadline for Submission : **May 29, 2023**


Please quote your best quotation in line with the attached specifications. Suppliers are required to submit their valid and current Mayor's/Business Permit Permit, Professional License/Curriculum Vitae and PhilGeps Registration Number.

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  
5<sup>th</sup> 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](http://www.ppa.com.ph)

Very Truly Yours,

  
**ANGELINA A. LLOSE**  
Vice Chairperson, Bids and Awards Committee  
Procurement of Goods and Consultancy Services

**TERMS OF REFERENCE  
PROCUREMENT OF SERVICE PROVIDER  
FOR THE CONDUCT OF TRAINING ON QUALITY CUSTOMER RELATIONS  
(ASD-024-2023)**

**I. INTRODUCTION**

Based on the approved CY 2023 PPA Learning and Development Programs and Budget (LDPB), the PPA Training Institute (PPATI) has scheduled to conduct the of Training on Quality Customer Relations on June 21-22, 2023 to be held at PPA Head Office PPA Corporate Bldg. Bonifacio Drive, South Harbor, Port Area, Manila.

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 the 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 requirements stated below for the conduct of the above-mentioned program:

<b>Tentative Date</b>	<b>Venue</b>	<b>Target Participants</b>
June 21-22, 2023	PPA Head Office	Nationwide 100 Participants

#### **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.

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

1. College Graduate with PRC License if applicable;
2. Seasoned professional with extensive experience in customer experience consulting and customer service training;
3. Capable to deliver both in-person and online training.

### **V. SERVICE PROVIDER RESPONSIBILITIES**

1. Provide one (1) subject matter expert to deliver the training;
2. Conduct the training on site/in-person;
3. Communicate the training engagement protocols to PPA thru the Training Institute (PPATI) prior to training implementation;
4. Submit course design two (2) weeks prior to the conduct of training in accordance with PPA requirements for approval;
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;
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;
7. Submit results of all related tests/evaluations/assessments to PPA thru the Training Institute (PPATI);
8. 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
9. Perform other services necessary for the delivery of the training.

## **VI. PPA RESPONSIBILITIES**

1. Provide the number of enrollees as stated;
2. Provide the meals, training venue, relevant supplies and equipment, and accommodation, per diem and transportation of participants;
3. Coordinate the training program;
4. Issue a separate Certificate of Training to each participants;
5. Ensure that each participant has necessary materials and supplies needed for the training;
6. Pay the service provider as per contract; and
7. Provide the online platform in the event the training will be conducted online due to uncontrollable situation.

## **VII. BUDGET**

1. The Approved Budget for the Contract is P100,000.00.
2. Funding shall be chargeable against CY 2023 Learning and Development Programs and Budget.

Approved by:

  
**MARYGENE F. MONTENEGRO**  
Department Manager  
PPATI Training Institute

TPMD/PMTS  
DFMF /ANC /nldg-Memo to ASD-QCR