



REQUEST FOR QUOTATION
(Small Value Procurement)
BAC-PGCS-031-2022

Name of Project : **Procurement of Service Provider for the
Conduct of Virtual Training on Quality
Customer Service and Skills Development**

Approved Budget for the Contract : **P338, 400.00**

Deadline for Submission : **April 20, 2022**

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, and Omnibus Sworn Statement with attached 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,


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 VIRTUAL TRAINING ON
QUALITY CUSTOMER SERVICE AND SKILLS DEVELOPMENT**

1. BACKGROUND

Philippine Ports Authority under GOCCs, initially adapted QMS ISO 9001:2008 and now innovated to QMS (ISO 9001:2015) for Head Office and IMS (Quality-ISO 9001:2015, Environment- ISO 14001:2004 & Health and Safety- OHSAS 18001) for selected PMOs. Under clause 9.1.2 of ISO 9001:2015 said "The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring, and reviewing this information."

As such, the Human Resource Management Department (HRMD) has scheduled to conduct the virtual training on Quality Customer Service and Skills Development included in the approved CY 2022 PPA Learning and Development Programs.

Customer service skills training is specifically designed to develop the participants' skills and behaviors to offer exceptional customer care. It also empowers participants to provide effective solutions to customer facing problems when they arise. A customer service strategy helps you meet the specific needs of your target markets and defines how you can let your customers know that you understand their needs and can meet them.

2. OBJECTIVE

The main purpose of the course is to provide participants with basic concepts of Quality Customer Service, its components and importance to public service and awareness in the clauses of ISO 9001:2015 related to customer service. The course will also enable participants to apply required knowledge, skills, and competency, as well as discuss the implications of excellent customer service to the company's growth and employees' professional development.

3. SCOPE OF WORK

3.1 Project Duration

To cover a period of one (1) year.

3.2 Project Scope

The services to be rendered shall initially cover the training programs identified in Section I hereof.

Course Title	Description	No. of Participants	Tentative Schedule
Virtual Training on Quality Customer Service and Skills Development	The course gives the participants sufficient knowledge, skills, and competency on quality customer service to effectively deliver excellent customer service.	60 pax/ batch	2 nd to 4 th week of June - August 2022 (Batches 1-3)

3.3 SCOPE OF SERVICES AND REQUIREMENTS

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

3.3.1 Qualifications of Service Provider:

1. Preferably with extensive expertise and experience in ISO standards.
2. Must have resource persons who are subject-matter-experts.
3. Must have an experience with government procurement bidding process.
4. Must have thorough understanding of PPA's processes.
5. Must have implemented similar training for both public and private organizations.
6. Must have capability to implement training through distant learning modes such as, but not limited to location-independent online trainings, webinars, or live online trainings.
7. Must have appropriate tools and resources to implement training through distant learning modes such as but no limited to location-independent online/virtual training, web-based seminar, or live online trainings.
8. Must have at least one (1) year experience in online/virtual/web-based training delivery.
9. If applicable, with at least a satisfactory rating on previous PPA training.

3.3.2 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. Relevant work experience in the implementation of Quality Management System (QMS)/ Integrated Management Systems (IMS).
3. Capable to deliver training thru online/virtual/web-based platforms.
4. Competent to identify the needs, can create solid, tangible goal and training program concerning delivering service excellence.

3.3.2 Develop course design and workplan needed for the successful implementation of the program.

3.3.3 Target learning needs/competency of participants
Delivering Service Excellence -Intermediate

<i>Core Competency</i>	<i>Delivering Service Excellence (includes Professionalism and Teamwork)</i>
<i>Description</i>	Delivers and adds value to respective stakeholders' standards and requirements; Anticipates, identifies, and manages stakeholders' standards and requirements towards excellent customer service.
	Works with others despite differences in opinion, work style, and approach in the process of delivering excellent customer service.
	Seeks to understand the context, reasons, or background of issues before intervening.
<i>Behavioral Indicators</i>	Provide advice and guidance to subordinates about concerns elevated to their level.
	Initiates and recommends process improvements based on customers' feedback.

	Supports and coaches' others in handling or responding to all types of feedback.
	Demonstrates knowledge in determining which tasks need to be prioritized or how to change approach to adapt to changing conditions.
	Acts positively despite workload and/or changes to working conditions, priorities, and environment

4. SERVICE PROVIDER RESPONSIBILITIES

1. Conduct the training thru online/virtual/web-based lectures, presentation and discussions, workshops, and exercises
2. Provide the applicable online/virtual/web-based platform for training delivery.
3. The online/virtual/web-based platform should be readily available and user-friendly.
4. Communicate the training engagement protocols to PPA thru the Training Institute (PPATI) prior to training implementation.
5. Submit course design prior to the conduct of training in accordance with PPA requirements for approval.
6. Provide PPA through the Training Institute (PPATI) the electronic copies of modules, electronic pre and post test, and electronic/hardcopy of certificates of training so that PPATI can distribute said files to participants.
7. Provide recording of the training sessions to PPA through the Training Institute (PPATI) is possible.
8. Perform other services necessary for the delivery of the online/virtual/web-based training.
9. Accept the agreed package payment regardless of the number of participants.

5. PPA RESPONSIBILITIES

1. Provide the number of enrollees as stated.
2. Ensure that each participant has a laptop with webcam and stable internet connection.
3. Pay the service provider as per contract.

Approved by:



RAPHAEL C. RAYMUNDO

Acting Division Manager

Human Resource Management Department

