

REQUEST FOR QUOTATION

Date : _____

RFQ No.: _____

Name of Company : _____

Address : _____

Name of Store/Shop : _____

Address : _____

TIN : _____

PhilGEPS Registration Number(requiredpriorito award): _____

The **Small Business Corporation (SBCorp)**, through its Bids and Awards Committee (BAC), intends to procure **In-House Training on Customer Service and Communication** in accordance with **Section 53.9** of the 2016 revised Implementing Rules and Regulations of Republic Act of 9184.

Please quote your **best offer** for the item/s described herein, **subject to the Terms and Conditions** provided at the last page of this RFQ. Submit your quotation duly signed by you or your authorized representative not later than **June 19, 2023 at 10:00am.** A copy of your **Latest Business/Mayor's Permit, Philgeps Registration, BIR 2303 and Omnibus Sworn Statement** is also required to be submitted along with your quotation/proposal.

For any clarification, you may contact us at telephone no. (02) 5328-1100 to 10 local 1734/1742 or email address at jbperez@sbcorp.gov.ph



Rowena G. Betia
BAC Chairperson *h*

INSTRUCTIONS:

1. Accomplish this RFQ correctly and accurately.
2. Do not alter the contents of this form in any way
3. All technical specifications are mandatory. Failure to comply with any of the mandatory requirements. Will disqualify your quotation.
4. Failure to follow these instructions will disqualify your entire quotation.

After having carefully read and accepted the Terms and Conditions, I/we submit our quotation/s for the item/s as follows:

Item #	Item & Description	Qty.	Unit Price

Procurement of (Name of Item/s to be procured)	
TECHNICAL SPECIFICATIONS (detailed)	REMARKS
<p><u>COURSE DESCRIPTION*</u></p> <p>This training is designed to help the participants develop and refine their customer service and communication skills to build stronger customer relationships and provide exceptional customer experiences. Through a combination of interactive discussions, case studies, and practical exercises, participants will learn strategies and techniques for effective communication, managing customer interactions, and resolving challenging situations.</p> <p><u>OBJECTIVE*</u></p> <p>By the end of this training, participants will have developed the skills and knowledge to deliver exceptional customer service and effective communication, improving the Organization's reputation.</p> <p><u>COURSE OUTLINE*</u></p> <p>A. Customer Service Fundamentals in a Multichannel Environment</p> <ul style="list-style-type: none"> • Understanding the essential components of delivering excellent customer service across various platforms • Strategies for maintaining consistency and quality in customer interactions across multiple channels <p>B. Achieving Customer Delight - Enhancing Satisfaction & Fostering Loyalty</p> <ul style="list-style-type: none"> • Going above and beyond to exceed customer expectations and create memorable experiences • Building strong relationships with customers to cultivate satisfaction and foster long-term loyalty 	

C. Effective Management of Challenging Customer Interactions

- Empathetic communication techniques to establish rapport with irate customers and rebuild trust
- Conflict resolution skills to address customer concerns and find mutually satisfactory resolutions

**The proposed Course Module/Outline from the provider should align with the provided guide course description, objective, and outline.*

METHODOLOGY

- Pre-workshop Consultation
- Pre- and Post Evaluation [e.g. profiling of participants, Training Needs Analysis (TNA)]
- Lecture/Discussion
- Case Study/Exercises
- Breakout Sessions (e.g. for 20-25 participants per Breakout)

DELIVERABLES

- Evaluation Report (e.g. documentation of training – observations and recommendations of the facilitator, results of assessment/TNA)
- Certificates of Attendance
- Handouts (electronic copy)
- Post-workshop Evaluation Forms [c/o SB Corp participants on the assigned facilitator(s)]
- Other Training Materials (e.g. Case Study, Assessment tools, Exercises, Videos)

SCHEDULE, PARTICIPANTS AND MODALITY

Number of Participants: At least two hundred (200) participants

Duration: 2 half-days (4 hours per day or a total of 8 hours)

Schedule: June or July 2023

Modality: Virtual/online via Zoom application

BUDGET

Three Hundred Thousand Pesos (₱300,000.00) inclusive of all taxes and surcharges

TECHNICAL EVALUATION

- Program Content/Module must be responsive to the requirements of SB Corporation
- Profile of the Individual/Assigned Facilitator(s) i.e. experience, expertise, engagement
- Individual/Assigned Facilitator(s) must have the following qualifications:
 - ❖ Conducted similar training(s) on customer service and communication topics within the

<p>last six (6) years i.e. from 2018 to 2023</p> <ul style="list-style-type: none"> ❖ Conducted similar training(s) on customer service and communication topics for banking/financial/government institution(s) ◦ Company/Institution/Facilitator must be globally recognized (<i>preferably</i>) <p><u>FINANCIAL EVALUATION</u></p> <p>The score will be based on the quoted price.</p> <p><u>DOCUMENTARY REQUIREMENTS</u></p> <ul style="list-style-type: none"> • Proposed Program Content/Module indicating course outline, objectives, methodology and deliverables • PhilGEPS Registration • Company Profile • Curriculum Vitae of individual/assigned facilitator(s) with the following information: <ul style="list-style-type: none"> ❖ Educational background ❖ Work and/or Consultancy experience ❖ Projects undertaken (indicating year conducted and name of clients) • Mayor's/Business Permit • BIR Certificate of Registration (<i>for company/training institution</i>)/Income Tax Return (<i>for individual facilitator</i>) • Omnibus Sworn Statement (<i>for company/training institution</i>) 	
<u>DELIVERY REQUIREMENT</u>	
a) Makati City	
b) 1 lot	
c) Duration: 2 half-days (4 hours per day or a total of 8 hours)	
Terms of Payment: Check payment, 15 days after delivery	

FINANCIAL OFFER:

Please quote your **best offer** for the item below. Please do not leave any blank items. Indicate "0" if item being offered is for free.

PROCUREMENT OF (name of item/s to be procured)			
Approved Budget for the Contract (ABC)	Offered Price per Piece (A) Unit Cost	Quantity in Piece (B)	Total Offered Quotation (A x B)
P 300,000.00 Tax inclusive			In words _____ In figures: _____

TERMS AND CONDITIONS

1. Bidders shall provide correct and accurate information required in this form.
2. Bidders may quote for any or all the items.
3. Price quotation/s must be valid for a period of thirty (30) calendar days from the date of submission.
4. Price quotation/s, to be denominated in Philippine peso, shall include all taxes, duties and/or levies payable.
5. Quotations exceeding the Approved Budget for the Contract (ABC) shall be rejected.
6. Award of contract shall be made to the lowest quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
7. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
8. The item/s shall be delivered according to the requirements specified in the Technical Specifications.
9. The SBCorp shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
10. In case of two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the SBCorp shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.
11. Payment shall be made after delivery and upon the submission of the required supporting documents, i.e, order slip and/or billing statement, by the contractor. Our Government Servicing Bank, i.e, the Land Bank of the Philippines, shall credit the amount due to the contractor's identified bank account not earlier than twenty four (24) hours, but not later than forty-eight (48) hours, upon receipt of our advice. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.
12. Liquidated damages equivalent to one tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The SBCorp shall rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

Office Telephone No. _____

Signature over Printed Name

Mobile No. _____

Position/Designation

Email address: _____