



PHILIPPINE CHILDREN'S MEDICAL CENTER

Quezon Avenue, Quezon City

ALTERNATIVE MODE

REQUEST FOR QUOTATION

No. RFQ-2024-246

Date: \_\_\_\_\_
Name of Supplier: \_\_\_\_\_
Address: \_\_\_\_\_
Telephone No. \_\_\_\_\_

Please quote your lowest price as per specifications per item listed below thru Alternative Mode of Procurement - Negotiated Procurement - Small Value) on or before MAY 21, 2024 .

Please fax your quotation at 8588-9997 or email at pcmcproc@gmail.com / Attention: MS. LOVELY M. ALGODON

Table with columns: ITEM NO., QTY, UNIT, DESCRIPTION, ABC/UNIT, TOTAL ABC, SUPPLIER'S OFFER (UNIT COST, TOTAL COST). Row 1: 1, 1, lot, Training Fee for the Training Exceptional, 240,000.00, 240,000.00. Includes sub-items for Client Care, Exemplary Service Champion, and training batches.

Documentary Requirements:

- Nego. Proc (53.9) - Small Value
PhilGEPS Ref #:
Mayor's/Business Permit
PhilGEPS Reg. No.
ITR [for ABC above 500k]
Omnibus Sworn Statement [for ABC above 500k]

Handwritten signature and date: 5-15-2024

Signature over Printed Name
Name of Supplier \_\_\_\_\_

\*For Certificate of Creditable Tax Withheld at Source (BIR Form No. 2307) and Certificate of Final Tax Withheld at Source (BIR Form No. 2306) please submit your latest/updated BIR Certificate of Registration (BIR Form No. 2303) together with your quote.



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## **TERMS OF REFERENCE**

*for the Procurement of Services of the Learning Service Provider for the*  
**TRAINING ON EXCEPTIONAL CLIENT CARE:  
KEY TOWARDS BECOMING AN EXEMPLARY SERVICE CHAMPION**

### **I. RATIONALE**

The Philippine Children's Medical Center (PCMC) is committed to providing exemplary healthcare services to its clients. As an institution dedicated to the well-being of its stakeholders, PCMC recognizes the pivotal role of exceptional client care in achieving its mission and vision. Fulfilling this can strengthen PCMC's position as a trusted healthcare provider and make a meaningful difference in the lives of the clients from all walks of life.

To uphold its commitment to excellence, the Philippine Children's Medical Center (PCMC), through the Personnel Development Division (PDD), aims to facilitate a comprehensive training program entitled: **TRAINING ON EXCEPTIONAL CLIENT CARE: KEY TOWARDS BECOMING AN EXEMPLARY SERVICE CHAMPION**. This initiative is designed to equip individuals with the necessary skills to value empathy, compassion, and going the extra mile in fostering meaningful connections with PCMC's stakeholders, thereby elevating the overall service experience.

With this in mind, the PDD needs the services of a duly-registered, capable, competent and established Learning Service Provider (LSP) which specializes in providing comprehensive training on Exceptional Client Care: Key Towards Becoming an Exemplary Service Champion . The LSP shall conduct a training aligned with PCMC's organizational goals and objectives, yielding quality results thereafter.

### **II. TRAINING OBJECTIVES**

This training aims to enhance and further equip the participants on their customer service skills that can be applied in addressing the needs of PCMC clients and stakeholders. This training aims to upskill participants in going that extra mile to deliver PCMC's services to its stakeholders.



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**III. TRAINING DETAILS**

Training Dates	Batch 1: June 18 to 19, 2024, 8:00AM to 5:00PM Batch 2: September 10 to 11, 2024, 8:00AM to 5:00PM
No. of Training Days / Hours	Batch 1: 2 days (16 hours) Batch 2: 2 days (16 hours)
Number of Participants	Batch 1: 30 pax Batch 2: 30 pax
Target Participants	Admin Support Personnel, Rank-and-File, Frontliners
Mode of Delivery	Face-to-face (Onsite/In-House) at PCMC site

**IV. SCOPE OF WORK**

1. The LSP shall consult and coordinate with the PDD to accomplish the assignment successfully.
2. The LSP shall design a comprehensive training on Exceptional Client Care: Key Towards Becoming an Exemplary Service Champion that is customized in a healthcare setting.
3. The LSP will conduct the 16-hour, face-to-face, in-house training for 30 PCMC employees (for both batches) through the use of appropriate learning toolkits and methodologies.
4. After the training, the LSP shall provide the PCMC with the relevant post-training requirements and assessments, and shall submit these on the agreed time.

**V. KEY QUALIFICATIONS**

**A. SERVICE PROVIDER**

1. To guarantee quality results, the LSP must be certified/accredited by or affiliated with any of the following:
  - a. ISO 9001:2015-Certified Service Provider;
  - b. Civil Service Commission;



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- c. Professional Regulations Commission as a Continuing Professional Development (CPD) provider; or
  - d. Any certifying body that demonstrated the LSP's commitment to excellence and quality delivery training;
2. Must be PhilGeps-registered;
  3. Must be in the field of assessment-related services, L&D programs, or consulting services for at least five years;
  4. Must have provided at least one L&D interventions to National Government Agencies (NGAs), Government Financial Institutions (GFIs), Government-Owned and Controlled Corporations (GOCCs), or Local Government Units (LGUs) within the last five years;
  5. Must have provided L&D interventions or consultancy services to at least three DOH-accredited hospitals and other healthcare providers; and
  6. Must submit a valid Mayor's Permit, Income of Business Tax Return (if applicable), and Omnibus Sworn Statement.

**B. LEAD FACILITATOR/TRAINER**

1. Must be under an existing competency-based assessment/centers for leaders, supervisors, and other line of professionals in the government and private sectors;
2. Must have related Certifications in L&D Trainings attended and facilitated;
3. With at least five years of experience in conducting learning interventions in L&D and other related fields of learning; and
4. Certification/Recognition as a Certified L&D Practitioner from local and international certifying bodies is an advantage.

**VI. LSP'S RESPONSIBILITIES AND DELIVERABLES**

1. Develop course outline/design and contents for the training program, with final approval from PCMC;
2. Provide training materials, i.e. Participants' Training Manual, PPT presentations, and organize other necessary arrangements for the participants to attend in the training;
3. Prepare a training delivery schedule with full itinerary of the activity for each batch;
4. Select Resource Person(s) and assign Training Assistant(s)/Facilitators to deliver each session;
5. Conduct the training based on approved design and content;
6. Conduct Training Needs Assessment/Analysis for both batches;
7. Facilitate Level 1 and Level 2 Evaluation for both batches;
8. Prepare and and issue Training Certificates to participants of both batches;



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9. Prepare and submit the training report(s) at least one week after the training, with photographs of the activity; and
10. Submit the final training documents (manual and powerpoint slides, group work exercises, etc.) and documentation.

**VII. GENERAL CONDITIONS**

1. Quotation shall be valid for 30 days from submission.
2. Sample/brochure of the item complying with the above-mentioned specifications shall be submitted together with the quotation/proposal and the following documentations:
  - a. Mayor's / Business Permit
  - b. PhilGEPS Registration Number/Certificate
  - c. Income/Business Tax Return (if applicable)
  - d. Omnibus Sworn Statement
3. The LSP shall clearly state the company name and account name for payment.
4. **Payment Terms:** Payment shall be processed within 30 days upon completion of delivery of all items or services, submission of all required documents and issuance of end-user's certificate acceptance.
5. The price quoted is inclusive of all taxes and other charges.
6. The LSP shall receive the Notice of Award and Purchase Order/Notice to Proceed within the required time under RA 9184.

**CONFORME:**

\_\_\_\_\_  
Authorized Signatory  
Signature over printed name

\_\_\_\_\_  
Contact No.:

\_\_\_\_\_  
Name of Company/Firm

\_\_\_\_\_  
Company's Official Email Address  
(where notices will be sent)

\_\_\_\_\_  
Company's Official Contact No.