

## **TERMS OF REFERENCE**

### **FOR THE FACILITATION OF TPB'S ANNUAL QMS PLANNING SESSIONS FOR FY 2021**

#### **I. Background:**

The Tourism Promotions Board (TPB) has successfully finished its Quality Management System (QMS) Planning for 2020 last 17-18 December 2019. In preparation for the upcoming budget call and performance target setting for CY 2021, the TPB, through its Corporate Planning and Business Development, is preparing for the 2021 TPB QMS Planning Workshops. Workshop participants will comprise of TPB's management team and senior to junior officers.

TPB wishes to engage the services of external provider for the facilitation of the workshops, who will ensure a harmonized approach to agreed upon outputs and deliverables.

#### **II. Objectives of the QMS Planning Intervention:**

- To analyse the internal/external context of TPB;
- To update TPB's Strategic Risk Register and corresponding control plans;
- To review progress of implementation of TPB 2020 Work Program and finalize plans for Special Budget Request covering projects not funded under its approved 2020 COB;
- To establish Corporate Work Program for 2021; and
- To address identified or flagged outstanding issues going forward

#### **III. Scope of Work**

- Familiarization with TPB and its existing programs, including review of organizational documents and meetings with key staff;
- Facilitate the one or two days workshop for Departmental Planning 101;
- Facilitate the 3-day QMS Workshop with the TPB Management Committee and some senior officials to prioritize projects and programs for CY 2021; and
- Facilitate a 2-day Year-end Planning workshop to review accomplishment of sets target and adjust 2021 Work Program as necessary

#### **IV. Outputs and deliverables:**

1. One to two days workshop of Departmental Planning 101 for MANCOM
  - a. the how's and the why's of Departmental Planning;
  - b. alignment between general broad view organizational QMS perspective to ISO QMS perspective;

- c. identification of gaps on the entries in the following documents: Risk Register and Risk Control Plan, 2021 Corporate Quality Objectives, 2021 Work Program and Targets, and 2021 Functional Quality Objectives; and
  - d. review and updating of TPB's Strategic Map
- 2. Analysis of TPB Documents (i.e., Balance Scorecards, Corporate and Functional Quality Objectives, OPCR/DPCR, Program Expenditure Plan or DBM BP Form 201, etc.)
- 3. Successful facilitation of the three (3) workshops resulting with the following outputs:
  - a. Updated TPB Context
  - b. TPB Strategic Risk Register and Risk Control Plan
  - c. 2021 Corporate Quality Objectives
  - d. 2021 Work Program and Targets
  - e. 2021 Functional Quality Objectives
  - f. Updated TPB Strategic Map
- 4. Coaching services, technical advice, and support to participants in crafting the abovementioned outputs to include:
  - a. TPB Strategic Risk Register
  - b. TPB Risk Control Plan

**V. Duration of Work**

The Consultant or Consulting Firm shall be engaged for a maximum of eight (8) months.

Below is the indicative schedule of activities:

<b>PROPOSED SCHEDULE</b>	<b>ACTIVITIES</b>
1 week after issuance of NTP	Submission of proposed timeline/Gantt Chart
A week after approval of Gantt Chart or earlier depending on the MANCOM's availability	MANCOM Reorientation on Departmental Planning
09-11 March 2020	3-day QMS Workshop with the TPB Management Committee and some senior officials in preparation of 2021 COB and Work Program
1 <sup>st</sup> week of October	2-day Year-end Planning workshop

Note: Proposed time frame may be adjusted subject to the recommendations of the provider and the approval of the TPB

#### **VI. TPB's responsibilities:**

1. Oversee the pre-work required prior to the event;
2. Provide the necessary documents and materials needed by the Facilitator;
3. Invite and ensure the attendance of the targeted participants;
4. Provide the accommodation (when needed), venue, and meals of the participants for the duration of the workshops;
5. Provide the accommodation and meals of the Facilitator and support team (maximum 4 persons) for the duration of the workshops;
6. Purchase and reproduction of materials and manuals needed for the workshops
7. Provide the external provider's team with a working area in TPB during visit
8. Ensure the training equipment, such as LCD projector, projector screen, microphones, speaker, flip chart stands and whiteboard and other materials required by the facilitator are available for use during the workshop; and
9. Pay the professional fee and shoulder the costs of other expenses incidental to the conduct of activities specified in this TOR

#### **VII. Terms of Payment**

As remuneration for services rendered, the consultant or consulting firm shall receive a professional fee in the amount of Seven Hundred Fifty Thousand Pesos (PhP 750,000.00) inclusive of all applicable taxes.

Supplier must have a Landbank account. Payment will be made through LBP bank deposit. In case the supplier does not have a Landbank account, bank charges will be shouldered by the supplier

The TPB reserves the right to withhold all or a portion of payment if performance is deemed unsatisfactory, if work/output is incomplete, not delivered or failed to meet deadline/s set; or all other factors in breach of the TOR.

**Out-of-Pocket Costs:** additional travel expense (ticket and ground arrangement expenses) to be incurred upon request of TPB that are not included in the Financial proposal of the winning supplier should be approved by TPB prior to implementation.

The indicative payment scheme is as follows:

<b>Output/Milestone</b>	<b>% of Payments</b>
Upon approval of proposed timelines/Gantt Chart	15%
Upon completion of the 2-day MANCOM reorientation on Departmental Planning	25%
Upon completion of 3-day QMS Workshop with the TPB Management Committee and some senior officials to prioritize projects and programs for CY 2021	25%
Upon completion of the 2-day Year-End Planning Workshop with the TPB Management Committee and some senior officials	25%
Upon submission and approval of Project Engagement Report	10%
<b>TOTAL</b>	<b>100%</b>

**VIII. Qualification:**

- Must have at least three (3) years' experience in Annual Planning
- Minimum accumulated three (3) years' experience and minimum two (2) years recent experience in conducting and facilitating similar planning workshops and meetings in private and government sector including ISO 9001:2015 consultancy work
- Must have assisted at least 1 government agency in the establishment of the agency's Context, Strategic Risk Control and its control plans, Corporate and Functional Quality Objectives
- Must have working knowledge on Performance Management System, Performance Scorecard and ISO 9001:2015 particularly on Risk-Based Thinking Approach and Plan, Do, Check, Act (PDCA) cycle.

**Invitation to Suppliers:**

The Consultant / Consulting Firm will be expected to submit technical and financial proposals which shall include:

- A brief profile and description of the company demonstrating qualification indicated in item VIII;
- Curriculum vitae of key personnel who will be assigned in the projects showing areas of specialization;
- List and evidence of relevant work experience for the last three (3) years (2016 timeline onwards);
- The winning consultant/consulting firm shall be determined in accordance with the process of R.A. 9184 and its Revised IRR.

- Proponents will be required to make a presentation (maximum of 20 minutes) of their Plan Approach for the project. The proposals shall be evaluated using Quality Cost Based Evaluation (QCBE). The winning proposal must attain a hurdle rate of 85% based on the following set of selection criteria with their corresponding weight assignment:

Proposal	Weight
Technical Proposal	85%
Financial Proposal	15%

**PROJECT OFFICER/CONTACT PERSON:**

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## RATING SHEET FOR ANNUAL PLANNING FACILITATOR-CONSULTANT

<b>REQUIREMENT:</b> Services of Facilitator for the Conduct of TPB Annual QMS Planning Sessions for FY 2021	
<b>PROJECT TITLE:</b> TPB Quality Management System (QMS) Planning	
<b>APPROVED BUDGET COST (ABC):</b> Php 750,000.00	
<b>BIDDER:</b>	
<b>TECHNICAL SPECIFICATION</b>	<b>WEIGHT (%)</b>
<b>I. Firm Experience and Capability of the Consultant/Consulting Firm</b>	<b>35</b>
a. Expertise in Annual Planning Facilitation within the last three (3) years <ul style="list-style-type: none"> <li>• Above three (3) years' experience in Annual Planning Facilitation</li> <li>• With three (3) years' experience in Annual Planning Facilitation</li> <li>• Less than (3) years' experience in Annual Planning Facilitation</li> </ul>	20
b. Quality and quantity of similar projects in the past to present within the last three (3) years <ul style="list-style-type: none"> <li>• Above three (3) years' experience in Annual Planning with at least one (1) facilitated within the government sector and at least three (3) within the private sector</li> <li>• With three (3) years' experience in Annual Planning with at least one (1) facilitated within the government sector and at least one (1) within the private sector (10 points)</li> <li>• Less than (3) years' experience in Annual Planning (0 points)</li> </ul>	15
<b>II. Plan of Approach and Methodology</b>	<b>40</b>
a. Proposed workplans to achieve the deliverables/ expected outputs within the specified timeframes	25
b. Approach on the requirements, design and facilitation of the 3 Workshops	15
<b>III. Expertise and Capacity of the Key Personnel to be Assigned to the Project</b>	<b>25</b>
a. Solid experience in providing QMS planning interventions within the last three (3) years <ul style="list-style-type: none"> <li>• <b>Facilitator and one (1) other key personnel:</b> Above three (3) years' experience in Annual Planning</li> </ul>	10

<p>with at least one (1) facilitated within the government sector and at least three (3) within the private sector</p> <ul style="list-style-type: none"> <li>• <b>Facilitator and one (1) other key personnel:</b> With three (3) years' experience in Annual Planning with at least one (1) facilitated within the government sector and at least one (1) within the private sector</li> <li>• <b>Facilitator and one (1) other key personnel:</b> Less than (3) years' experience in Annual Planning</li> </ul>	
<p>b. Captured ISO 9001:2015 expertise particular to Risk-Based Thinking Approach and Plan, Do, Check, Act (PDCA) cycle within the last three (3) years (5 points)</p> <ul style="list-style-type: none"> <li>• <b>Facilitator and one (1) other key personnel:</b> Above three (3) years' experience in ISO 9001:2015 consultancy including ISO 9001:2015 consultancy services rendered to (1) the government sector and at least three (3) within the private sector</li> <li>• <b>Facilitator and one (1) other key personnel:</b> With three (3) years' experience in ISO 9001:2015 consultancy including ISO 9001:2015 consultancy services rendered to (1) the government sector and at least three (3) within the private</li> <li>• <b>Facilitator and one (1) other key personnel:</b> With less than (3) years' experience in ISO 9001:2015 consultancy regardless of facilitation for the government or the private sector</li> </ul>	5
<p>c. Extensive background of the Consultant/members of the Consulting team to be assigned to the project within the last three (3) years (10 points)</p> <ul style="list-style-type: none"> <li>• <b>Team members not included in A and B:</b> Above three (3) years' experience in Annual Planning and ISO 9001:2015 as consultant with mixed government and private sector engagements</li> <li>• <b>Team members not included in A and B:</b> With three (3) years' experience in Annual Planning and ISO 9001:2015 as consultant with mixed government and private sector engagements</li> <li>• <b>Team members not included in A and B:</b> With less than (3) years' experience in Annual Planning and ISO 9001:2015 as consultant regardless of mixed government and private sector engagements</li> </ul>	10
<b>FACTORS</b>	<b>TOTAL R PER RF x %</b>
I. <b>Firm Experience and Capability of the Consultant/Consulting Firm</b>	_____ x (.35) =
II. <b>Plan of Approach and Methodology</b>	_____ x (.40) =
III. <b>Expertise and Capacity of the Key Personnel to be Assigned to the Project</b>	_____ x (.25) =

<b>TOTAL (<i>Passing Rate = 85%</i>)</b>	
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