

Annex A: TERMS OF REFERENCE

SERVICE PROVIDER TO FACILITATE THE QUALITY MANAGEMENT SYSTEM (QMS) ANNUAL PLANNING SESSIONS OF THE TOURISM PROMOTIONS BOARD

I. Background

In light of the recent developments, including the leadership transition in the national government, the new strategic thrusts and policy directions of the Tourism Secretary, as well as the anticipated completion and publication of the National Tourism Development Plan (NTDP) 2022-2028, which serves as the development planning framework of the tourism sector, the Tourism Promotions Board (TPB) will be revisiting its current strategy map and shall formulate its plans and programs for 2023-2028 anchored on the NTDP.

In view of the above, TPB, through its Corporate Planning and Business Development (CPBD) Department seeks to engage the services of an external provider/consultant to facilitate its strategic, operations and QMS planning activities to effectively and efficiently deliver its mandate as provided under Republic Act No. 9593 or the Tourism Act of 2009. The consultant shall also guide the CPBD Department towards improved competency on planning, programming, monitoring and evaluation and in establishing a strengthened monitoring and reporting system for the TPB.

The service provider shall be responsible for the implementation of programs for all the planning workshop activities, including trainings and ensuring a harmonized approach to the agreed upon outputs and deliverables, indicated in this Terms of Reference (TOR).

II. Objectives

1. To provide technical assistance to the CPBD Department in facilitating Strategic Planning Workshops and other Planning Sessions, including the following:
 - a. Revisit/Update the 2022-2028 TPB Strategy Map and identify the strategic goals and initiatives for CY 2023-2028 in attaining the Vision for Philippine Tourism and the Corporation; to include Strategy Matrix as an additional output document
 - b. Pocket planning sessions for the Marketing and Promotions Sector, Corporate Affairs Sector and Line Departments, to reassess and firm up the respective work and financial plans for FY 2023 by defining tactical campaigns and activities for implementation in detail.
2. Enhance the capacity and competency of the CPBD Department particularly in organizing the TPB's strategic and corporate planning sessions and workshops, including visioning exercises within the TPB and/or among its stakeholders; and

3. Strengthen the performance monitoring and reporting system of the TPB.

III. Scope of Services

1. Provision of Subject Matter Expert/s and Key personnel for the facilitation of the QMS Planning Sessions;
2. Familiarization with TPB and its existing programs, including review of organizational documents and meetings with key staff;
3. Manage the Program Flow and facilitation of the TPB Strategic Planning and Harmonization Workshop to revisit its 2022-2028 Strategy Map and to identify the corresponding annual plans and PPAs to ensure the attainment of the strategic goals and objectives;
4. Conduct, within Q1 2023, pocket planning sessions separately with the Marketing and Promotions Sector, Corporate Affairs Sector and Line Departments, as a preliminary assessment of respective crafted work and financial plans for FY 2023 and to define tactical campaigns and activities for implementation in detail.
5. Manage the Program Flow and conduct of trainings/ workshops to enhance the competency and capacity of the CPBD in strategic/corporate planning, programming and monitoring and evaluation and to strengthen the TPB's performance monitoring and reporting system.
6. Production of a Synthesis Terminal Engagement report detailing items III-2 to III-4

IV. Outputs and deliverables:

1. Conduct a four (4) day Strategic Planning and Harmonization Workshop with the Board of Directors, TPB MANCOM and senior officials/junior officers to finalize an Updated Strategy Map and the TPB Strategic Matrix through the following activities:
 - a. Revisit the TPB's Strategy Map and align with the new NTDP 2022-2028
 - b. Identify/define the strategic goals and initiatives for CY 2023-2028 in attaining the Vision for Philippine Tourism and the Corporation; and
 - c. Review and vet the TPB Strategic Matrix 2023-2028 and finalize the Annual Plans
2. Manage the Program Flow and conduct of trainings/workshop sessions for the CPBD Department on the following:
 - a. How to effectively organize and achieve the objectives of strategic and corporate planning sessions
 - b. Orientation and application of the Kaplan and Norton's Balance Scorecard
 - c. Strengthening TPB's Performance Monitoring and Reporting System and enhancement of the Strategic Performance Management System by developing set of mandatory performance indicators/targets at the

Office, Division and Individual Employee levels aligned with the corporate performance management framework, with an output policy issuance with forms and mechanisms for effective implementation

- d. Facilitate the CPBD Department Planning Workshop for FY 2023.
3. Conduct three (3) pocket planning sessions (2-days each) separately with the Marketing and Promotions Sector, Corporate Affairs Sector and Line Departments to reassess respective crafted work and financial plans for FY 2023 to define tactical campaigns and activities and procurement calendar for implementation in detail.
4. Submit a Synthesis Engagement Terminal Report covering the proceedings of the workshops, outputs during the activities and meetings, final audit/gap analysis report and recommendations on how to sustain and implement the learnings gained or any immediate “next steps”.

V. Duration of Work

The engagement of the Service Provider shall start from the date of receipt of the Notice to Proceed (NTP) until all deliverables have been complied with but should not exceed 31 March 2023.

Below is the indicative schedule of activities based on the outputs and deliverables enumerated in item IV:

PROPOSED SCHEDULE	ACTIVITIES
Within the week of the issuance of the NTP	Pre-Consultancy Meeting with CPBD Department
November 2022 to March 2023	Development of a Performance Monitoring and Reporting System and Enhancement of the TPB Strategic Performance Management System
13 to 16 December 2022	Four (4) days Strategic Planning Workshop (Facilitator services on Days 2 to 4)
January 2023 (2 nd week)	Three (3) days training of CPBD Staff on Strategic/Corporate Planning, the Balanced Scorecard, Monitoring and Evaluation, and Performance Analytics
January 2023 (3 rd /4 th week)	CPBD Planning Workshop for FY 2023

February 2023 (within the 1 st or 2 nd week)	Pocket Sessions (2-days each) for FY 2023 Work and Financial Planning of the: <ol style="list-style-type: none"> 1. Marketing and Promotions Sector 2. Corporate Affairs Sector 3. Line Departments to firm up respective FY 2023 tactical campaigns and activities for implementation and all related procurement
March 2023	Submission of the Synthesis Engagement Terminal Report

The Bidder shall submit a Program Flow/Outline of the Training Session(s) based on the proposed timeline and activities

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

VI. TPB's responsibilities:

1. Coordinate 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 when needed the accommodation, venue, and meals of the participants for the duration of the workshops;
5. Provide when needed 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 (as applicable)
8. Ensure that 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 workshops (as applicable);
9. Ensure that an online facility (i.e., online video conferencing) is available in case of a hybrid-type of activity is preferred, as agreed upon by the consultant/consulting firm and the TPB;
10. Pay the professional fee and shoulder the costs of other expenses incidental to the conduct of activities specified in this TOR; and
11. Out-of-Pocket Costs: additional travel expense (RT PCR Tests, other expenses) to be incurred that are not included in the financial proposal of the winning supplier shall be approved by TPB prior to implementation

VII. Approved Budget for the Contract

The Approved Budget for the Contract is **Nine Hundred Fifty Thousand Pesos (PhP950,000.00)**, inclusive of all applicable taxes.

VIII. Terms of Payment

Supplier preferably with 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.

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.

The indicative payment scheme is as follows:

Output/Milestone	% of Payments
Tranche 1	
Upon satisfactory completion of the: 1. Pre-consultancy meeting, and 2. Facilitation of the four (4) day Strategic Planning Workshop	25%
Tranche 2	
Upon satisfactory: 1. Implementation of the Training of CPBD Staff on Strategic/Corporate Planning, the Balanced Scorecard, Monitoring and Evaluation, and Performance Analytics, and 2. facilitation of the CPBD Planning Workshop for FY 2023	25%
Tranche 3	
1. Upon satisfactory delivery of pocket planning sessions (2-days each) for FY 2023 Work and Financial Planning of the: a. Marketing and Promotions Sector b. Corporate Affairs Sector c. Line Departments to firm up respective FY 2023 tactical campaigns and activities for implementation and all related procurement	20%
Tranche 4	

1. Upon co-approval of the adequacy of recommendations for the enhancement of the TPB SPMS, and 2. Completion of the development of a Performance Monitoring and Reporting System	20%
Tranche 5	
Upon submission and approval of the Synthesis Engagement Terminal Report	10%
TOTAL	100%

IX. Qualifications:

1. The Bidder must be a Filipino-owned and registered company in the Philippines engaged in the business of training facilitation or similar engagements for the last five (5) years;
2. The Bidder must have a minimum of three (3) years' experience in conducting and facilitating competency and QMS based planning workshops and interventions in the private and government sectors including ISO 9001:2015 consultancy work;
3. All key personnel to be assigned to the project shall have:
 - relevant work experience in conducting and facilitating planning workshops and interventions in the private and government sectors, and
 - extensive working knowledge on competency-based Performance Management System, the GCG-prescribed Performance Scorecard; and shall have recently assisted a government agency in the establishment of its Corporate and Functional Quality Objectives and/or Annual Planning
 - The relevant work experience and extensive working knowledge shall be as follows:

Key Personnel	Minimum Years of Relevant Experience
Lead Facilitator/s	five (5) years
Subject Matter Experts	three (3) years
Project Manager	three (3) years
Admin/Support Staff	three (3) years

4. Further, the Subject Matter Expert/s shall preferably has/have qualifications as follows:

Subject Matter	SME Qualification
Performance Management	Certified Performance Management Professional
Risk Management	Established familiarity with ISO 31000 Risk Management

If the Consultant is working as a single entity, then he/she must have accumulated the combined minimum work experience required of the lead and key personnel.

X. Invitation to Suppliers:

The Service Provider is expected to submit technical and financial proposals which shall include:

- A brief profile and description demonstrating the professional/company qualification indicated in item VIII;
- Curriculum vitae of key personnel who will be assigned in the projects showing competency, experience and areas of specialization using the TPF6 Form;
- List and evidence of relevant work experience for the last five (5) years (2017-2022 timeline);
- The winning bid shall be determined based on the Single/Lowest Calculated Responsive Quotation (S/LCRQ) provided that the amount of the bid does not exceed the above-mentioned ABC.

PROJECT OFFICER/CONTACT PERSON:

Mr. WILSON R. SUBA

Acting Head

Corporate Planning & Business Development Department

E-mail address: wilson_suba@tpb.gov.ph

Tel. No: 525-6443 / 525-9318 local 209

Ms. SHERYLL KARUNUNGAN

Planning Officer III

Corporate Planning & Business Development Department

E-mail address: sheryll_karunungan@tpb.gov.ph

Tel. No: 525-6443 / 525-9318 local 212