REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake Small Value Procurement for **"Lease of Training for Customer Service Training for Customer Care Center"** in accordance with the Revised Implementing Rules and Regulations of Republic Act No. 9184. The details of the project are as follows:

Name of Project: **Lease of Training for Customer Service Training for Customer Care Center**

Location: **Bureau of Customs Port Area Manila**

Approved Budget for the Contract: **Nine Hundred Ninety-Nine Pesos and Six Hundred Pesos (Php999,600.00) inclusive of tax**

Specifications

QTY.	DESCRIPTION
1 LOT	**Customer Service Training** **Dates: November 23, 25 & 27 (1ˢᵗ Batch)** **December 2,4,11 (2ⁿᵈ Batch)** **December 14,16,18 (3ʳᵈ Batch)** **75 Personnel of Customer Care Center (CCC)** **Day 1** **(3.5 hours) Session 1A & 1B Online:** Personality Theory and Customer Expectations & Handling Stress and Difficult Emotions during the Pandemic **(3.5 hours) Session 2** Listening as a Problem-Solving Tool **Day 2** **(3.5 hours) Session 3** Online: How to communicate feedback **(3.5 hours) Session 4** Customer Care using the right use of tone and words **Day 3** **(3.5 hours) Session 5** Customer Care using the right use to tone and words **(4.0 hours) Session 6:** Work Integration and Cases

South Harbor, Gate 3, Port Area, Manila 1099
Tel. Nos 8527-4537, 8527-1935
Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph

A Modernized and Credible Customs Administration That is Among the World's Best

Interested suppliers are required to submit their valid and current Mayor's Permit, DTI/SEC Registration (for partnerships/corporations, General Information Sheet & Articles of Incorporation shall also submitted), PHILGEPS Registration Certificate, Omnibus Sworn Statement, Latest Income/Business Tax Return and duly signed price quotation form (Annex "A").

Submission of quotation and eligibility documents is on or before **November 23, 2020 10:00 a.m., at General Services Division (GSD)**, Ground Floor, OCOM Building, Port Area, Manila and see posting in PhilGeps website.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

The BOC reserves the right to accept or reject any or all quotations and to impose additional terms and conditions as it may deem proper.

For inquiry, you may contact us at Telefax no. 527-9757 or email us at bacsecretariat@customs.gov.ph.

Very truly yours,

RAQUEL G. DE JESUS
Acting Chief, General Services Division

South Harbor, Gate 3, Port Area, Manila 1099
Tel. Nos 8527-4537, 8527-1935
Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph
A Modernized and Credible Customs Administration That is Among the World's Best

Annex "A"

PRICE QUOTATION FORM

Date

The Bids and Awards Committee
Bureau of Customs
Port Area, Manila

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our quotation/s for the items as follows:

QTY.	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1 LOT	**Customer Service Training** **Dates: November 23, 25 & 27 (1st Batch)** **December 2,4,11 (2nd Batch)** **December 14,16,18 (3rd Batch)** **75 Personnel of Customer Care Center (CCC)** **Day 1** **(3.5 hours) Session 1A & 1B Online:** Personality Theory and Customer Expectations & Handling Stress and Difficult Emotions during the Pandemic **(3.5 hours) Session 2** Listening as a Problem-Solving Tool **Day 2** **(3.5 hours) Session 3** Online: How to communicate feedback **(3.5 hours) Session 4** Customer Care using the right use of tone and words		

South Harbor, Gate 3, Port Area, Manila 1099
Tel. Nos 8527-4537, 8527-1935
Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph

A Modernized and Credible Customs Administration That is Among the World's Best

	Day 3 **(3.5 hours) Session 5** Customer Care using the right use to tone and words **(4.0 hours) Session 6:** Work Integration and Cases		

Total amount in words:

The above-quoted prices are inclusive of all costs and applicable taxes.

Very truly yours,

_____
Name/ Signature of Representative

_____
Name of Company

Mayor's Permit No._____
PhilGEPS Registration No._____
(Please submit the photocopies of the above documents upon submission of quotation)

South Harbor, Gate 3, Port Area, Manila 1099
Tel. Nos 8527-4537, 8527-1935
Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph

A Modernized and Credible Customs Administration That is Among the World's Best