

# TECHNICAL SPECIFICATIONS FOR THE PROCUREMENT OF TRAINING SERVICE PROVIDER

1. **Project Title** : **EXCELLENCE IN CUSTOMER SERVICE**
2. **Total Approved Budget (based on the Approved Corporate Operating Budget and/or Indicative Annual Procurement Plan):**

Approved Budget for Contract (ABC) of PhP **264,000.00**

3. **Brief discussion why the goods and services to be procured are necessary**

One of the core competencies of the GSIS is *Delivering Service Excellence*. It is defined as ensuring that the customer perspective is a driving force behind business decisions and activities and in crafting and implementing service practices that meet customers' and own organization's needs.

The Human Resources Office (HRO) proposes to conduct the training on *Excellence in Customer Service* to let GSIS personnel explore the different factors which lead to a customer experience revolution and learn how to deliver solutions and services that are results-oriented and customer-focused at every opportunity and interaction. They will learn about the different aspects of professional communication, customer experience management, and develop confidence in any customer situation.

4. **Scope of the Project**

**Program Objectives:**

1. Differentiate government customer service from the private sector customer service;
2. Build connection between excellence in customer service and organization policies and practices;
3. Recognize and address barriers to the delivery of outstanding customer service;
4. Explore the different communication styles and develop the skills to model them;
5. Communicate more assertively and effectively;
6. Recognize the signs of customer irritation and respond appropriately;
7. Manage stressful situations effectively; and
8. Develop a personal commitment plan to improve customer service skills.

## **5. Detailed specifications of the items, materials, equipment/hardware/ software, accessories and or services to be procured**

This program will cover the following modules:

### **A. Public Office is a Public Trust**

This addresses the opportunities and challenges government organizations and their employees face when providing service to the clients and stakeholders. This module covers policies and laws affecting customer service management [i.e. Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, etc.]

### **B. Excellence in Customer Service**

This covers what exceptional customer service is, factors which make service excellent, its benefits to the organization, and barriers to delivery of outstanding customer service.

### **C. Effective Communication in Customer Service**

The module highlights the importance of building effective communication skills for excellent customer service delivery. It will cover the different communication styles, barriers and obstacles to effective communication, building rapport with customers, and listening skills to communicate effectively.

### **D. Dealing with Difficult Customers**

Using workplace scenarios, participants will learn techniques and approaches in handling disgruntled, unhappy, or irate customers. They will role play these different scenarios to apply learning.

### **E. Customer Service Stress Spa**

Dealing with customers' needs, wants, and frustrations can lead to unnecessary stress. This module will teach the participants with stress management techniques to help them stay refreshed, alert, and always at their best for their clients.

## **Methodology:**

This program will use interactive approaches such as:

1. Structured Learning Exercises;
2. Simulation Activities;
3. Case Study Approach;
4. Role Plays;
5. Lectures / Group Discussion; and
6. Multimedia presentation.

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### **Excellence in Customer Service**

## Target Participants:

The program is open to all GSIS employees who cater to internal/external clients. Priority shall be given to those who have not yet attended any basic customer service training for the last three (3) years.

## Training Provider's Responsibilities:

1. Customize and implement the training program with a training assistant in collaboration with the GSIS Training and Oversight Division (TOD).
2. Provide training manuals and hand-outs to each participant.
3. Provide other training materials, such as but not limited to:
  - a. Resource Speaker's laptop
  - b. Projector
  - c. Participants' IDs or nametags
  - d. Certificates of Completion with Class Picture for each participant
  - e. Pens, pencils, markers, easel sheets, cartolina, etc.
  - f. Prizes (if applicable)
4. Conduct of pre and post training assessment.
5. Document the program especially workshop outputs (*i.e., pictures, video recording, etc.*)
6. Submit Program Terminal Report (*TOD to provide format*), and Soft and Hard Copies of the Trainer's Manual. It shall be submitted one week after the completion of all the batches of the training program.
7. Provide a Company profile with list of companies where they have conducted the same or similar program.
8. Provide copies of the Resource Speaker/s resume or curriculum vitae which should reflect the following:
  - a. Minimum of three (3) years of experience in conducting similar trainings/seminars
  - b. List of companies or organizations he/she has conducted the same or similar trainings
9. Provide TOD a monitoring tool for the participants and their supervisors which will measure the application of learnings in the workplace and determine effectiveness of the program.
10. In the event of, but not limited to, any acts of God, government acts under its police power, war, terrorist attack, fire, flood, explosion, civil commotion and any other cause or causes beyond reasonable control, no party shall be liable to the other party for any delay or non-performance of its obligation.

## 6. Manpower requirements

Resource Person/s with at least one (1) training assistant

## 7. Support service requirements

Follow-through activity after the conduct of the training.

- a. Provide Training and Oversight Division (TOD) supplementary reading materials on the topic/s discussed that may be given to the participants after the conduct of the training.
- b. Partner with TOD in the monitoring and evaluation of the participants' application of learnings in the workplace and determine the effectiveness of the program.

## 8. Warranty and after-sales service requirements - Not Applicable

## 9. Clear statement of the required standards of workmanship, materials and performance of the goods and services to be procured

Proposals will be evaluated by the GSIS vis-à-vis Program Design and Terms of Reference. GSIS reserves the right to invite bidders to present the overview of the following:

- a. Program Design;
- b. Training Plan;
- c. Monitoring and Evaluation Plan (M & E);
- d. Course Outline; and
- e. Resource Speaker's Profile with only relevant/similar trainings included.

Only those with completely submitted documents will be invited for a presentation of the modules, training plan, etc.

During the presentation, it is expected that the actual Resource Speaker/s will do the presentation. Training proposals will be evaluated based on the following criteria:

• <b>Financial Bid</b>	30%
- refers to amount of bid	
• <b>Program Design</b>	
- Framework/Program Content	30%
- Methodology and Technology	20%
• <b>Resource Speaker (RS)</b>	20%
- Presentation of Modules and Training Plan	
- Expertise	
- List of companies/agencies where RS has conducted similar programs	
<b>Total</b>	<b>100%</b>

**10. Brand and specifications of the existing items, materials, equipment/hardware/software and accessories, if the former are related to the goods and services to be procured - Not Applicable**

**11. Drawings/Plans and other necessary information - Not Applicable**

**12. Schedule and place of delivery**

The two (2)-day training will be conducted in two (2) batches, with 25 to 30 participants per batch at the GSIS Headquarters, Financial Center, Pasay City. It shall be conducted as follows:

<b>Batch</b>	<b>Proposed Dates of Conduct</b>
<b>1</b>	February 20-21, 2020 (Thursday and Friday)
<b>2</b>	March 05-06, 2020 (Thursday and Friday)

**13. Terms of Payment**

Payments shall be made on the following schedule:

<b>Milestone</b>	<b>Percentage</b>	<b>Description</b>
<b>1<sup>st</sup> Payment</b>	30% of the Contract Price	Upon submission of the Customized Program Design, Measurement and Evaluation Plan and conduct of the 1 <sup>st</sup> Batch
<b>2<sup>nd</sup> Payment</b>	40% of the Contract Price	Upon completion of the 2 <sup>nd</sup> batch and submission of other documentary requirements
<b>3<sup>rd</sup> Payment</b>	30% of the Contract Price	Upon submission of terminal reports and reading materials and other documentary requirements

It is understood that all applicable taxes shall be borne by the **TRAINING PROVIDER**.

**14. Responsibilities of the End-User during project implementation**

1. Customize and implement the training program in collaboration with the chosen training service provider.
2. Provide list of target participants for the preparation of nametags/ID, necessary documents/forms to be accomplished by the training service provider.
3. Work with the training service provider during pre and post-training activities.

**SUBMITTED BY:**

**NOTED BY:**

**MARIA DIVINA G. SANTOS**  
*HR Officer I, TOD*

**ENGELBERT ANTHONY D. UNITE**  
*HR Officer IV*

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**Excellence in Customer Service**

Training and Oversight Division  
Human Resources Management Department

