

TERMS OF REFERENCE (TOR)

Project Title: HRDD Consultancy Firm to Conduct Managing Skills for Administrative Staff Workshop

Rationale:

Administrative staffs play a critical role in the organization. They support managers, executives, and the organization. The support they provide is vital to the organization's ability to achieve its objectives. Given their vital role, their work is no longer just "clerical" nor "administrative". They must be able to strategize, innovate, and take initiative towards continuous improvement of their processes. In addition, they must have the people skills to professionally deal with internal and external clients. As frontliners, they must be good, confident and ambassadors of both their immediate superior and the organization.

Objectives:

At the end of the training program, participants should be able to:

1. Identify and exceed expectations of executives from an administrative professional
2. Enumerate and evaluate their core competencies as an administrative professional
3. Develop the service mindset and attitude of an administrative professional
4. Identify and develop the emotional intelligence necessary to handle internal and external clients
5. Correct misconceptions about the role of the administrative staff
6. Demonstrate behaviours and communication skills as a representative of their supervisors
7. Understand and analyze the intents, styles and needs of their supervisors to be able to adjust accordingly
8. Identify and practice best responses to difficult personalities of their internal and external clients
9. Apply strategies in organizing, planning, and project or task managing
10. Analyze plan and apply practices through creating their own action plans

I. Outputs

1. Pre- and post-assessments of each participant
2. 35 Participant Manuals
3. Accomplished Learning Action Plans (LAPs)

II. Scope

Preparatory Activity

The Learning Service Provider must conduct online pre-assessment to determine the competency levels of identified participants and specific needs, related to administrative workshops. This must be used as input in finalising the training design.

Actual Program

- Develop and deliver participant e-manuals containing learning materials to assist participants in day-to-day business transactions.
- Conduct the 2-day online workshop with practical and actual exercises.
- Incorporate a Learning Action Plan (LAP) to specifically determine how participants will be able to apply learnings from the program

Post Activities

- Prepare and submit final report and outputs, including process documentation, analysis of the conduct of the pre- and post-assessments, recommendations for future administrative skills programs.

III. Methodology

The Managing Skills for Admin Staff Workshop should be a combined 50% lecture and 50% practical and actual exercises. The use of Zoom or other applications for the conduct of the virtual training will be provided by the learning providers.

IV. Learning Service Provider's Minimum Qualifications and Eligibility

- Human resource, training, and organizational development consultancy firms with minimum of 10 years in existence;
- Has undertaken or has 3 similar projects
- Has undertaken virtual or online training.

- The highest key personnel is a college graduate preferably with experience in administrative programs.
- With existing reputable clients' base, with at least 1 government agency in the pool.
- CSI/CSC accredited firms will be given additional points

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V. Approved Budget:

The approved budget for the 2-day Managing Skills for Admin Staff Workshop is Php120,000.00 (inclusive of VAT)

This will cover payment for program design, diagnostics, program execution for facilitators, participants' manuals, and training materials, evaluation reports.

The amount excludes payment for the online application.

VI. Schedule of Payment

Payment of service shall be made on the basis of the engagement rendered.

VII. Training Duration

The session must be conducted in September 2021.

VIII. Submission of Documents.

The winning bidder should be able to present required eligibility documents, including the following:

1. Applicable Business Registration Certificates (SEC, DTI, CDA) with Articles of Incorporation or Partnership (in case of corporation or partnership)
2. Mayor's Permit for the Current Year
3. Taxpayer's Identification Number (TIN)
4. Company Profile
5. Philippine Government Electronic Procurement System (PhilGEPS) Certification

Interested bidders are also requested to submit the following:

1. List of completed projects, with description and contract rate
2. List of past and existing clients
3. Resume indicating qualifications of individual consultants / resource persons to be deployed, including educational background, years of experience, projects undertaken, client base and certifications/accreditations, if any
4. Program design