

Technical Specifications/Scope of Work

(Issued on 10 January 2013)

It shall be understood that any reference to the Department of Foreign Affairs (referred to in this Terms of Reference (TOR) as the DEPARTMENT) includes the DFA Main Office, Office of Consular Affairs in ASEANA Business Park, and Bangko Sentral ng Pilipinas (BSP), and RCOs and Satellite Offices.

Item	Specification	Statement of Compliance
1	The CONTRACTOR shall undertake door-to-door pick-up and delivery of documents, parcels, pouches, and office equipment with appropriate custom crating, for both outbound and inbound domestic destinations between the DEPARTMENT and the Regional Consular Offices (RCOs), including Satellite Offices, in the Philippines.	
2	The CONTRACTOR shall give the DEPARTMENT a list showing its office addresses in the provinces where the RCOs are located, and addresses in the National Capital Region where the satellite offices are located.	
3	The CONTRACTOR shall have reliable ground handling capabilities for origin and destination that will ensure the shortest possible transit time of deliveries to and from the nineteen (19) Regional Consular Offices (RCOs), Satellite Offices, as well as RCOs and satellite offices that may be opened during the duration of the contract.	
4	The CONTRACTOR shall ensure that the documents, parcel, pouches, and cargo are delivered to their intended domestic destinations within one (1) to two (2) working days from the date of pick-up.	
5	The CONTRACTOR shall submit to the DEPARTMENT a daily monitoring report and a consolidated monthly report detailing the status of picked-up or delivered documents, parcels, pouches, and cargo.	
6	The CONTRACTOR shall have at least five (5) years of experience in handling courier services from Manila to different provinces in Luzon, Visayas and Mindanao.	
7	The CONTRACTOR shall pick up the documents, parcels, pouches, and/or cargo from the DEPARTMENT between 4:00 p.m. and 5:00 p.m., Mondays to Fridays. Upon the DEPARTMENT's request, urgent delivery shall be picked up by the CONTRACTOR on any day, including Saturdays, Sundays and Holidays, without additional charges.	
8	Any irregularity or breach in security of parcels, pouches, and/or cargo, such as damage to pouch bags, broken bag seals, incomplete pouch count, etc., shall be immediately reported by the CONTRACTOR to the DEPARTMENT upon delivery, for appropriate information/action of the DEPARTMENT.	

9	The CONTRACTOR shall indemnify, defend and hold harmless the DEPARTMENT and/or its officers, employees, and its duly authorized representatives from and against any and all liability, expense, including defense costs and legal fees, and claims for damages of any nature whatsoever, including third party claims, arising from any loss, damage or delay in the delivery of documents, parcels, pouches and/or cargo.	
10	In case the CONTRACTOR subcontracts the services required to be done by the CONTRACTOR under this contract, the CONTRACTOR binds itself to be solidarily liable with its subcontractors for all damages, liquidated or otherwise, that the DEPARTMENT may sustain, suffer or incur in connection with or arising from any loss, damage or delay in the delivery of documents, parcels, pouches, and cargo. The CONTRACTOR shall seek the consent of the DEPARTMENT prior to subcontracting the services required.	
11	The CONTRACTOR shall guarantee the security and integrity of parcels, pouches and/or cargo, as well as ensure that these items are not breached from pick-up to delivery points or vice versa. For this purpose, the CONTRACTOR shall be responsible in providing the necessary security measures, such as but not limited to, provision of couriers on board in destinations where the CONTRACTOR has no personnel or representatives to handle the diplomatic pouch service.	
12	The CONTRACTOR shall establish a working monitoring system with the Regional Consular Offices Coordinating Center (RCOCC), Office of Consular Affairs (OCA) of the DEPARTMENT. The CONTRACTOR shall ensure the accessibility, through mobile and landline telephone system, of its representatives at all times.	
13	The CONTRACTOR shall comply with all security regulations and requirements regarding pickup and delivery of documents, parcels, pouches, and cargo from the DEPARTMENT to RCOs and satellite offices and vice versa.	
14	The financial proposal shall clearly indicate the price per kilogram for every destination and shall be inclusive of all applicable taxes and other lawful charges.	