

BIDS AND AWARDS COMMITTEE  
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**SUPPLEMENTAL / BID BULLETIN No. 1**

Project : Procurement of Contracting of the Services of Outsourced  
Personnel of the Office of Consular Affairs for C.Y. 2018  
Reference No. : PB-GS-OCA-01-2018  
ABC : PhP 28,183,000.00  
Date : 23 May 2018

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This supplemental/bid bulletin is issued to provide information to the prospective proponents/bidders on the following changes to the Bidding Documents:

**I. Invitation to Bid (Section I)**

6. The DFA-BAC has scheduled the following activities for the said Project:

<b>Deadline for Submission and Receipt of Bids</b>	<b>Bid Opening</b>	<b>Post- Qualification</b>
<b>04 June 2018,</b> Monday <del>Tuesday</del> , 12:00 noon	<b>04 June 2018,</b> Monday <del>Tuesday</del> , 2:00 p.m. <del>10:00 a.m.</del>	<b>06 June 2018</b> Wednesday, 10:00 a.m. <del>2:00 p.m.</del>

**II. Title Page** – Correction of typographical error involving the Approved Budget for the Contract.

**Procurement of Contracting of the Services of Outsourced  
Personnel of the Office of Consular Affairs for C.Y. 2018**

**III. Technical Specifications (Section VII)** – The Technical Specifications (Section VII) of the Bidding Documents is superseded by ANNEX 1 of this Supplemental/Bid Bulletin No. 1 after considering inputs from BAC members, End-users and prospective bidders during the pre-bid conference on 22 May 2018.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

(Sgd.)  
**EDWARD C. YULO**  
OCA-BAC Vice Chairperson

# Annex 1

## Technical Specifications

### CONTRACTING OF THE SERVICES OF OUTSOURCED PERSONNEL OF THE OFFICE OF CONSULAR AFFAIRS FOR C.Y. 2018

<b>I.</b>	<p><b>Background</b></p> <p>The Department of Foreign Affairs (DFA), represented by the Office of Consular Affairs (OCA) provides passport and authentication services to the public nationwide at the following consular sites:</p> <ul style="list-style-type: none"> <li>a. Office of Consular Affairs, Aseana Business Park, Parañaque City;</li> <li>b. Consular Offices in the NCR;</li> <li>c. Regional/ Provincial Consular Offices; and</li> <li>d. Mobile Passport Services and Passport on Wheels.</li> </ul> <p>For this purpose, the Department intends to engage the services of outsourced personnel.</p>	
<b>II.</b>	<p><b>Objective</b></p> <p>To augment the limited human resources of OCA and to deliver efficient and cost-effective encoding operations and other tasks for the OCA's consular services.</p>	
<b>III.</b>	<b>Scope of Work</b>	<b>Statement of Compliance</b>
	<b>A. General</b>	
	<p>1. The DFA shall have no employer-employee relationship with the outsourced consular personnel. The Contractor shall hold the DFA free and harmless from any and all liabilities as a result of the employer-employee relationship between the Contractor and the outsourced consular personnel.</p> <p>The above notwithstanding, the DFA has the right to investigate and prosecute outsourced personnel violating passport laws, anti-graft and corrupt practices, and applicable rules and regulations.</p>	
	<p>2. The Contractor shall comply with existing Philippine labor laws, rules and regulations, and issuances and orders. This includes its registration with the Department of Labor and Employment (DOLE) as an Independent Contractor, under the terms of Executive Order No. 51 s. 2018 and DOLE D.O. 174, s. 2017, as applicable.</p>	

<b>B. Contractor's Obligations:</b>	
1. The Contractor shall provide a total of at least <b>two hundred fifty five (255)</b> outsourced consular personnel, four (4) of whom shall be designated as on-site team leaders. The outsourced consular personnel may be deployed interchangeably from one site to another, as needed.	
2. The Contractor shall ensure that four (4) on-site team leaders are available at all times during operation hours.  On-site team leaders should have sufficient experience, exposure and training, <b>as determined by the Department.</b>	
3. The Contractor shall provide a certification, with other supporting documents ( <i>e.g.</i> , attendance sheet, pictures), that all its outsourced consular personnel have undergone basic orientation on customer relations, gender sensitivity, and anti-sexual harassment policies, within twenty (20) days after the issuance of the Notice to Proceed (NTP).	
4. The Contractor shall warrant that all of its outsourced personnel shall comply with pertinent Philippine laws and DFA regulations, policies, guidelines and procedures as applicable. Violation of this paragraph shall subject the Contractor to liabilities under Item V, section 2.	
5. The Contractor shall hold the DFA free and harmless from any and all liabilities for any offense that any of their outsourced personnel may commit against any party during the performance of their assigned tasks.	
6. The Contractor shall provide identification cards upon assumption of duty of the assigned personnel, in accordance with DFA specifications, which shall be worn at all times during the performance of their duties.  The Contractor shall ensure the surrender of identification cards of assigned personnel upon termination of service.	
7. The outsourced consular personnel shall be deployed to the following offices: Office of Consular Affairs in Aseana (OCA-Aseana), Consular Offices in the National Capital Region (NCR), the Regional/Provincial Consular Offices, Mobile Passport Services and Passport on Wheels. The Department may redistribute the number of outsourced personnel, as deemed necessary.	

<p>8. For urgent and emergency cases, the DFA may request the Contractor for the re-assignment of the outsourced consular personnel. The Contractor shall effect the re-assignment within three (3) hours from the request.</p> <p>Re-assignment shall only be for sites within National Capital Region (NCR), and shall be at no additional cost to the DFA.</p>	
<p>9. The Contractor shall immediately supply the DFA with qualified relievers as substitutes for absent outsourced consular personnel. The relievers shall secure the same security clearances and undergo training as do the regular outsourced personnel.</p>	
<p>10. The Contractor shall maintain work shifts for each outsourced consular personnel to ensure continuous and uninterrupted daily processing of documents including during lunch breaks.</p>	
<p>11. The designated team leaders shall, in addition to overseeing the work of the outsourced consular personnel, be required to deal with queries and complaints from the clients and troubleshoot other problems on the floor before they are elevated to concerned DFA personnel and officers. They shall also perform the same duties as the outsourced consular personnel they supervise, if necessary.</p>	
<p>12. The Contractor shall provide an incentive awards and recognition system that recognizes outstanding work performance of their outsourced consular personnel, taking into consideration the client feedback mechanism of the DFA.</p>	
<p>13. The Contractor shall provide the DFA with outsourced consular personnel, including relievers, with the following standard qualifications and skills:</p> <ol style="list-style-type: none"> <li>a. Filipino citizen;</li> <li>b. Completion of at least two (2) years college education or higher or its equivalent;</li> <li>c. At least twenty-one (21) years old at the beginning of assumption of duty;</li> <li>d. Holders of NBI and Police clearances issued at most six (6) months prior to the date of assumption of duty;</li> <li>e. Typing speed of forty-five (45) words per minute at one hundred (100%) percent accuracy;</li> <li>f. Computer literate; and</li> <li>g. Completion of the necessary customer service and other trainings referred to in Item B, Section 3.</li> </ol>	

	<p>14. The Contractor shall allow the outsourced personnel to attend appropriate trainings provided by the DFA.</p>	
	<p>15. The Contractor shall undertake the necessary background security checks for its outsourced consular personnel, including substitutes, to be assigned to the DFA.</p>	
	<p>16. The Contractor shall attend meetings whenever requested by the DFA.</p>	
	<p>17. The Contractor and all the outsourced consular personnel shall keep the confidentiality of all the information or records encountered during their deployment in the DFA. They shall not discuss, disclose, copy, share, distribute or otherwise make available to any other persons or organizations, any and all information including but not limited to names, addresses, phone numbers and history, made available during the course of the performance of their duties.</p>	
	<p>18. The Contractor shall ensure that the information and data obtained by the outsourced personnel in the course of performing their duties under the Contract are confidential and shall remain the sole and exclusive property of the DFA. Any violation of this term of confidentiality shall be subject to penalty, including removal and barring of the Contractor and its personnel from the DFA premises, termination of contract by the DFA, and legal action against the Contractor.</p>	
<p><b>C. Scope of Work of the Outsourced Consular Personnel</b></p>		
	<p>The additional staff shall be referred to as “outsourced consular personnel” and deployed to various consular sites, as stated in ANNEX A.</p>	
	<p>The responsibilities of the outsourced consular personnel shall include, but shall not be limited to, the following consular functions:</p> <ul style="list-style-type: none"> <li>a. <u>Passport Services</u>- encoding of vital information of the applicant, photographing and capturing the biometric data of the passport applicant, checking the typed biometrics, encoding of Master List of Passport Enrolment Certificates, and other passport service-related tasks that may be assigned, as needed, and may include mobile passport services.</li> <li>b. <u>Authentication Services</u> - encoding of data for Authentication Certificates and preparing the Master List of documents. They may be assigned to the assembly line to perform other tasks such as affixing the red ribbon and seal, riveting the eyelet for authentication certificates, as well as other authentication-related tasks deemed necessary.</li> </ul>	

<p><b>IV.</b></p>	<p><b>Reservation Rights</b></p> <p>The Contractor shall, upon the request of the DFA, immediately remove and replace, within twenty-four (24) hours, any outsourced consular personnel for misconduct, breach of confidentiality, security reasons, and other acts in violation of DFA Rules and Regulations.</p>	
<p><b>V.</b></p>	<p><b>Penalty Clause</b></p> <ol style="list-style-type: none"> <li>1. In case of errors by the outsourced personnel in the performance of their assigned tasks, the DFA shall impose penalty charges on the Contractor, equivalent to the amount paid by the passport applicant or the cost of the authentication certificate.</li> <li>2. In case the Contractor violates or fails to comply with any of the other provisions of this agreement, the DFA shall impose a penalty on the Contractor, without prejudice to the filing of civil and criminal charges.</li> <li>3. The DFA shall collect penalties and liquidated damages directly from the Contractor in the event that the damages exceed the amount of the performance security posted.</li> </ol>	
<p><b>VI.</b></p>	<p><b>Contract Duration</b></p> <p>The contract period shall be from 01 July 2018 to 31 December 2018.</p>	
<p><b>VII.</b></p>	<p><b>Confidentiality Clause</b></p> <p>The Contractor shall ensure that each personnel assigned to the Department shall execute and sign a Non-Disclosure Agreement, to be submitted to the Department prior to the commencement of the service.</p>	
<p><b>VIII.</b></p>	<p><b>Terms of Payment</b></p> <ol style="list-style-type: none"> <li>1. The Contractor shall submit monthly billings based on consumption and services on the first week of the following month.</li> <li>2. Payments shall be made thirty (30) working days upon receipt of the monthly invoice with complete requirements through List of Due and Demandable Accounts Payable (LDDAP).</li> </ol>	

	<p>3. All taxes withheld as well as Value Added Tax (VAT) shall form part of the amount paid to the Contractor. A Certificate of Tax Withheld shall be issued by the Department to accompany each payment.</p>	
	<p>4. The processing of payment by the DFA shall commence upon receipt of the Invoice or Statement of Account and a Billing Register from the Contractor with the following supporting documents:</p> <ul style="list-style-type: none"> <li>a. Certificates of Service Rendered issued by the Head of the DFA or his duly authorized representatives (Officers-in-Charge/Heads of various Divisions/Sections);</li> <li>b. Reports of Absences, Tardiness and Undertime/Attendance Summary Sheets;</li> <li>c. Daily Time Cards/Time Sheet Reports; and</li> <li>d. Pay slips</li> </ul> <p>The above documents shall be grouped according to the following:</p> <ul style="list-style-type: none"> <li>a. OCA-Aseana;</li> <li>b. Consular Offices in NCR; and</li> <li>c. Regional/Provincial Consular Offices.</li> </ul>	
	<p>5. The Contractor shall provide wages to all outsourced personnel based on the prevailing minimum wage rate in the regions. The Contractor shall also ensure that outsourced personnel are paid the appropriate overtime pay, as applicable. The cost shall be reflected in the price breakdown which shall form part of the Financial Component of the Contractor's bid.</p>	
	<p>6. No payment shall be made to the Contractor for services not yet rendered.</p>	
	<p>7. All payments shall be made to the Contractor, and shall be in Philippine pesos.</p>	
<p><b>VIII.</b></p>	<p><b>Miscellaneous</b></p> <p>1. <u>Periodic services quality reviews</u></p> <p>The DFA shall conduct formal quality review on a periodic basis. The review shall include an evaluation of the Contractor's operations including compliance with its obligations.</p> <p>2. The DFA shall undertake periodic reviews of performance of the outsourced personnel against agreed performance requirements. This is to ascertain quality level attainment and co-develop improvements on the quality levels, processes, service delivery, etc.</p>	

3. Client Feedback Mechanism

The DFA shall maintain a Client Feedback Mechanism, the client being the public availing of the DFA's consular services. This is to determine the level of client satisfaction with the services provided by the outsourced consular personnel. The survey forms are for approval and safekeeping of the DFA. The results of the client feedback forms shall be evaluated by the DFA and any negative feedback shall be communicated to the Contractor for appropriate action. The Contractor shall submit to the DFA a compliance report on the action taken on said negative feedback within five (5) working days from the receipt of the DFA's feedback.



**OUTSOURCED PERSONNEL OF THE OFFICE OF CONSULAR AFFAIRS  
FOR C.Y. 2018**

**ANNEX A**

**Summary of Distribution**

<b>Consular Site</b>	<b>TOTAL</b>
<b>OCA-Aseana</b>	94
<b>Consular Offices in NCR</b>	64
<b>Provincial Consular Offices</b>	97
<b>TOTAL</b>	<b>255</b>

**Distribution Plan**

<b>OFFICE / SITE</b>	<b>LOCATION</b>	<b>NO. OF CONTRACTED OUTSOURCED CONSULAR PERSONNEL</b>	<b>SUPERVISOR</b>	<b>TOTAL</b>
<b>I. OCA-Aseana</b>			<b>94</b>	
Passport Division – Passport Enrolment Center (PEC)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	51	1	52
Authentication Division	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	10	1	11
Courtesy Lane	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	2		2
Consular Records Division (CRD)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	1		1

Records and Documents Segregation Section (RDSS)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	3		3
Diplomatic and Official Passport Section (DOPS)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	3		3
Consular Offices Coordinating Center (COCC)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	3		3
Passport Releasing Section	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	9		9
Consular Affairs Public Assistance Center (CAPAC)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	7		7
Consular Information Center (CIC)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	3		3
<b>II. Consular Offices in the NCR</b>				<b>64</b>
DFA CO NCR-East at Mandaluyong	7/F SM Megamall Bldg. C, Edsa cor. J. Vargas Ave., Mandaluyong City	14	1	15
DFA CO NCR-Central at Pasig	Level 1 West Lane, Lingkod Pinoy Center, Robinsons Galleria, Edsa cor. Ortigas Ave. Pasig City	6		6
DFA CO NCR-West at Manila	5/F SM Manila, Concepcion St. cor. Arroceros and Sn. Marcelino, Manila	14	1	15
DFA CO NCR-South at Muntinlupa	4/F Metro Alabang Town Center, Alabang-Zapote Road, Muntinlupa City	11		11

DFA CO NCR-Northeast at Quezon City	Ali Mall Araneta Center Cubao, Quezon City	11		11
DFA CO NCR-North at Novaliches	Robinsons Nova Market Brgy. Pasong Putik, Quirino Highway cor Maligaya, Novaliches, Quezon City	6		6
<b>III. Provincial Consular Offices</b>				<b>97</b>
DFA CO Angeles City	3/F Marquee Mall, Pulung Maragul, Angeles City	5		5
DFA CO Bacolod	3/F Robinsons Place Bacolod, Brgy. Mandalangan, Bacolod City	4		4
DFA CO Baguio	Upper Basement, SM City Baguio, Luneta Hill, Upper Session Road cor. Gov. Pack Road, Baguio City	4		4
DFA CO Butuan	CESIA Bldg. Montilla Blvd., Butuan City	3		3
DFA CO Cagayan de Oro	Limketkai Center, Limketkai Avenue, Cagayan de Oro City	4		4
DFA CO Calasiao	2/F Robinsons Place Pangasinan Brgy San Miguel, Calasiao Pangasinan	4		4
DFA CO Mandaue	4/F Pacific Mall – Metro Mandaue, UN Avenue cor. MC Briones St., Brgy. Estancia, Mandaue City	8		8
DFA CO Cotabato	People’s Palace, City Hall, Cotabato City	4		4
DFA CO Davao	3/F SM City Davao, Quimpo Blvd., Ecoland Subd., Brgy. Matina, Davao City	6		6

DFA CO Dumaguete	2 <sup>nd</sup> Place Robinsons Place South Road, Calidangan, Dumaguete City	3		3
DFA CO General Santos	GF Robinsons Place GenSan, J. Catolico Sr. Ave., General Santos City	5		5
DFA CO Iloilo	3F Robinsons Place Iloilo Quezon Wing, Iloilo City	5		5
DFA CO La Union	Manna Mall, San Fernando, La Union	7		7
DFA CO Legazpi	3/F Pacific Mall – Legazpi, F. Imperial St., Brgy. Capantawan, Landco Business Park, Legazpi City	3		3
DFA CO Lipa	2/F Robinsons Place Lipa, JP Laurel Highway, Mataas na Lupa, Lipa City, Batangas	4		4
DFA CO Lucena	3/F Pacific Mall Lucena, M.L. Tagarao St., Barangay III, Lucena City, Quezon	3		3
DFA CO Pampanga	2/F Robinsons StarMills, San Fernando City, Pampanga	9		9
DFA CO Puerto Princesa	Robinsons Place, Puerto Princesa City	3		3
DFA CO Tacloban	Leyte SMED Center Capitol Site SN.Enage, Tacloban City	3		3
DFA CO Tuguegarao	Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	6		6

DFA CO Zamboanga	Go-Velayo Bldg. Veterans Ave. Zamboanga City, Zamboanga del Sur	4		4
<b>TOTAL NO. OF PERSONNEL</b>				<b>255</b>

Note: Outsourced Personnel shall render services from Monday to Saturday, eight (8) hours a day.

Note:

Bidder must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule of Requirements. The Statement of Compliance must be signed by the authorized representative of the Bidder, with proof of authority to sign and submit the bid for and in behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have authority to sign for and in behalf of the partners to the joint venture. All documentary requirements should be submitted on or before the deadline for the submission of bids.

Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of **ITB** Clause 3.1 (a)(ii) and/or **GCC** 2.1(a)(ii)

Conformé:

[Signature/s]

[Name of the Bidder/ Bidder’s Authorized Representative/s]

[Position]

[Date]