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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 – Aseana and Consular Affairs for FY 2020  
Reference : PB-GS-OCA-02-2019  
ABC : PhP 23,027,070.00  
Date : 10 December 2019

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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I. **Technical Specifications (Section VII)** – The Technical Specifications (Section VII) of the Bidding Documents is superseded by ANNEX A of this Supplemental/Bid Bulletin No. 1 after considering inputs from the bidders and the Committee.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

**Sgd.**  
**RAUL H. DADO**  
OCA BAC Chairperson

# Technical Specification

## TERMS OF REFERENCE FOR THE CONTRACTING OF THE SERVICES OF OUTSOURCED PERSONNEL OF THE OFFICE OF CONSULAR AFFAIRS FOR C.Y. 2020

<b>I.</b>	<b>Background</b>	<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 (including Mobile Passport Services and Passport on Wheels);</li> <li>b. Consular Offices in the NCR; and</li> <li>c. Regional/ Provincial Consular Offices.</li> </ul>
<b>II.</b>	<b>Objective</b>	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.
<b>III.</b>	<b>Scope of Work</b>	<b>Statement of Compliance</b>
	<b>A. General</b>	
	<p>1. The Department shall have no employer-employee relationship with the outsourced personnel. The Contractor shall hold the Department free and harmless from any and all liabilities as a result of the employer-employee relationship between the Contractor and the outsourced personnel.</p> <p>The above notwithstanding, the Department has the right to investigate and prosecute outsourced personnel violating passport laws, laws on anti-graft and corrupt practices, and other applicable laws and 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 as required under DOLE D.O. 174, s. 2017, as applicable.</p>	
	<b>B. Contractor’s Qualifications:</b>	
	<p>1. The Contractor shall be a corporation or company duly organized and existing under Philippine laws, and has been duly accredited/licensed</p>	

	by appropriate government authorities for a minimum of five (5) years.	
	2. The Contractor shall have the necessary capability, expertise, equipment, manpower, financial resources and experience to provide the human resources for the needs of the Department and all its Consular Offices (COs), as well as other offices that may be created and/or opened, for the duration of the contract and any extensions thereof.	
	<b>C. Contractor's Obligations:</b>	
	1. The Contractor shall provide a total of at least <b>one hundred thirty-four (134)</b> outsourced personnel, four (4) of whom shall be designated as on-site team leaders. The outsourced personnel may be deployed interchangeably from one site to another, as needed.	
	2. The outsourced 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.	
	3. Upon valid and justifiable reasons, the Department may request the Contractor for the re-assignment of the outsourced personnel, subject to the evaluation by OCA. The Contractor shall effect the re-assignment within three (3) hours from the receipt of the request of the Department.  Reassignment shall be at no additional cost to the Department.	
	4. The Contractor shall immediately supply the Department with qualified relievers as substitutes for absent outsourced personnel. For absences without prior notice, the reliever must be substituted within two (2) hours from the request. The relievers shall secure the same security clearances and undergo training as do the regular outsourced personnel.	
	5. 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 a minimum of two (2) years relevant supervisory/management experience or possessing the skill sets needed for consular encoding and customer service, as approved by the end-user, prior to the team leader's deployment.	

<p>6. The designated team leaders shall, in addition to overseeing the work of the outsourced personnel, be required to deal with queries and complaints from the clients pertaining exclusively to the encoding process and troubleshoot other technical problems on the floor before they are elevated to concerned Department personnel and officers. They shall also perform the same duties as the outsourced personnel they supervise, if necessary.</p>	
<p>7. The Contractor shall provide the Department with outsourced consular personnel with the following minimum standard qualifications and skills:</p> <ul 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 six (6) months prior to the date of assumption of duty/date of assignment as reliever;</li> <li>e. Typing speed of forty-five (45) words per minute at one hundred (100%) percent accuracy;</li> <li>f. Computer literate;</li> <li>g. Must be neat, presentable, courteous, hard-working, team player, and possesses good moral character; and</li> <li>h. Completion of the necessary customer service and other trainings referred to in Item IIIC, Section 8.</li> </ul> <p>Upon release of Notice to Proceed (NTP), the Contractor shall submit to the Department, through OCA, the credentials and clearances of each outsourced consular personnel for consideration and acceptance.</p>	
<p>8. 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 thirty (30) days after the issuance of the Notice to Proceed (NTP).</p>	
<p>9. The Contractor shall allow the outsourced personnel to attend appropriate trainings, as may be required by the Department.</p>	

<p>10. The Contractor shall maintain work shifts for each outsourced personnel to ensure continuous and uninterrupted daily processing of documents including during lunch breaks.</p>	
<p>11. The Contractor shall not require any outsourced personnel to render service beyond eight (8) working hours a day, unless duly approved in writing by the Department. Violation of this condition shall be sufficient ground for termination of the contract.</p>	
<p>12. The Contractor shall warrant that all of its outsourced personnel shall comply with pertinent Philippine laws and Department regulations, policies, guidelines and procedures as applicable. Violation of this paragraph shall subject the Contractor to liabilities under Item V, Section 2.</p>	
<p>13. The Contractor shall undertake the necessary background security checks for its outsourced personnel, including relievers, to be assigned to the Department.</p>	
<p>14. The Contractor shall provide identification cards and lanyards, as approved by the Department, which shall be worn by their personnel at all times during the performance of their duties.</p>	
<p>15. In conformity with the provisions of Data Privacy Act, the Contractor and all the outsourced personnel shall keep the confidentiality of all the information or records encountered during their deployment in the Department. 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 personal history, made available during the course of the performance of their duties.</p> <p>Any personnel of the Contractor found in violation of the Data Privacy Act shall be immediately recommended for termination and subject to any applicable civil and criminal action.</p>	
<p>16. 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 Department. Any violation of this term of confidentiality shall be subject to penalty, including removal and barring of the Contractor and its personnel from the Department premises, termination of contract by the Department, and legal action against the Contractor.</p>	

	<p>17. The Contractor shall ensure that outsourced personnel shall sign a contract, which shall include their agreement, commitment, and accountability to abide by the Department’s rules and regulations on the handling of confidential and proprietary information.</p> <p>To this end, the Contractor shall furnish the Department with a copy of the individual contracts with outsourced personnel which shall contain the provision on protection of confidentiality of personal data of consular applicants, or the Contractor shall facilitate the signing of a conforme on confidentiality of data by each outsourced personnel before their deployment to OCA.</p>	
	<p>18. The Contractor shall hold the Department 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.</p>	
	<p>19. The Contractor shall attend meetings whenever requested by the Department.</p>	
<p><b>D. Scope of Work of the Outsourced Consular Personnel</b></p>		
	<p>The additional staff shall be referred to as “outsourced personnel” and deployed to various consular sites, as outlined in ANNEX A.</p> <p>The responsibilities of the outsourced 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 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><u>Removing Personnel for Misconduct or Security Reasons</u></p> <p>The Contractor shall, upon the request of the Department, immediately replace any outsourced personnel for misconduct, breach of confidentiality, and security reasons. The newly-assigned personnel shall secure the same security clearances and undergo training similar to regular outsourced personnel.</p> <p>The Contractor shall institute the necessary investigations and submit to the Department a report of its findings within thirty (30) calendar days, at no additional cost to the Department.</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 Department 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 Department shall impose a penalty on the Contractor, without prejudice to the filing of civil and criminal charges.</li> <li>3. The Department 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> <li>4. The Contractor and its outsourced personnel shall not engage in any proprietary transaction related to the consular services of the Department and are prohibited from soliciting or benefiting from, or conducting any act or activity with the clients of the Department. Doing so will result in the filing of appropriate charges/cases in proper courts by the Department.</li> </ol>	
<p><b>VI.</b></p>	<p><b>Contract Duration</b></p> <p>The contract period shall be from <b>01 January 2020 to 30 June 2020.</b></p>	
<p><b>VII.</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> </ol>	

<p>2. Payments shall be made thirty (30) working days upon receipt of the monthly invoice with complete requirements through the List of Due and Demandable Accounts Payable (LDDAP).</p>	
<p>3. All taxes withheld 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 Department 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 Department 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 consular personnel based on the prevailing minimum wage rate in the applicable region and such other compensation, as may be applicable, and the computation of wages is based on <i>three hundred ten</i> (310) working days</p> <p>In the event of adjustments in the minimum wage rate in any or all regions where outsourced consular personnel are deployed the Contractor shall give formal notification to the Department on these adjustments at the earliest opportunity.</p> <p>The Contractor guarantees the payment of salaries/wages and other benefits prescribed by law to the outsourced personnel in a timely manner.</p>	
<p>6. No payment shall be made to the Contractor for services not yet rendered.</p>	



	7. The Contractor shall ensure the timely payment of salaries and allowances of their outsourced personnel every month for services rendered to ensure the efficient delivery of services.	
	8. All payments shall be made to the Contractor, and shall be in Philippine pesos.	
<b>VIII.</b>	<b>Miscellaneous</b>	
	1. <u>Periodic services quality reviews</u>  The Department 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.	
	2. The Department shall undertake periodic reviews of performance of the outsourced personnel vis-a-vis agreed performance requirements. This is to ascertain quality level attainment and co-develop improvements on the quality levels, processes, service delivery, etc.	
	3. <u>Client Feedback Mechanism</u>  As the Department maintains a Client Feedback Mechanism, any negative feedback concerning outsourced personnel shall be communicated to the Contractor for appropriate action. The Contractor shall submit to the Department a compliance report on the action taken on said negative feedback within five (5) working days from the receipt of the Department’s feedback.	

**Note:**

Bidder must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule to 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 a 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 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** Clause 2.1 (a)(ii)

Conformé:

[Signature/s]

[Name of Bidder's Authorized Representative/s]

[Position]

[Date]

**ANNEX A**

**OUTSOURCED PERSONNEL OF THE OFFICE OF CONSULAR AFFAIRS  
FOR C.Y. 2020**

**Summary of Distribution**

<b>Consular Site</b>	<b>TOTAL</b>
<b>OCA-Aseana</b>	58
<b>Consular Offices in NCR</b>	52
<b>Regional/Provincial Consular Offices</b>	24
<b>TOTAL</b>	<b>134</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>58</b>
Passport Division – Passport Enrolment Center (PEC)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	22	1	23
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
Diplomatic and Official Passport Section (DOPS)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	3		3
Consular Offices Coordinating Division (COCD)	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	2		2
Passport Releasing Section	Aseana Business Park, Macapagal Ave., Cor. Bradco Ave., Parañaque City	6		6
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>52</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	0		0
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	10		10
DFA CO NCR-Northeast at Quezon City	Ali Mall Araneta Center Cubao, Quezon City	10		10
DFA CO NCR-North at Novaliches	Robinsons Nova Market Brgy. Pasong Putik, Quirino Highway cor Maligaya, Novaliches, Quezon City	2		2
<b>III. Provincial Consular Offices</b>				<b>24</b>
DFA CO Cebu (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, Maguindanao	4		4
DFA CO Davao	3/F SM City Davao, Quimpo Blvd., Ecoland Subd., Brgy. Matina, Davao City	5		5
<b>DFA CO Pampanga</b>	<b>2/F Robinsons StarMills, San Fernando City, Pampanga</b>	<b>4</b>		<b>4</b>
<b>DFA CO Puerto Princesa</b>	<b>2F Robinsons Place Palawan, National Highway, Brgy. San Manuel, Puerto Princesa City 3500</b>	<b>3</b>		<b>3</b>
<b>TOTAL NO. OF PERSONNEL</b>				<b>134</b>

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

Computation of wages is based on *three hundred ten* (310) working days.