

TERMS OF REFERENCE

I. PROJECT TITLE

Engagement of Courier Service for Delivery of Requested CSC Records/Documents.

II. OBJECTIVES

The objectives of the Project are:

1. To ensure faster, efficient, timely and secured delivery of the following CSC Records/Documents requested by the clients through the CSC Online Registration, Appointment and Scheduling System (ORAS), such as but not limited to:
 - Career Service (Professional and Subprofessional) Eligibility;
 - Civil Service Eligibility granted under Special Laws and CSC Issuance;
 - Other civil service eligibility conducted in collaboration with other government institutions;
 - CSC Issuances (e.g., Memorandum Circular, Resolution, Decision);
 - Statement of Assets, Liabilities and Net Worth (SALN) from CY 2010 to CY 2019;
 - Employee Record [e.g., Appointment Paper/Personal Data Sheet of those who were assigned in agencies under the jurisdiction of the National Capital Region (NCR) and Regional Office No. IV (Southern Tagalog) from CY 1980 to CY 1989, Service Card of those who were assigned in various government agencies from CY 1930 to CY 1989, and Statement of Service Record of former Civil Service Commission employees];
 - Clearance of No Pending Administrative Case;
 - Records of cases filed before the CSC; and
 - Other CSC Official communications.
2. To be able to track the delivery of above listed CSC documents in real time.

III. SPECIFIC SCOPE OF SERVICES

- a. Daily pick-up of documents from CSC at 4:00 p.m. or as the need arises.
- b. Delivery to the addressee of CSC's documents within one (1) to two (2) calendar days reckoned from the date of pick up.

- c. In instances where the addressee/s cannot be located, or delivery is not effected at the first attempt for reasons not due to the fault of the SERVICE PROVIDER, the latter shall pursue the delivery until three (3) attempts, within the period specified as follows:
- Three (3) calendar days if within Metro Manila and other parts of Luzon; and
 - Five (5) calendar days in any part of the Visayas and Mindanao Regions.
- d. Release of CSC mail only to the addressee or authorized representative, and only upon presentation to and verification by the SERVICE PROVIDER of the authenticity of the identification card/s presented by the addressee or authorized representative.
- e. Return to CSC all unclaimed mails within fifteen (15) days from CSC's dispatch.
- f. Submit to CSC within fifteen (15) calendar days, reckoned from CSC's dispatch the following:
- Delivery Status Report and Delivery Receipts duly acknowledged by the addressee or his/her authorized representative, with signature over his/her printed name as proof that the addressee has received the document;
 - Other reports and relevant documents as may be required by CSC; and
 - Billing/Statement of Accounts

IV. ALLOCATED BUDGET AND SERVICE FEES

The Allocated Budget for the Project is Five Hundred Thousand Pesos (P500,000.00) from which the SERVICE PROVIDER shall be paid for services actually rendered, strictly in accordance with the fee schedule prescribed hereunder:

Geographical Area	Price ceiling per Area (in Php)
National Capital Region (NCR)	160.00
Luzon	185.00
Visayas/Mindanao	205.00
Island Cities/Municipalities	215.00

The above stated amounts shall be understood as inclusive of any and all taxes (including but not limited to the applicable Value Added Tax), fees, duties and such other imposts and levies, which may be required by the government.

V. TERMS AND MANNER OF PAYMENT

Payment shall be made in check by CSC within thirty (30) calendar days from receipt of billing statement.

VI. DURATION OF ENGAGEMENT

The contract shall be for a period of one (1) year and shall commence immediately upon signing of the contract.

The CSC reserves the right to terminate the contract for failure of the SERVICE PROVIDER to perform in a timely and acceptable manner any of their duties, functions, responsibilities or obligations stipulated herein or violation of any of the terms and conditions of the contract by the SERVICE PROVIDER.

VII. CONFIDENTIALITY AGREEMENT

The winning bidder shall execute and sign a Confidentiality and Non-Disclosure Undertaking upon Notice of Award, which shall form part of the contract.

VIII. BID VALIDITY

The Bid shall be valid for 120 calendar days upon submission of bid.

IX. BIDDER QUALIFICATIONS

- Proven track record of at least five years in the handling of “door-to-door and express delivery” of sensitive and valuable documents;
- Has a wide-range delivery network all over the Philippines; and
- Has an online document tracking system to facilitate verification of status of delivery by CSC.

Submitted by:



NOREN BOOTS GOCON-GRAGASIN

Director IV

Integrated Records Management Office