

III. A. Projected Quantity of Inbound and Local Outbound Transactions (Please see Matrix attached)

B. Approximate average weight per transaction

Outbound	Kits	More than 1Kilo
	Samples, padded forms	Less than 1 kilo
	Results	Less than .5 kilo- 1 kilo
	Styro/Boxes, info materials (posters, brochures)	Between 2- 5 kilos Bulk orders may exceed 5 kilos
Inbound	Dried Blood Samples using NBS Filter Cards	Less than 1 kilo
	Styro/Boxes	Less than 5 Kilos Bulk Transactions may exceed 5 Kilos

C. Minimum measurement of Pouches

- Small Pouch – 30 cm (length) x 20 cm (width)
- Large Pouch – 42 cm (length) x 30 cm (width)

IV. SERVICE DELIVERY AND COMMITMENT

A. BOOKING SERVICES must be made available through Customer Care Hotlines and Direct Lines provided by the Contractor. At least 2 Customer Hotlines and 4 direct lines are provided for daily booking requests. Booking cut off maybe specified by the contractor to manage the service.

B. ON TIME PICK-UP UPON BOOKING. From Various Client Location to NSC- NIH and SEND OUT from NSC- NIH to Various Client location **DELIVERY COMMITMENT (TURN-OVER TIME/LEAD TIME OF TRANSACTION)**

LOT/ AREA	Region	Booking to Pick up	Delivery Lead Time
1	NCR	Same day pick up within cut off	1 day from pick up date
2	4B	Same day pick up within cut off	1-3 days from pick up date
3	5	Same day pick up within cut off	1-2days from pick up date
4	NSC	Same day pick up within cut off	1-2 days from pick up date
5	INTERNATIONAL	Same day – 1 day after booking	3 days from pick up date for blood samples; 5 days from pick up date for DNA and dried blood spot samples.

C. HANDLING, TRANSPORT and DELIVERY including adherence to Data Privacy Act

1. Contractor/s shall observe extraordinary diligence in the handling, and transport of **CLIENT's** shipments. Contractor's accountability and responsibility of the shipment shall continue until the goods or merchandise is received in order and in good condition. Guidelines and Adherence to DATA PRIVACY ACT must be strictly implemented. Thus, POUCHES used for transport must be OPAQUE (not clear, not transparent)
2. Proper storage and safekeeping of packages with blood samples must be kept in warehouses with a maintaining temperature of not higher than 25 Degrees Celsius. Appropriate vehicle must be a 4-wheeler type for OUTBOUND SERVICES from IHG and NSC NIH must be used for pick- up of packages.
3. Contractor/s should be able to transport samples packed in dry ice or liquid nitrogen *(only for a very limited number of samples)*
4. Contractor/s should provide clinical packs for international shipment
5. Newborn Screening OUTBOUND packages and parcels must be picked up on a regular basis during WORKING DAYS not later than 5:00 PM. **A Checker or a personnel from the Contractor/s' Hub** must be deployed daily, from Mondays to Fridays at the Newborn Screening Center- NIH at UP Techno hub, QC to process waybills for outbound transactions.
6. **INBOUND packages and parcels must be delivered during WORKING DAYS or WHEN REQUESTED EVEN ON REGULAR HOLIDAYS AND NON - WORKING HOLIDAYS (following the regular rates indicated in the BID) to the Newborn Screening Center Laboratory (UP TECHNOHUB, QC) not later than 9:00 AM.**

D. SUPPLIES AND AFTER- SALES SERVICES

SUPPLIES and AFTER- SALES SERVICES	Description
Software for WAYBILL PRINTING	A software installed at NSC- NIH for printing shippers details prior to shipment of parcels and packages to various NSFs and NSCs
Pre-printed waybills and Pouches	Waybills solely used by a specific Newborn Screening Facility in sending NBS Samples. The details of the shipper (NSF) and the consignees address and account number (NSC- NIH) is already pre-printed to avoid misroute Material of Pouches should not be made of clear/transparent plastic

SUPPLIES and AFTER- SALES SERVICES	Description
	Pouches and Waybills should be made available to all member NSFS and to the Institute
Clinical Packs	Pouch with an overwrap for exempt clinical sample shipment (insulated packaging)
Bi-Monthly Delivery Reports	Provide delivery reports specifying the consignee, shipper, date of pick up, date of delivery, date of receipt and name and designation of receiver including the weight, amount and transit time per transaction
Trace Handling/Tracking Services	Customer Service hotline is available anytime to ensure "real-time" mobility of parcel
Pick Up Booking or Fixed and or Flexible Booking Schedule	Customer Service hotline available anytime to book pick up request based on specified "cut-off" from various NSFS. Fixed pick up schedule to regularly sending clients including Newborn Screening Center-NIH. Contractor should be amenable to booking and pick-up flexibility schedule especially during holidays and emergency
Customer Feedback Services	Tracking services should have an immediate feedback to inquiring client. Provide "ALERT" for undelivered and problematic shipments within 24 hours from the time the items were received by contractor
Account Specialist/ Manager	Represents the company in handling immediate queries, trouble shooting and disputes that cut across transaction between the courier and client and vice versa
Contingency Services	Ensure availability of courier services at all times. This includes provision of contingency services in times of management and internal operational problems.

V. INSURANCE

Contractor must have stipulated terms on **INSURANCE OF PARCELS and COMMODITIES** (Insurance Fee of not more than 1% of the total declared value of each parcel/ commodity)

However, **CLIENT** shall have the option to insure the goods/supplies and **CONTRACTOR** shall not claim any right over the proceeds of the insurance policy secured or obtained by **CLIENT**. All shipments for Domestic and International delivery are insured based on the value declared by **CLIENT** on the domestic waybill.

If no value is indicated, it is understood that the **CLIENT** chose not to insure the package for shipping.

VI. SUBCONTRACTING

In CRITICAL and ISOLATED areas not covered or with Limited Coverage, (NON- SERVICEABLE OR OUT OF DELIVERY AREAs, etc.) CONTRACTOR/S MUST SUBCONTRACT IN ORDER TO FULFILL the required services, but this does not relieve the contractor/s of any liability or obligation under this Contract. The CONTRACTOR/S will still be responsible for the acts, defaults, and negligence of any subcontractor, its agents, servants or workmen as fully as if these were the contractor's own acts, defaults, or negligence, or those of its agents, servants or workmen.

VII. BILLING SPECIFICATIONS

The Contractor/s shall have the ability to send billing statements/invoices with attached transaction WAYBILL. Only one copy of each transaction waybill will be accepted as attachment to the invoice, which must be consistent during the period of the contract in compliance with the regulations of the Commission on Audit (COA). The Proof of Delivery (POD) copy of the waybill (for both inbound and outbound) is the only acceptable and official attachment that can be used as part of the requirement based on actual consumption. Actual consumption maybe less than or more than the amount allocated for one year.

VIII. PAYMENT and CHARGES

1. Contractor/s can provide a discounted rate detailed in a PRICE SCHEDULE
2. Contractor/s must provide a credit limit of One Million Pesos (₱1,000,000.00) per lot /or a total of Five Million Pesos for the defined Five Lots and provide a reasonable extension if client exceeds the credit limit and payment terms of at least 60 - working days upon receipt of the sales invoice.
3. Any disputed bill/invoice shall be deemed void or cannot be claimed if not presented with an official or required billing attachments.
4. Contractor/s must be accountable and amenable to apply DEBIT MEMO (deductions) in line with NEGLIGENCE of COURIER AGENT/S related to LOSS and CONTAMINATION or results, per blood sample/ per filter card.

IX. BID/ PRICE QUOTATION (SEE SEPARATE MATRIX AS ATTACHED)

1. Contractor/s will be provided by the END USER of an existing DATABASE of Newborn Screening Facilities under LOT 1, 2 and 3.
2. Contractor/s MUST IDENTIFY and DECLARE the Serviceable Areas and Out of Serviceable Areas and the NEAREST BRANCH for the NON SERVICEABLE AREAS per Newborn Screening Facilities.
3. Contractor/s MUST SERVE future NSFS and similarly identify and charge END USER accordingly (whether SERVICEABLE,OUT OF SERVICEABLE and NON- SERVICEABLE)
4. Contractor/s must be able to provide bid USING THE MATRIX ATTACHED
5. Price Quote in NET CHARGES (include VAT and TAXES)
6. Contractor/s acknowledges that it has the full responsibility for the prompt and complete delivery, in good order and condition, of the particular items covered by the waybill and therefore assumes the obligation to devise and adopt the most efficient method and techniques of rendering the Service including cases of HOLIDAYS, emergency and disasters.

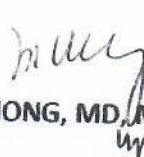
VII. CONTRACTORS' ELIGIBILITY

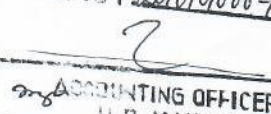
1. Contractor/s must be duly licensed Philippine courier company
2. Contractor/s is engaged in the business of providing domestic courier air freight, sea freight and land freight services to the general public, such as receiving, transporting and delivery of legitimate materials like documents, parcels and merchandise.
3. Contractor/s must be able to provide sound track record and years of experience in the business including their financial capacity.

VII. CRITERIA FOR SELECTION OF SERVICE PROVIDER

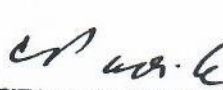
1. The contract may be awarded to only one courier company covering ALL LOTS /AREAS or may be awarded to multiple Contractors based on submitted proposals for ONE OR MORE LOTS (including CRITICAL AND ISOLATED AREAS)
2. The ABC and projected number of transactions are for reference purposes only and payment is based on the actual usage and or transactions. Ceiling Amount is also based on the prevailing rates offered to OTHER NSCS and prevailing PUBLISHED RATES. Basis for selection of winning bidder will be the ability of the contractor to provide and adhere to all stipulated requirements in the TERMS OF REFERENCE and the REASONABLE BID PRICE/ QUOTE per category / pouch since actual usage or fix quantity of samples cannot be presented for a One Year Contract.
3. SELECTION OF SERVICE PROVIDERS/ CONTRACTORS is BASED on LOWEST PRICE PER CATEGORY together with the NUMBER of SERVICEABLE AREAS, and with the LEAST number of OSA or OUT of TOWN DELIVERY, and NON SERVICEABLE AREAS and PROXIMITY OF BRANCHES as pick- up and delivery point to serve declared Non Serviceable or Out of Serviceable Areas

Prepared By:


MARY ANNE D. CHIONG, MD, MSc, FPPS
Director
Institute of Human Genetics

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Approved By:


CARMENCITA D. PADILLA, MD, MAHPS
Professor and Chancellor
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