

# **TERMS OF REFERENCE FOR PROCUREMENT OF COURIER SERVICES**

**INSTITUTE OF HUMAN GENETICS**

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**(FOR 2019-2020 BID)**

**I. Background/Rationale:**

The Institute of Human Genetics (IHG) was created during the 1129th meeting of the UP Board of Regents on 25 February 1999 to promote health by understanding the genetic basis of common diseases in the Filipino population through diagnosis and early detection of potentially treatable genetic conditions and implement educational programs that will increase awareness of physicians and the general public on common genetic conditions and their prevention.

The Institute was also created to promote pioneering and socially relevant clinical researches and increase awareness and consciousness of genetic disorders among physicians, scientists and the public. It provides services that will allow definitive diagnosis and early detection of potentially treatable genetic conditions. IHG aims to be the center for excellence in comprehensive, quality genetic services, training and research committed to the improvement of the quality of life of Filipinos.

Today, the IHG houses a clinical genetics unit and six laboratories – Newborn Screening Center, Cytogenetics Laboratory, Molecular and Cancer Genetics Laboratory, Biochemical Genetics Laboratory, Microarray Core Laboratory Facility, and the Hemoglobinopathy Laboratory; all of which are providing both diagnostic and research services with a staff of over 100 consisting of geneticists, physicians, nurses, medical technologists, biochemists, chemists, biologists and administrative support staff.

One of the biggest laboratory needing logistics/courier providers is the Newborn Screening Center- National Institutes of Health (NSC-NIH). It is the first Department of Health (DOH) - accredited newborn screening center in the country providing newborn screening tests for a panel of congenital and metabolic disorders.

The NSC-NIH is a facility equipped with a newborn screening laboratory that complies with the established standards; provides all required laboratory tests; and has a recall /follow up system for newborns with heritable conditions.

Courier Services are important in the implementation of the Newborn Screening Program with regards to delivery/pick up of Newborn Screening kits, dried blood samples, results and reagents.

## II. AREA OF COVERAGE

1. The contractor/s must have the ability to bid and serve various locations and possible isolated/critical areas in all the five (5) lots. See lot breakdown below.

Lot	Region	*Specific Location/Address
Lot 1	NCR	All barangays (purok/street/poblacion) and isolated/critical areas in the 16 cities and 1 municipality
Lot 2	4B	All barangays (purok/street/poblacion) and isolated/critical areas in the provinces of Oriental Mindoro, Occidental Mindoro, Marinduque, Romblon, Palawan
Lot 3	5	All barangays (purok/street/poblacion) and isolated/critical areas in the provinces of Albay, Catanduanes, Camarines Sur, Camarines Norte, Masbate, Sorsogon
Lot 4	NSC	Newborn Screening Center – Southern Luzon in Daniel O. Mercado Medical Center 3 <sup>rd</sup> Flr. DMMC-HIS Bldg., 143 Narra St., Mountview Subd. Tanauan City
		Newborn Screening Center – Northern Luzon in Mariano Marcos Memorial Hospital and Medical Center 4F/5F MMMHMC Laboratory Bldg., Brgy 6 San Julian, Batac City, Ilocos Norte
		Newborn Screening Center – Central Luzon in Angeles University Foundation Medical Center, MacArthur Highway, Barangay Salapungan, Angeles City
		Newborn Screening Center – Visayas in West Visayas State University Medical Center, E. Lopez St., Jaro, Iloilo City
		Newborn Screening Center – Central Visayas In Eversley Childs Sanitarium, Brgy. Jagobiao, Mandaue City
		Newborn Screening Center – Mindanao in Southern Philippines Medical Center, J.P. Laurel Avenue, Davao City
Lot 5	International	Department of Medical Genetics National Taiwan University Children's Hospital Room 19003, 19F., No.8 Chung San South Road, Taipei 10048, Taiwan
		The Chinese Foundation of Health Dep. of Newborn Screening Center 4F, No.55, Dong-Sing RD. Taipei, Taiwan, 11070, R.O.C
		The Children's Hospital at Westmead, Locked Bag 4001, Westmead 2145, Cnr Hawkesbury Rd and Hainsworth St., Westmead, Sydney, N.S.W.
		Athena Diagnostics Four Biotech Park, 377 Plantation Street, Worcester, MA 01605 USA
		Medical Genetics Laboratories Baylor College of Medicine 2450 Holcombe, Grand Blvd. -Receiving Dock Houston, TX 77021-2024



		Mayo Medical Laboratories 3050 Superior Drive NW Rochester, MN 55901
		Diagnostics Lab Prevention Genetics 3700 Downwind Drive Marshfield, WI 54449 USA
		Stanford Anatomic Pathology & Clinical Laboratories 3375 Hillview Ave. Palo Alto, CA 94304 Attn: Specimen Processing Dr Ludwine Messiaen
		Peroxisomal Laboratory Kennedy Krieger Institute 707 N. Broadway, Baltimore USA MD 21205
		NUH Referral Laboratories PTE LTD 5 Lower Kent Ridge Road Level 1, NUH Main Building Singapore 119074
		Department of Paediatrics and Adolescent Medicine The University of Hong Kong L7-55, Laboratory Block, Faculty of Medicine Building, 21 Sassoon Road, Pokfulam, Hong Kong
		Ministry of Health Family Health Unit Procurement and Supply 1 Hospital Road, Meyuns Koror, Republic of Palau 96940

**A. INBOUND** (Newborn Screening blood samples and parcels from the various locations specified in the 5 Lots) going to:

- 1. For Newborn Screening Center- National Institutes of Health, University of the Philippines Manila with its current address:** Building H, Ground Floor, and Newborn Screening Center- NIH, UP -Ayala Land Techno Hub, Commonwealth, and Quezon City
- 2. For Institute of Human Genetics- 625 National Institutes of Health Building, Pedro Gil St. Malate, Manila**

**B. LOCAL OUTBOUND** Results, Parcels, Newborn Screening Kits, and sample collection kits and other IHG laboratories' forms, info materials and other documents.

1. From: Institute of Human Genetics located at 625 NIH Bldg. Pedro Gil St. Malate, Manila or from Newborn Screening Center- NIH, UP Ayala Land Technohub, Quezon City

2. Going to: Various locations included in the defined 5 Lots.

**C. LOT 5: INTERNATIONAL OUTBOUND (Samples/ International Parcels)**

*(Please refer to list of international affiliate laboratories and hospitals see Appendix)*

- 1. Average of two to three** (2-3) transactions per month going to international laboratories and hospitals. Approximate weight per transaction is less than or equal

to 1 kg. Samples will be sent using clinical packs and may be sent at room or refrigerated temperature.

**2. International Outbound packages shall be picked up from the following:**

Institute of Human Genetics, UP Manila with its local address: 625 National Institutes of Health, Pedro Gil St. Malate, Manila

and/or

Building H, Ground Floor, Newborn Screening Center- NIH, UP -Ayala Land Techno Hub, Commonwealth, Quezon City

**III. A. Projected Quantity of Inbound and Local Outbound Transactions**

Local Regions (ALL areas including out of delivery zone/out of serviceable area)	Projected Quantity of Parcel Per Year (20% increase for 2019)		
	Outbound Packages		Inbound Packages
	Big Pouches (Kits)	Small Pouches (Results)	Small Pouches (Blood Samples)
Lot 1 ( NCR )	4,500 (70) = 315,000	50,000 (55) = 2,750,000	50,500 (55) = 2,777,500
Lot 2 (4B) – MiMaRoPa (Oriental Mindoro, Occidental Mindoro, Marinduque, Romblon, Palawan)	1,000 (75) = 75,000	8,500 (60) = 510,000	9,000 (60) = 540,000
Lot 3 (5)- Bicol (Camarines Sur, Camarines Norte, Catanduanes, Masbate, Sorsogon)	2,000 (75) = 150,000	23,000 (60) = 1,380,000	23,500 (60) = 1,410,000
LOT 4	Styro/boxes (Reagents)	Small Pouches (Results/Docs)	Styro/boxes (Reagents)
Newborn Screening Center - Southern Luzon (Batangas)	5	5	5
Newborn Screening Center - Central Luzon (Pampanga)	5	5	5
Newborn Screening Center – Visayas (Iloilo City)	5	5	5
Newborn Screening Center - Central Visayas (Cebu)	5	5	5
Newborn Screening Center – Mindanao (Davao City)	5	5	5
Newborn Screening Center - North Luzon (Ilocos Norte)	5	5	5

**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)	Between2- 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 <b>should not</b> 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.

## IX. BID/ PRICE QUOTATION

Contractor/s must be able to provide a matrix showing bid /price quotation that includes the following:

1. Price Quote per LOT based on the Budget Ceiling (ABC) of the End User including quote for CRITICAL and ISOLATED AREAS ( Terminologies used by couriers: as Outside Serviceable Areas, Non- Serviceable Areas, Out of Town Delivery, Out of Delivery Area)
2. Specific location of available branches with corresponding areas of coverage including services for CRITICAL AND ISOLATED AREAS.
3. Per weight capacity of pouches or boxes/styro (e.g. First .5 kg, 1 kilo, succeeding weight beyond 1 kilo) or per usage of pouch ( e.g. cost for small pouch, medium, large or whatever is available)
4. Price Quote in NET CHARGES ( include VAT and TAXES)
5. TURN AROUND TIME for areas declared under CRITICAL AND ISOLATED AREAS ( OUTSIDE SERVICEABLE and NON- SERVICEABLE AREAS)
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 emergency and disasters.
7. Contractor/s amenable to payment of surcharges/penalty in cases of failure to deliver kits/dried blood samples/results/reagents on time.

## 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

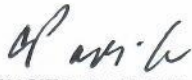
1. The contract may be awarded to only one courier company covering ALL LOTS /AREAS or may be awarded to multiple Contractors based on submitted proposals for ONE OR MORE LOTS ( including CRTITICAL AND ISOLATED AREAS )
2. The ABC and projected number of transactions are for reference purposes only. Basis 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.

Prepared By:



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