

COMMISSION ON FILIPINOS OVERSEAS

BIDDING DOCUMENTS

**FOR THE PROCUREMENT OF 24/7
CONTACT CENTER FOR 1343 ACTIONLINE
AGAINST HUMAN TRAFFICKING**

PUBLIC BIDDING NO. 2019-03-001

March 2019

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Section I. Invitation to Bid

PROCUREMENT OF 24/7 CONTACT CENTER FOR 1343 ACTIONLINE AGAINST HUMAN TRAFFICKING

1. The Commission on Filipinos Overseas (CFO), through the General Appropriations Act (GAA) of CY 2019 intends to apply the sum of Philippine Pesos One Million Five Hundred Twelve Thousand Pesos only (Php 1,512,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for the **Procurement of 24/7 Contact Center for 1343 Actionline against Human Trafficking** for a period of twelve months (12) months- April 1, 2019 to March 31, 2020. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The CFO now invites bids for the Provision of 24/7 Contact Center Services. Delivery of the services is required for a period of twelve (12) months. Bidders should have completed, within the past three (3) years from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "pass/fail" criterion as specified in the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act".
4. Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183 and subject to Commonwealth Act 138.
5. Interested bidders may obtain further information from the Administrative and Finance Division / BAC Secretariat, 2nd Floor- Citigold Center II, 1388 F. Icasiano St. cor. F. Gernale St. Paco, Manila and inspect the Bidding Documents at the address given below during 9:00 am to 5:00 pm from Monday to Friday.
6. A complete set of Bidding Documents may be acquired by interested Bidders on **March 1, 2019 to March 25, 2019** from the address below and upon payment of a non-refundable fee for the Bidding Documents in the amount of Philippine Pesos Five Thousand only (Php 5,000.00)
7. It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

8. The CFO will hold a Pre-Bid Conference on **March 8, 2019 at 3:00 pm** at the CFO Board Room, 6th Floor, Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco, Manila which shall be open to prospective bidders.
9. Bids must be duly received by the BAC Secretariat at the address below on or before **3:00 pm of March 25, 2019**. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 18.

Bid opening shall be on 3:30 pm of March 25, 2019 at CFO Board Room, 6th Floor, Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below. Late bids shall not be accepted.

The Schedule of Bidding Activities shall be as follows:

ACTIVITY	TIME	VENUE
Advertisement/Posting of Invitation to Bid	From 01 March 2019 to 25 March 2019	Philippine Government Electronic Procurement Systems (PHILGEPS) and CFO website (www.cfo.gov.ph)
Sale and Issuance of Bid Documents	From 01 March 2019, 9AM to 25 March 2019, 3:00 PM	Bids and Awards Committee Secretariat, Second Floor, Administrative and Finance Division Citigold Center II, 1388 F. Icasiano St. cor.F. Gernale St. Paco, Manila
Pre-Bid Conference	08 March 2019, 3:00 PM	CFO Boardroom, 6th Floor, Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco Manila
Issuance of supplemental Bid Bulletin	15 March 2018	Philippine Government Electronic Procurement Systems (PHILGEPS) and CFO website (www.cfo.gov.ph)
Submission of Bids and Opening of Bids	25 March 2018, 3:00 PM	CFO Boardroom, 6th Floor, Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco Manila

10. The CFO reserves the right to accept or reject any bid, to annul the bidding process, and to reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

CFO BAC SECRETARIAT

C/O The Administrative and Finance Division

COMMISSION ON FILIPINOS OVERSEAS

Citigold Center II, 1388 F. Icasiano St. cor. F. Gernale St. Paco, Manila

Telephone No.: 552-4796

Email Address: CFOBACSecretariat@cfo.gov.ph

Website: www.cfo.gov.ph

RODRIGO V. GARCIA Jr.
BAC Chairperson

Section II. Instructions to Bidders

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A. General

1. Scope of Bid

1.1 The procuring entity named in the BDS (hereinafter referred to as the “Procuring Entity”) wishes to receive bids for supply and delivery of the goods as described in Section VII. Technical Specifications (hereinafter referred to as the “Goods”).

1.2 The name, identification, and number of lots specific to this bidding are provided in the **BDS**. The contracting strategy and basis of evaluation of lots is described in ITB Clause 28.

2. Source of Funds

The Procuring Entity has a budget or has applied for or received funds from the Funding Source named in the **BDS**, and in the amount indicated in the **BDS**. It intends to apply part of the funds received for the Project, as defined in the **BDS**, to cover eligible payments under the contract.

3. Corrupt, Fraudulent, Collusive, and Coercive Practices

3.1 Unless otherwise specified in the **BDS**, the Procuring Entity as well as the bidders and suppliers shall observe the highest standard of ethics during the procurement and execution of the contract. In pursuance of this policy, the Procuring Entity:

- (a) defines, for purposes of this provision, the terms set forth below as follows:
 - (i) “corrupt practice” means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves, others, or induce others to do so, by misusing the position in which they are placed, and includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; entering, on behalf of the government, into any contract or transaction manifestly and grossly disadvantageous to the same, whether or not the public officer profited or will profit thereby, and similar acts as provided in RA 3019.
 - (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring Entity, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the Procuring Entity of the benefits of free and open competition.
 - (iii) “collusive practices” means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Procuring Entity, designed to establish bid prices at artificial, non-competitive levels.
 - (iv) “coercive practices” means harming or threatening to harm, [directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;
 - (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to an administrative

proceedings or investigation or making false statements to investigators in order to materially impede an administrative proceedings or investigation of the Procuring Entity or any foreign government/foreign or international financing institution into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the administrative proceedings or investigation or from pursuing such proceedings or investigation; or

(bb) acts intended to materially impede the exercise of the inspection and audit rights of the Procuring Entity or any foreign government/foreign or international financing institution herein.

(b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in any of the practices mentioned in this Clause for purposes of competing for the contract.

3.2. Further, the Procuring Entity will seek to impose the maximum civil, administrative, and/or criminal penalties available under applicable laws on individuals and organizations deemed to be involved in any of the practices mentioned in ITB Clause 3.1(a).

3.3. Furthermore, the Funding Source and the Procuring Entity reserve the right to inspect and audit records and accounts of a bidder or supplier in the bidding for and performance of a contract themselves or through independent auditors as reflected in the GCC Clause 3.

4. Conflict of Interest

4.1. All Bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand, without prejudice to the imposition of appropriate administrative, civil, and criminal sanctions. A Bidder may be considered to have conflicting interests with another Bidder in any of the events described in paragraphs (a) through (c) below and a general conflict of interest in any of the circumstances set out in paragraphs (d) through (f) below:

- (a) A Bidder has controlling shareholders in common with another Bidder;
- (b) A Bidder receives or has received any direct or indirect subsidy from any other Bidder;
- (c) A Bidder has the same legal representative as that of another Bidder for purposes of this bid;
- (d) A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder or influence the decisions of the Procuring Entity regarding this bidding process. This will include a firm or an organization who lends, or temporarily seconds, its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for or implementation of the project if the personnel would be involved in any capacity on the same project;
- (e) A Bidder submits more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid; or

- (f) A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are the subject of the bid.

4.2. In accordance with Section 47 of the IRR of RA 9184, all Bidding Documents shall be accompanied by a sworn affidavit of the Bidder that it is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), members of the Technical Working Group (TWG), members of the BAC Secretariat, the head of the Project Management Office (PMO) or the end-user unit, and the project consultants, by consanguinity or affinity up to the third civil degree. On the part of the Bidder, this Clause shall apply to the following persons:

- (a) If the Bidder is an individual or a sole proprietorship, to the Bidder himself;
- (b) If the Bidder is a partnership, to all its officers and members;
- (c) If the Bidder is a corporation, to all its officers, directors, and controlling stockholders; and
- (d) If the Bidder is a joint venture (JV), the provisions of items (a), (b), or (c) of this Clause shall correspondingly apply to each of the members of the said JV, as may be appropriate.

Relationship of the nature described above or failure to comply with this Clause will result in the automatic disqualification of a Bidder.

5. Eligible Bidders

5.1. Unless otherwise provided in the **BDS**, the following persons shall be eligible to participate in this bidding:

- (a) Duly licensed Filipino citizens/sole proprietorships;
- (b) Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;
- (c) Corporations duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;
- (d) Cooperatives duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines; and
- (e) Unless otherwise provided in the **BDS**, persons/entities forming themselves into a JV, *i.e.*, a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, that Filipino ownership or interest of the joint venture concerned shall be at least sixty percent (60%).

5.2. Foreign bidders may be eligible to participate when any of the following circumstances exist, as specified in the **BDS**:

- (a) When a Treaty or International or Executive Agreement as provided in Section 4 of the RA 9184 and its IRR allow foreign bidders to participate;
- (b) When the foreign supplier is a citizen, corporation or association of a country, the laws or regulations of which grant reciprocal rights or privileges to

citizens, corporations or associations of the Philippines;

- (c) When the Goods sought to be procured are not available from local suppliers; or
- (d) When there is a need to prevent situations that defeat competition or restrain trade.

5.3. Government corporate entities may be eligible to participate only if they can establish that they (a) are legally and financially autonomous, (b) operate under commercial law, and (c) are not dependent agencies of the GOP or the Procuring Entity.

5.4. Unless otherwise provided in the **BDS**, the Bidder must have completed at least one contract similar to the Project the value of which, adjusted to current prices using the National Statistics Office consumer price index, must be at least equivalent to a percentage of the ABC stated in the **BDS**.

For this purpose, contracts similar to the Project shall be those described in the **BDS**, and completed within the relevant period stated in the Invitation to Bid and **ITB** Clause 12.1(a)(iv).

5.5. The Bidder must submit a computation of its Net Financial Contracting Capacity (NFCC), which must be at least equal to the ABC to be bid, calculated as follows:

NFCC = [(Current assets minus current liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started, coinciding with the contract to be bid.

The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.

For purposes of computing the foreign bidders' NFCC, the value of the current assets and current liabilities shall be based on their Audited Financial Statements prepared in accordance with international financial reporting standards.

6. Bidder's Responsibilities

6.1 The Bidder or its duly authorized representative shall submit a sworn statement in the form prescribed in Section VIII. Bidding Forms as required in **ITB** Clause 12. 1 (b)(iii).

6.2 The Bidder is responsible for the following:

- (a) Having taken steps to carefully examine all of the Bidding Documents;
- (b) Having acknowledged all conditions, local or otherwise, affecting the implementation of the contract;
- (c) Having made an estimate of the facilities available and needed for the contract to be bid, if any;
- (d) Having complied with its responsibility to inquire or secure Supplemental/Bid Bulletin(s) as provided under **ITB** Clause 10.3.

- (e) Ensuring that it is not “blacklisted” or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;
- (f) Ensuring that each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
- (g) Authorizing the Head of the Procuring Entity or its duly authorized representative/s to verify all the documents submitted;
- (h) Ensuring that the signatory is the duly authorized representative of the Bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the Bidder in the bidding, with the duly notarized Secretary’s Certificate attesting to such fact, if the Bidder is a corporation, partnership, cooperative, or joint venture;
- (i) Complying with the disclosure provision under Section 47 of RA 9184 in relation to other provisions of RA 3019; and
- (j) Complying with existing labor laws and standards, in the case of procurement of services.

Failure to observe any of the above responsibilities shall be at the risk of the Bidder concerned.

- 6.3 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents.
- 6.4. It shall be the sole responsibility of the Bidder to determine and to satisfy itself by such means as it considers necessary or desirable as to all matters pertaining to the contract to be bid, including: (a) the location and the nature of this Project; (b) climatic conditions; (c) transportation facilities; and (d) other factors that may affect the cost, duration, and execution or implementation of this Project.
- 6.5. The Procuring Entity shall not assume any responsibility regarding erroneous interpretations or conclusions by the prospective or eligible bidder out of the data furnished by the procuring entity.
- 6.6. The Bidder shall bear all costs associated with the preparation and submission of his bid, and the Procuring Entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 6.7. Before submitting their bids, the Bidder is deemed to have become familiar with all existing laws, decrees, ordinances, acts and regulations of the Philippines which may affect this Project in any way.
- 6.8. The Bidder should note that the Procuring Entity will accept bids only from those that have paid the fee for the Bidding Documents at the office indicated in the Invitation to Bid.

7. **Origin of Goods**

Unless otherwise indicated in the **BDS**, there is no restriction on the origin of goods other than those prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, subject to **ITB** Clause 27.1.

8. Subcontracts

- 8.1. Unless otherwise specified in the **BDS**, the Bidder may subcontract portions of the Goods to an extent as may be approved by the Procuring Entity and stated in the **BDS**. However, subcontracting of any portion shall not relieve the Bidder from any liability or obligation that may arise from the contract for this Project.
- 8.2. Subcontractors must comply with the eligibility criteria and the documentary requirements specified in the **BDS**. In the event that any subcontractor is found by the Procuring Entity to be ineligible, the subcontracting of such portion of the Goods shall be disallowed.
- 8.3. The Bidder may identify the subcontractor to whom a portion of the Goods will be subcontracted at any stage of the bidding process or during contract implementation. If the Bidder opts to disclose the name of the subcontractor during bid submission, the Bidder shall include the required documents as part of the technical component of its bid.

B. Contents of Bidding Documents

9. Pre-Bid Conference

- 9.1. (a) If so specified in the **BDS**, a pre-bid conference shall be held at the venue and on the date indicated therein, to clarify and address the Bidders' questions on the technical and financial components of this Project.

*(b) The pre-bid conference shall be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids. If the Procuring Entity determines that, by reason of the method, nature, or complexity of the contract to be bid, or when international participation will be more advantageous to the GOP, a longer period for the preparation of bids is necessary, the pre-bid conference shall be held at least thirty (30) calendar days before the deadline for the submission and receipt of bids, as specified in the **BDS**.*
- 9.2. Bidders are encouraged to attend the pre-bid conference to ensure that they fully understand the Procuring Entity's requirements. Non-attendance of the Bidder will in no way prejudice its bid; however, the Bidder is expected to know the changes and/or amendments to the Bidding Documents discussed during the pre-bid conference.
- 9.3. Any statement made at the pre-bid conference shall not modify the terms of the Bidding Documents unless such statement is specifically identified in writing as an amendment thereto and issued as a Supplemental/Bid Bulletin.

10. Clarification and Amendment of Bidding Documents

- 10.1. Bidders who have purchased the Bidding Documents may request for clarification on any part of the Bidding Documents for an interpretation. Such request must be in writing and submitted to the Procuring Entity at the address indicated in the **BDS** at least ten (10) calendar days before the deadline set for the submission and receipt of bids.
- 10.2. Supplemental/Bid Bulletins may be issued upon the Procuring Entity's initiative for purposes of clarifying or modifying any provision of the Bidding Documents not later than seven (7) calendar days before the deadline for the submission and receipt of bids. Any modification to the Bidding Documents shall be identified as an amendment.

- 10.3. Any Supplemental/Bid Bulletin issued by the BAC shall also be posted on the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity concerned, if available. It shall be the responsibility of all Bidders who secure the Bidding Documents to inquire and secure Supplemental/Bid Bulletins that may be issued by the BAC. However, Bidders who have submitted bids before the issuance of the Supplemental/Bid Bulletin must be informed and allowed to modify or withdraw their bids in accordance with **ITB** Clause 23.

C. Preparation of Bids

11. Language of Bid

The bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring Entity, shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English certified by the appropriate embassy or consulate in the Philippines, in which case the English translation shall govern for purposes of interpretation of the bid.

12. Documents Comprising the Bid: Eligibility and Technical Components

12.1. Unless otherwise indicated in the **BDS**, the first envelope shall contain the following eligibility and technical documents:

(a) Eligibility Documents –

Class “A” Documents:

- ⓪ Registration certificate from the Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives, or any proof of such registration as stated in the **BDS**;
- (ii) Mayor’s permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
- (iii) Valid Tax clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR;
- (iv) Valid PhilGEPS Certificate of Registration;
- (v) Statement of all its on-going government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid.

Statement identifying the bidder’s single largest completed contract similar to the contract to be bid, except under conditions provided for in Sec. 23.4.1.3 of the IRR, within the relevant period as provided in the **BDS**. The statement shall include, for each contract, the following:

- (v.1) name of the contract;
- (v.2) date of the contract;
- (v.3) kinds of Goods;
- (v.4) amount of contract and value of outstanding contracts;

- (v.5) date of delivery; and
- (v.6) end user's acceptance or official receipt(s) issued for the contract, if completed.
- (vi) Audited financial statements, stamped "received" by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions, for the preceding calendar year, which should not be earlier than two (2) years from bid submission; and
- (vii) NFCC computation in accordance with **ITB** Clause 5.5 or a committed Line of Credit from a Universal or Commercial Bank at least equal to ten percent (10%) of the ABC to the bid: Provided, That if the same is issued by a foreign Universal or Commercial Bank, it shall be confirmed or authenticated by a local Universal or Commercial Bank.

Class "B" Document:

- (viii) If applicable, the JVA in case the joint venture is already in existence, or duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.
- (b) Technical Documents –
 - ⓪ Bid security in accordance with **ITB** Clause 18. If the Bidder opts to submit the bid security in the form of:
 - (i.1) a bank draft/guarantee or an irrevocable letter of credit issued by a foreign bank, it shall be accompanied by a confirmation from a Universal or Commercial Bank; or
 - (i.2) a surety bond, it shall be accompanied by a certification by the Insurance Commission that the surety or insurance company is authorized to issue such instruments; or
 - (i.3) Bid Securing Declaration
 - (ii) Conformity with technical specifications, as enumerated and specified in Sections VI and VII of the Bidding Documents; and
 - (iii) Sworn statement in accordance with Section 25.2(a)(viii) of the IRR of RA 9184 and using the form prescribed in Section VIII. Bidding Forms.

13. Documents Comprising the Bid: Financial Component

- 13.1. Unless otherwise stated in the **BDS**, the financial component of the bid shall contain the following:
- (a) Financial Bid Form, which includes bid prices and the bill of quantities and the applicable Price Schedules, in accordance with **ITB** Clauses 15.1 and 15.4;
 - (b) If the Bidder claims preference as a Domestic Bidder, a certification from the DTI issued in accordance with **ITB** Clause 27, unless otherwise provided in the **BDS**; and
 - (c) Any other document related to the financial component of the bid as stated in the **BDS**.

13.2. (a) Unless otherwise stated in the **BDS**, all bids that exceed the ABC shall not be accepted.

(b) Unless otherwise indicated in the **BDS**, for foreign-funded procurement, a ceiling may be applied to bid prices provided the following conditions are met:

- (i) Bidding Documents are obtainable free of charge on a freely accessible website. If payment of Bidding Documents is required by the procuring entity, payment could be made upon the submission of bids.
- (ii) The procuring entity has procedures in place to ensure that the ABC is based on recent estimates made by the responsible unit of the procuring entity and that the estimates reflect the quality, supervision and risk and inflationary factors, as well as prevailing market prices, associated with the types of works or goods to be procured.
- (iii) The procuring entity has trained cost estimators on estimating prices and analyzing bid variances.
- (iv) The procuring entity has established a system to monitor and report bid prices relative to ABC and engineer's/procuring entity's estimate.
- (v) The procuring entity has established a system to monitor and report bid prices relative to ABC and procuring entity's estimate. The procuring entity has established a monitoring and evaluation system for contract implementation to provide a feedback on actual total costs of goods and works.

14. Alternative Bids

Alternative Bids shall be rejected. For this purpose, alternative bid is an offer made by a Bidder in addition or as a substitute to its original bid which may be included as part of its original bid or submitted separately therewith for purposes of bidding. A bid with options is considered an alternative bid regardless of whether said bid proposal is contained in a single envelope or submitted in two (2) or more separate bid envelopes.

15. Bid Prices

15.1. The Bidder shall complete the appropriate Price Schedules included herein, stating the unit prices, total price per item, the total amount and the expected countries of origin of the Goods to be supplied under this Project.

15.2. The Bidder shall fill in rates and prices for all items of the Goods described in the Bill of Quantities. Bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, Bill of Quantities, shall be considered non-responsive and, thus, automatically disqualified. In this regard, where a required item is provided, but no price is indicated, the same shall be considered as non-responsive, but specifying a "0" (zero) for the said item would mean that it is being offered for free to the Government.

15.3. The terms Ex Works (EXW), Cost, Insurance and Freight (CIF), Cost and Insurance Paid to (CIP), Delivered Duty Paid (DDP), and other trade terms used to describe the obligations of the parties, shall be governed by the rules prescribed in the current edition of the International Commercial Terms (INCOTERMS) published by the International Chamber of Commerce, Paris.

- 15.4. Prices indicated on the Price Schedule shall be entered separately in the following manner:
- (a) For Goods offered from within the Procuring Entity's country:
 - (i) The price of the Goods quoted EXW (ex works, ex factory, ex warehouse, ex showroom, or off-the-shelf, as applicable), including all customs duties and sales and other taxes already paid or payable:
 - (i.1) on the components and raw material used in the manufacture or assembly of Goods quoted ex works or ex factory; or
 - (i.2) on the previously imported Goods of foreign origin quoted ex warehouse, ex showroom, or off-the-shelf and any Procuring Entity country sales and other taxes which will be payable on the Goods if the contract is awarded.
 - (ii) The price for inland transportation, insurance, and other local costs incidental to delivery of the Goods to their final destination.
 - (iii) The price of other (incidental) services, if any, listed in the **BDS**.
 - (b) For Goods offered from abroad:
 - (i) Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted DDP with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.
 - (ii) The price of other (incidental) services, if any, listed in the **BDS**.
- 15.5. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation or price escalation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected, pursuant to **ITB** Clause 24.

All bid prices shall be considered as fixed prices, and therefore not subject to price escalation during contract implementation, except under extraordinary circumstances. Extraordinary circumstances refer to events that may be determined by the National Economic and Development Authority in accordance with the Civil Code of the Philippines, and upon the recommendation of the Procuring Entity. Nevertheless, in cases where the cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other acts of the GOP, promulgated after the date of bid opening, a contract price adjustment shall be made or appropriate relief shall be applied on a no loss-no gain basis.

16. Bid Currencies

16.1. Prices shall be quoted in the following currencies:

- (a) For Goods that the Bidder will supply from within the Philippines, the prices shall be quoted in Philippine Pesos.
- (b) For Goods that the Bidder will supply from outside the Philippines, the prices may be quoted in the currency (ies) stated in the **BDS**. However, for purposes of bid evaluation, bids denominated in foreign currencies shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.

16.2. If so allowed in accordance with **ITB** Clause 16.1, the Procuring Entity for purposes of bid evaluation and comparing the bid prices will convert the amounts in various currencies in which the bid price is expressed to Philippine Pesos at the foregoing exchange rates.

16.3. Unless otherwise specified in the BDS, payment of the contract price shall be made in Philippine Pesos.

17. Bid Validity

17.1. Bids shall remain valid for the period specified in the **BDS** which shall not exceed one hundred twenty (120) calendar days from the date of the opening of bids.

17.2. In exceptional circumstances, prior to the expiration of the Bid validity period, the Procuring Entity may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. The bid security described in **ITB** Clause 18 should also be extended corresponding to the extension of the bid validity period at the least. A Bidder may refuse the request without forfeiting its bid security, but his bid shall no longer be considered for further evaluation and award. A Bidder granting the request shall not be required or permitted to modify its bid.

18. Bid Security

18.1. The bidder shall submit a Bid Securing Declaration, or any form of Bid Security, in an amount stated in the **BDS**, which shall be equal to the percentage of the ABC in accordance with the following schedule:

Form of Bid Security	Amount of Bid Security (Equal to Percentage of the ABC)
(a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank.	Two percent (2%)
(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.	

(c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Five percent (5%)
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For biddings conducted by LGUs, the Bidder may also submit bid securities in the form of cashier's/manager's check, bank draft/guarantee, or irrevocable letter of credit from other banks certified by the BSP as authorized to issue such financial statement.

A Bid Securing Declaration is an undertaking which states, among others, that the bidder shall enter into contract with the Procuring Entity and furnish the required performance security within ten (10) calendar days, as indicated in the Bidding Documents, from receipt of the Notice of Award, and commits to pay the corresponding amount as fine and be suspended for a period of time from being qualified to participate in any government procurement activity in the event it violates any of the conditions stated therein as required in the guidelines issued by the GPPB.

- 18.2. The bid security should be valid for the period specified in the **BDS**. Any bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.
- 18.3. No bid securities shall be returned to bidders after the opening of bids and before contract signing, except to those that failed or declared as post-disqualified, upon submission of a written waiver of their right to file a motion for reconsideration and/or protest. Without prejudice on its forfeiture, bid securities shall be returned only after the bidder with the Lowest Calculated and Responsive Bid has signed the contract and furnished the performance security, but in no case later than the expiration of the bid security validity period indicated in **ITB** Clause 18.2.
- 18.4. Upon signing and execution of the contract pursuant to **ITB** Clause 32, and the posting of the performance security pursuant to **ITB** Clause 33, the successful Bidder's bid security will be discharged, but in no case later than the bid security validity period as indicated in the **ITB** Clause 18.2.
- 18.5. The bid security may be forfeited: (a) if a Bidder:
- (i) withdraws its bid during the period of bid validity specified in **ITB** Clause 17;
 - (ii) does not accept the correction of errors pursuant to **ITB** Clause 28.3(b);
 - (iii) fails to submit the requirements within the prescribed period or a finding against their veracity as stated in **ITB** Clause 29.2;
 - (iv) submission of eligibility requirements containing false information or falsified documents;
 - (v) submission of bids that contain false information or falsified documents, or the concealment of such information in the bids in order to influence the outcome of eligibility screening or any other stage of the public bidding;
 - (vi) allowing the use of one's name, or using the name of another for purposes of public bidding;
 - (vii) withdrawal of a bid, or refusal to accept an award, or enter into contract with the Government without justifiable cause, after the Bidder had been adjudged as having submitted the Lowest Calculated and Responsive Bid;

- (viii) refusal or failure to post the required performance security within the prescribed time;
 - (ix) refusal to clarify or validate in writing its bid during post-qualification within a period of seven (7) calendar days from receipt of the request for clarification;
 - (x) any documented attempt by a bidder to unduly influence the outcome of the bidding in his favor;
 - (xi) failure of the potential joint venture partners to enter into the joint venture after the bid is declared successful; or
 - (xii) all other acts that tend to defeat the purpose of the competitive bidding, such as habitually withdrawing from bidding, submitting late Bids or patently insufficient bid, for at least three (3) times within a year, except for valid reasons.
- (b) if the successful Bidder:
- (i) fails to sign the contract in accordance with **ITB** Clause 32; or
 - (ii) fails to furnish performance security in accordance with **ITB** Clause 33.

19. Format and Signing of Bids

- 19.1. Bidders shall submit their bids through their duly authorized representative using the appropriate forms provided in Section VIII. Bidding Forms on or before the deadline specified in the **ITB** Clauses 21 in two (2) separate sealed bid envelopes, and which shall be submitted simultaneously. The first shall contain the technical component of the bid, including the eligibility requirements under **ITB** Clause 12.1, and the second shall contain the financial component of the bid.
- 19.2. Forms as mentioned in **ITB** Clause 19.1 must be completed without any alterations to their format, and no substitute form shall be accepted. All blank spaces shall be filled in with the information requested.
- 19.3. The Bidder shall prepare and submit an original of the first and second envelopes as described in **ITB** Clauses 12 and 13. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 19.4. The bid, except for unamended printed literature, shall be signed, and each and every page thereof shall be initialed, by the duly authorized representative/s of the Bidder.
- 19.5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the Bidder.

20. Sealing and Marking of Bids

- 20.1. Bidders shall enclose their original eligibility and technical documents described in **ITB** Clause 12 in one sealed envelope marked "ORIGINAL - TECHNICAL COMPONENT", and the original of their financial component in another sealed envelope marked "ORIGINAL - FINANCIAL COMPONENT", sealing them all in an outer envelope marked "ORIGINAL BID".
- 20.2. Each copy of the first and second envelopes shall be similarly sealed duly marking the inner envelopes as "COPY NO. ____ - TECHNICAL COMPONENT" and "COPY NO. ____ - FINANCIAL COMPONENT" and the

outer envelope as “COPY NO. ___”, respectively. These envelopes containing the original and the copies shall then be enclosed in one single envelope.

20.3. The original and the number of copies of the Bid as indicated in the **BDS** shall be typed or written in indelible ink and shall be signed by the bidder or its duly authorized representative/s.

20.4. All envelopes shall:

- (a) contain the name of the contract to be bid in capital letters;
- (b) bear the name and address of the Bidder in capital letters;
- (c) be addressed to the Procuring Entity’s BAC in accordance with **ITB** Clause 1.1;
- (d) bear the specific identification of this bidding process indicated in the **ITB** Clause 1.2; and
- (e) bear a warning “DO NOT OPEN BEFORE...” the date and time for the opening of bids, in accordance with **ITB** Clause 21.

20.5. Unsealed or unmarked bid envelopes shall be rejected. However, bid envelopes that are not properly sealed and marked, as required in the Bidding Documents, shall be accepted, provided that the bidder or its duly authorized representative shall acknowledge such condition of the bid as submitted. The BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked bid, or for its premature opening.

D. Submission and Opening of Bids

21. Deadline for Submission of Bids

Bids must be received by the Procuring Entity’s BAC at the address and on or before the date and time indicated in the **BDS**.

22. Late Bids

Any bid submitted after the deadline for submission and receipt of bids prescribed by the Procuring Entity, pursuant to **ITB** Clause 21, shall be declared “Late” and shall not be accepted by the Procuring Entity.

23. Modification and Withdrawal of Bids

23.1. The Bidder may modify its bid after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of bids. The Bidder shall not be allowed to retrieve its original bid, but shall be allowed to submit another bid equally sealed, properly identified, linked to its original bid marked as “TECHNICAL MODIFICATION” or “FINANCIAL MODIFICATION” and stamped “received” by the BAC. Bid modifications received after the applicable deadline shall not be considered and shall be returned to the Bidder unopened.

23.2. A Bidder may, through a Letter of Withdrawal, withdraw its bid after it has been submitted, for valid and justifiable reason; provided that the Letter of Withdrawal is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of bids.

23.3. Bids requested to be withdrawn in accordance with **ITB** Clause 23.1 shall be

returned unopened to the Bidders. A Bidder may also express its intention not to participate in the bidding through a letter which should reach and be stamped by the BAC before the deadline for submission and receipt of bids. A Bidder that withdraws its bid shall not be permitted to submit another bid, directly or indirectly, for the same contract.

- 23.4. No bid may be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Financial Bid Form. Withdrawal of a bid during this interval shall result in the forfeiture of the Bidder's bid security, pursuant to **ITB** Clause 18.5, and the imposition of administrative, civil and criminal sanctions as prescribed by RA 9184 and its IRR.

24. Opening and Preliminary Examination of Bids

- 24.1. The BAC shall open the first bid envelopes of Bidders in public as specified in the **BDS** to determine each Bidder's compliance with the documents prescribed in **ITB** Clause 12. For this purpose, the BAC shall check the submitted documents of each bidder against a checklist of required documents to ascertain if they are all present, using a non-discretionary "pass/fail" criterion. If a bidder submits the required document, it shall be rated "passed" for that particular requirement. In this regard, bids that fail to include any requirement or are incomplete or patently insufficient shall be considered as "failed". Otherwise, the BAC shall rate the said first bid envelope as "passed".
- 24.2. Unless otherwise specified in the BDS, immediately after determining compliance with the requirements in the first envelope, the BAC shall forthwith open the second bid envelope of each remaining eligible bidder whose first bid envelope was rated "passed". The second envelope of each complying bidder shall be opened within the same day. In case one or more of the requirements in the second envelope of a particular bid is missing, incomplete or patently insufficient, and/or if the submitted total bid price exceeds the ABC unless otherwise provided in **ITB** Clause 13.2, the BAC shall rate the bid concerned as "failed". Only bids that are determined to contain all the bid requirements for both components shall be rated "passed" and shall immediately be considered for evaluation and comparison.
- 24.3. Letters of withdrawal shall be read out and recorded during bid opening, and the envelope containing the corresponding withdrawn bid shall be returned to the Bidder unopened. If the withdrawing Bidder's representative is in attendance, the original bid and all copies thereof shall be returned to the representative during the bid opening. If the representative is not in attendance, the bid shall be returned unopened by registered mail. The Bidder may withdraw its bid prior to the deadline for the submission and receipt of bids, provided that the corresponding Letter of Withdrawal contains a valid authorization requesting for such withdrawal, subject to appropriate administrative sanctions.
- 24.4. If a Bidder has previously secured a certification from the Procuring Entity to the effect that it has previously submitted the above-enumerated Class "A" Documents, the said certification may be submitted in lieu of the requirements enumerated in **ITB** Clause 12.1(a), items (i) to (v).
- 24.5. In the case of an eligible foreign Bidder as described in **ITB** Clause 5, the Class "A" Documents described in **ITB** Clause 12.1(a) may be substituted with the appropriate equivalent documents, if any, issued by the country of the foreign Bidder concerned.

24.6. Each partner of a joint venture agreement shall likewise submit the requirements in **ITB** Clauses 12.1(a)(i) and 12.1(a)(ii). Submission of documents required under **ITB** Clauses 12.1(a)(iv) to 12.1(a)(vii) by any of the joint venture partners constitutes compliance.

24.7. The Procuring Entity shall prepare the minutes of the proceedings of the bid opening that shall include, as a minimum: (a) names of Bidders, their bid price, bid security, findings of preliminary examination; and (b) attendance sheet. The BAC members shall sign the abstract of bids as read.

E. Evaluation and Comparison of Bids

25. Process to be Confidential

25.1. Members of the BAC, including its staff and personnel, as well as its Secretariat and TWG, are prohibited from making or accepting any kind of communication with any bidder regarding the evaluation of their bids until the issuance of the Notice of Award, unless otherwise allowed in the case of **ITB** Clause 26.

25.2. Any effort by a bidder to influence the Procuring Entity in the Procuring Entity's decision in respect of bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

26. Clarification of Bids

To assist in the evaluation, comparison, and post-qualification of the bids, the Procuring Entity may ask in writing any Bidder for a clarification of its bid. All responses to requests for clarification shall be in writing. Any clarification submitted by a Bidder in respect to its bid and that is not in response to a request by the Procuring Entity shall not be considered.

27. Domestic Preference

27.1. Unless otherwise stated in the **BDS**, the Procuring Entity will grant a margin of preference for the purpose of comparison of bids in accordance with the following:

- (a) The preference shall be applied when the lowest Foreign Bid is lower than the lowest bid offered by a Domestic Bidder.
- (b) For evaluation purposes, the lowest Foreign Bid or the bid offered by a non-Philippine national shall be increased by fifteen percent (15%).
- (c) In the event that the lowest bid offered by a Domestic Bidder does not exceed the lowest Foreign Bid as increased, the Procuring Entity shall award the contract to the Domestic Bidder at the amount of the lowest Foreign Bid.
- (d) If the Domestic Bidder refuses to accept the award of contract at the amount of the Foreign Bid within two (2) calendar days from receipt of written advice from the BAC, the Procuring Entity shall award the contract to the bidder offering the Foreign Bid, subject to post-qualification and submission of all the documentary requirements under these Bidding Documents.

27.2. A Domestic Bidder can only claim preference if it secures from the DTI a certification that the articles forming part of its bid are substantially composed of articles, materials, or supplies grown, produced, or manufactured in the Philippines.

28. Detailed Evaluation and Comparison of Bids

- 28.1. The Procuring Entity will undertake the detailed evaluation and comparison of bids which have passed the opening and preliminary examination of bids, pursuant to **ITB** Clause 24, in order to determine the Lowest Calculated Bid.
- 28.2. The Lowest Calculated Bid shall be determined in two steps:
- (a) The detailed evaluation of the financial component of the bids, to establish the correct calculated prices of the bids; and
 - (b) The ranking of the total bid prices as so calculated from the lowest to the highest. The bid with the lowest price shall be identified as the Lowest Calculated Bid.
- 28.3. The Procuring Entity's BAC shall immediately conduct a detailed evaluation of the financial component of the bids rated "passed," using non-discretionary pass/fail criteria. Unless otherwise specified in the **BDS**, the BAC shall consider the following in the evaluation of bids:
- (a) Completeness of the bid. Unless the Instructions to Bidders specifically allow partial bids, bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, bill of quantities, shall be considered non-responsive and, thus, automatically disqualified. In this regard, where a required item is provided, but no price is indicated, the same shall be considered as non-responsive, but specifying a zero (0) or a dash (-) for the said item would mean that it is being offered for free to the Government, except those required by law or regulations to be provided for; and
 - (b) Arithmetical corrections. Consider computational errors and omissions to enable proper comparison of all eligible bids. It may also consider bid modifications, if allowed in the **BDS**. Any adjustment shall be calculated in monetary terms to determine the calculated prices.
- 28.4. Based on the detailed evaluation of bids, those that comply with the above-mentioned requirements shall be ranked in the ascending order of their total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications, to identify the Lowest Calculated Bid. Total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications, which exceed the ABC, shall not be considered, unless otherwise indicated in the **BDS**.
- 28.5. The Procuring Entity's evaluation of bids shall only be based on the bid price quoted in the Financial Bid Form.
- 28.6. Bids shall be evaluated on an equal footing to ensure fair competition. For this purpose, all bidders shall be required to include in their bids the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.

29. Post-Qualification

- 29.1. The Procuring Entity shall determine to its satisfaction whether the Bidder that is evaluated as having submitted the Lowest Calculated Bid (LCB) complies with and is responsive to all the requirements and conditions specified in **ITB** Clauses 5, 12, and 13.

29.2. Within a non-extendible period of five (5) calendar days from receipt by the bidder of the notice from the BAC that the bidder has the Lowest Calculated Bid, the bidder shall submit to the BAC the following documentary requirements:

- (a) Latest income and business tax returns in the form specified in the **BDS**; and
- (b) Other appropriate licenses and permits required by law and stated in the **BDS**.

Failure of the Bidder declared as Lowest Calculated Bid to duly submit the requirements under this Clause or a finding against the veracity of such shall be ground for forfeiture of the bid security and disqualification of the Bidder for award.

29.3. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted pursuant to **ITB** Clauses 12 and 13, as well as other information as the Procuring Entity deems necessary and appropriate, using a non-discretionary "pass/fail" criterion.

29.4. If the BAC determines that the Bidder with the Lowest Calculated Bid passes all the criteria for post-qualification, it shall declare the said bid as the Lowest Calculated Responsive Bid, and recommend to the Head of the Procuring Entity the award of contract to the said Bidder at its submitted price or its calculated bid price, whichever is lower.

29.5. A negative determination shall result in rejection of the Bidder's Bid, in which event the Procuring Entity shall proceed to the next Lowest Calculated Bid to make a similar determination of that Bidder's capabilities to perform satisfactorily. If the second Bidder, however, fails the post qualification, the procedure for post qualification shall be repeated for the Bidder with the next Lowest Calculated Bid, and so on until the Lowest Calculated Responsive Bid is determined for contract award.

29.6. Within a period not exceeding fifteen (15) calendar days from the determination by the BAC of the bidder with the LCRB or SCRB, and the recommendation to award the contract, the HOPE or his duly authorized representative shall approve or disapprove the said recommendation.

30. Reservation Clause

30.1. Notwithstanding the eligibility or post-qualification of a Bidder, the Procuring Entity concerned reserves the right to review its qualifications at any stage of the procurement process if it has reasonable grounds to believe that a misrepresentation has been made by the said Bidder, or that there has been a change in the Bidder's capability to undertake the project from the time it submitted its eligibility requirements. Should such review uncover any misrepresentation made in the eligibility and bidding requirements, statements or documents, or any changes in the situation of the Bidder which will affect its capability to undertake the project so that it fails the preset eligibility or bid evaluation criteria, the Procuring Entity shall consider the said Bidder as ineligible and shall disqualify it from submitting a bid or from obtaining an award or contract.

30.2. Based on the following grounds, the Procuring Entity reserves the right to reject any and all bids, declare a failure of bidding at any time prior to the contract award, or not to award the contract, without thereby incurring any liability, and make no assurance that a contract shall be entered into as a result of the bidding:

- (a) If there is *prima facie* evidence of collusion between appropriate public officers or employees of the Procuring Entity, or between the BAC and any of the Bidders, or if the collusion is between or among the bidders themselves, or between a Bidder and a third party, including any act which restricts, suppresses or nullifies or tends to restrict, suppress or nullify competition;
- (b) If the Procuring Entity's BAC is found to have failed in following the prescribed bidding procedures; or
- (c) For any justifiable and reasonable ground where the award of the contract will not redound to the benefit of the GOP as follows:
 - (i) If the physical and economic conditions have significantly changed so as to render the project no longer economically, financially or technically feasible as determined by the head of the procuring entity;
 - (ii) If the project is no longer necessary as determined by the head of the procuring entity; and
 - (iii) If the source of funds for the project has been withheld or reduced through no fault of the Procuring Entity.

30.3. In addition, the Procuring Entity may likewise declare a failure of bidding when:

- (a) No bids are received;
- (b) All prospective Bidders are declared ineligible;
- (c) All bids fail to comply with all the bid requirements or fail post-qualification; or
- (d) The Bidder with the Lowest Calculated Responsive Bid (LCRB) refuses, without justifiable cause to accept the award of contract, and no award is made.

F. Award of Contract

31. Contract Award

- 31.1. Subject to **ITB** Clause 29, the Procuring Entity shall award the contract to the Bidder whose bid has been determined to be the LCRB.
- 31.2. Prior to the expiration of the period of bid validity, the Procuring Entity shall notify the successful Bidder in writing that its bid has been accepted, through a Notice of Award received personally or sent by registered mail or electronically, receipt of which must be confirmed in writing within two (2) days by the Bidder with the LCRB and submitted personally or sent by registered mail or electronically to the Procuring Entity.
- 31.3. Notwithstanding the issuance of the Notice of Award, award of contract shall be subject to the following conditions:
 - (a) Submission of the valid JVA, if applicable, within ten (10) calendar days from receipt by the Bidder of the notice from the BAC that the Bidder has the LCRB;
 - (b) Posting of the performance security in accordance with **ITB** Clause 33;
 - (c) Signing of the contract as provided in **ITB** Clause 32; and

(d) Approval by higher authority, if required.

31.4. At the time of contract award, the Procuring Entity shall not increase or decrease the quantity of goods originally specified in Section VI. Schedule of Requirements.

32. Signing of the Contract

32.1. At the same time as the Procuring Entity notifies the successful Bidder that its bid has been accepted, the Procuring Entity shall send the Contract Form to the Bidder, which contract has been provided in the Bidding Documents, incorporating therein all agreements between the parties.

32.2. Within ten (10) calendar days from receipt of the Notice of Award, the successful Bidder shall post the required performance security and sign and date the contract and return it to the Procuring Entity.

32.3. The Procuring Entity shall enter into contract with the successful Bidder within the same ten (10) calendar day period provided that all the documentary requirements are complied with.

32.4. The following documents shall form part of the contract:

- (a) Contract Agreement;
- (b) Bidding Documents;
- (c) Winning bidder's bid, including the Technical and Financial Proposals, and all other documents/statements submitted;
- (d) Performance Security;
- (e) Credit line in accordance with **ITB** Clause 5.5, if applicable;
- (f) Notice of Award of Contract; and
- (g) Other contract documents that may be required by existing laws and/or specified in the **BDS**.

33. Performance Security

33.1. To guarantee the faithful performance by the winning Bidder of its obligations under the contract, it shall post a performance security within a maximum period of ten (10) calendar days from the receipt of the Notice of Award from the Procuring Entity and in no case later than the signing of the contract.

33.2. The performance security shall be denominated in Philippine Pesos and posted in favor of the Procuring Entity in an amount equal to the percentage of the total contract price in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Equal to Percentage of the Total Contract Price)
(a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank; or	Five percent (5%)

(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank; or	
(c) Surety bond callable upon demand issued by a surety or Insurance company duly certified by the Insurance Commission as authorized to issue such security.	Thirty percent (30%)

33.3. Failure of the successful Bidder to comply with the above-mentioned requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security, in which event the Procuring Entity shall initiate and complete the post qualification of the second Lowest Calculated Bid. The procedure shall be repeated until the LCRB is identified and selected for contract award. However if no Bidder passed post-qualification, the BAC shall declare the bidding a failure and conduct a re-bidding with re-advertisement.

34. Notice to Proceed

34.1. The concerned Procuring Entity shall issue the Notice to Proceed together with a copy or copies of the approved contract to the successful bidder within seven (7) calendar days from the date of approval of the contract by the appropriate government approving authority.

34.2. All notices called for by the terms of the contract shall be effective only at the time of receipt thereof by the successful bidder.

35. Protest Mechanism

Decision of the procuring entity at any stage of the procurement process may be questioned in accordance with Section 55 of the Revised Implementing Rules and Regulations of Republic Act 9184.

Section III. Bid Data Sheet

ITB Clause	
1.1	The Procuring Entity is <i>Commission on Filipinos Overseas (CFO)</i> .
1.2	The lot(s) and reference is/are: “PROCUREMENT OF 24/7 CONTACT CENTER FOR 1343 ACTIONLINE AGAINST HUMAN TRAFFICKING”
2	The Funding Source is: The Government of the Philippines (GOP) through General Appropriations Act (GAA) of CY 2019 in the amount of One Million Five Hundred Twelve Thousand Pesos (Php 1,512,000.00).
3.1	No further instructions.
5.1	No further instructions.
5.2	None of the circumstances mentioned in the ITB Clause exists in this Project.
5.4	The Bidder must have completed, within the period specified in the Invitation to Bid and ITB Clause 12.1(a)(iv), a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC. Or at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least 50% of the ABC and the largest of these similar contracts must be equivalent to at least 25% of the ABC. Similar Project pertains to implementation of contact center services including contact center agents thereof as stated in Section VI-Schedule of Requirements.
7	No further instructions.
8.1	Subcontracting is not allowed.
8.2	Not applicable.
9.1	The CFO Bids and Awards Committee will hold a Pre-Bid Conference on 08 March 2019, 3:00PM at the CFO Board Room, 6 th Floor, Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Manila.
10.1	Procuring Entity exact Address: CFO-BAC Secretariat C/O: Administrative and Finance Division Citigold Center II, 1388 F. Icasiano St. cor. F. Gemale St. Paco, Manila Telephone Number: (02) 552-4796 Email Address: CFOBACSecretariat@cfo.gov.ph Website: www.cfo.gov.ph
12.1	<i>No further instructions.</i>
12.1(a)	For registration certificate from the Securities and Exchange Commission (SEC), any of the following may be submitted: 1. For Corporation Certificate of Registration; or Certificate of Incorporation; or Certificate of Filing of Amended Articles of Incorporation. 2. For Partnership:

	<p>Certificate of Registration; or Certificate of Partnership; or Certificate of Filing of Amended Articles of Partnership.</p> <p>The bidder must also submit its Business Permit/Mayor's Permit for CY 2019 issued by the city or municipality where the principal place of business of the prospective bidder is located.</p>
12.1(a)(i)	<i>No additional requirements.</i>
12.1(a)(iii) <input type="checkbox"/>	<p>Statement of All On-Going Government and Private Contracts, including Contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid.</p> <p>Statement of Completed Government and/or Private Contract or Contracts Similar to the contract to be bid, within the past five (5) years prior to the deadline for the submission and receipt of bids.</p> <p>The Statement must include either the bidder's single largest completed similar contract or at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least 50% of the ABC and the largest of these similar contracts must be equivalent to at least 25% of the ABC.</p>
12.1 (a) (iv)	Audited financial statements for CY 2018, stamped "received" by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions.
12.1(b)	<p>With respect to the conformity with technical specifications, the bidder must submit either of the following:</p> <p>a) Copies of Sections VI and VII of the Biddings Documents and all Bid Bulletin/s issued with the bidder's statement of compliance and signature of the authorized representative; OR Signed Letter of Conformity to be printed in the bidder's letterhead and using the form prescribed in the Bidding Documents.</p> <p>b) The bidder also must submit an Omnibus Sworn Statement in accordance with Section 25.2 of the RIRR of RA 9184 and using the form prescribed in the Bidding Documents. Submit a Notarized Secretary's Certificate, <i>if required/applicable</i>. In case of sole proprietorship, submit a special power of attorney if the proprietor/owner has assigned/appointed a person to, on his/her behalf, represent the company in the bidding of GSIS and sign all documents pertaining to the project to be bid</p>
13.1	<p>The financial component of the bid shall contain the following:</p> <p>a. Bid Form</p> <p>b. Itemized Bid Form</p>
13.1(b)	No further instructions.
13.2	The ABC for the project is One Million Five Hundred Twelve Thousand Pesos (₱ 1,512,000.00). Any bid with a financial component exceeding the amount shall not be accepted.
15.4(a)(iii)	No incidental services are required.

15.4(b)	No further instructions.
16.1(b)	The Bid prices for Goods supplied from outside of the Philippines shall be quoted in Philippine Pesos.
16.3	Not applicable.
17.1	Bids will be valid <i>for 120 days from opening of bids.</i>
18.1	<p>The bidder shall submit a Bid Securing Declaration using the form prescribed in the Bidding Documents or any of the following form of Bid Security:</p> <p>a) Php 30,240.00, equivalent to 2% of the ABC, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit;</p> <p><i>Bidders who opt to submit a bid security in the form of cash and/or cashier's/manager's check shall deposit the said bid security to the CFO Cashier, in coordination with the BAC Secretariat, prior to the submission of bids. The Official Receipt issued by the CFO Cashier shall be submitted as part of the Eligibility and Technical Component.</i></p> <p>b) Php 75,600.00, equivalent to 5% of the ABC, if bid security is in Surety Bond. A valid certification from the Insurance Commission must attached/submitted.</p>
18.2	The bid security shall be valid <i>for 120 days from opening of bids.</i>
20.3	Each Bidder shall submit <i>one (1)</i> original and <i>one (1)</i> copy of the first and second components of its bid.
20.4	<p>ALL envelopes shall be properly marked/labeled. The marking/label shall contain the following details:</p> <ul style="list-style-type: none"> • Name of the contract to be bid; • Name and address of the prospective bidder; • Be addressed to the following: <p style="text-align: center;">CFO Bids and Awards Committee Commission on Filipinos Overseas Citigold Center II, 1388 F. Icasiano St., cor. F. Gemale St. Paco, Manila</p> <ul style="list-style-type: none"> • Bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of bids
21	<p>The address for submission of bids is CFO-BAC Secretariat, CFO Bids and Awards Committee Citigold Center II, 2nd Floor, 1388 F. Icasiano St., cor. F. Gemale St. Paco, Manila</p> <p>The deadline for submission of bids is on 25 March 2019, 3:00PM.</p>
24.1	Bid opening shall be on 25 March 2019, 3:30PM at the CFO Board Room, 6 th Floor Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco Manila.
24.2	No further instructions.
27.1	No further instructions.

28.3	The goods are grouped in a single lot and the lot shall not be divided into sub-lots for the purpose of bidding, evaluation, and contract award.
28.3(b)	<i>Bid Modification is not allowed.</i>
28.4	No further instructions.
29.2(a)	No further instructions.
29.2(b)	<p><i>Only tax returns filed and taxes paid through the BIR EFPS shall be accepted.</i></p> <p><i>NOTE: The latest income and business tax returns are those within the last six months preceding the date of bid submission.</i></p>
29.2	<p>Post-Qualification Documents</p> <ol style="list-style-type: none"> 1. Latest Income Tax Return within the last six months (for monthly or quarterly tax remittance) or Annual Income Tax for CY 2015. (<i>Only tax returns filed and taxes paid through the BIR EFPS shall be accepted</i>) 2. Business tax (Percentage tax or VAT) returns within the last six months. (<i>Only tax returns filed and taxes paid through the BIR EFPS shall be accepted</i>) 3. For those who submitted a Notarized Statement to form a Joint Venture during the Opening of Bids, the Joint Venture Agreement will be submitted with a disclosure of the percentage of ownership of both parties. 4. All parties to the Joint Venture shall submit the following: <ul style="list-style-type: none"> ➤ Latest Income Tax Return within the last six months (for monthly or quarterly tax remittance) or Annual Income Tax for CY 2015. (<i>Only tax returns filed and taxes paid through the BIR EFPS shall be accepted</i>) ➤ Business tax (Percentage tax or VAT) returns within the last six months. (<i>Only tax returns filed and taxes paid through the BIR EFPS shall be accepted</i>) 5. Certificate of Good Standing, Completion, AND Acceptance from GSIS with respect to the latest completed project. (This is applicable only to prospective bidders with previous contracts and completed projects with the GSIS which were entered into within the past twelve (12) months from the submission and receipt of bids).
32.4(g)	Copy of the bidding documents, including bid bulletins (if any), obtained from the CFO signed on every page by the bidder's authorized representative preferably in blue ink .

Section IV. General Conditions of Contract

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1. Definitions

1.1. In this Contract, the following terms shall be interpreted as indicated:

- () “The Contract” means the agreement entered into between the Procuring Entity and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (a) “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (b) “The Goods” means all of the supplies, equipment, machinery, spare parts, other materials and/or general support services which the Supplier is required to provide to the Procuring Entity under the Contract.
- (c) “The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.
- (d) “GCC” means the General Conditions of Contract contained in this Section.
- (e) “SCC” means the Special Conditions of Contract.
- (f) “The Procuring Entity” means the organization purchasing the Goods, as named in the **SCC**.
- (g) “The Procuring Entity’s country” is the Philippines.
- (h) “The Supplier” means the individual contractor, manufacturer distributor, or firm supplying/manufacturing the Goods and Services under this Contract and named in the **SCC**.
- (i) The “Funding Source” means the organization named in the **SCC**.
- (j) “The Project Site,” where applicable, means the place or places named in the **SCC**.
- (k) “Day” means calendar day.
- (l) The “Effective Date” of the contract will be the date of receipt by the Supplier of the Notice to Proceed or the date provided in the Notice to Proceed. Performance of all obligations shall be reckoned from the Effective Date of the Contract.
- (m) “Verified Report” refers to the report submitted by the Implementing Unit to the Head of the Procuring Entity setting forth its findings as to the existence of grounds or causes for termination and explicitly stating its recommendation for the issuance of a Notice to Terminate.

2. Corrupt, Fraudulent, Collusive, and Coercive Practices

2.1. Unless otherwise provided in the **SCC**, the Procuring Entity as well as the bidders, contractors, or suppliers shall observe the highest standard of ethics during the procurement and execution of this Contract. In pursuance of this policy, the Procuring Entity:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) "corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves, others, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; entering, on behalf of the Government, into any contract or transaction manifestly and grossly disadvantageous to the same, whether or not the public officer profited or will profit thereby, and similar acts as provided in Republic Act 3019.
- (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring Entity, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Procuring Entity of the benefits of free and open competition.
- (iii) "collusive practices" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Procuring Entity, designed to establish bid prices at artificial, non-competitive levels.
- (iv) "coercive practices" means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;
- (v) "obstructive practice" is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to an administrative proceedings or investigation or making false statements to investigators in order to materially impede an administrative proceedings or investigation of the Procuring Entity or any foreign government/foreign or international financing institution into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the administrative proceedings or investigation or from pursuing such proceedings or investigation; or
 - (bb) acts intended to materially impede the exercise of the inspection and audit rights of the Procuring Entity or any foreign government/foreign or international financing institution herein.
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in any of the practices mentioned in this Clause for purposes of competing for the contract.

2.2. Further the Funding Source, Borrower or Procuring Entity, as appropriate, will seek to impose the maximum civil, administrative and/or criminal penalties available under the applicable law on individuals and organizations deemed to be involved with any of the practices mentioned in **GCC** Clause 2.1(a).

3. Inspection and Audit by the Funding Source

The Supplier shall permit the Funding Source to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Funding Source, if so required by the Funding Source.

4. Governing Law and Language

- 4.1. This Contract shall be interpreted in accordance with the laws of the Republic of the Philippines.
- 4.2. This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract. All correspondence and other documents pertaining to this Contract exchanged by the parties shall be written in English.

5. Notices

- 5.1. Any notice, request, or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request, or consent shall be deemed to have been given or made when received by the concerned party, either in person or through an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**, which shall be effective when delivered and duly received or on the notice's effective date, whichever is later.
- 5.2. A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to the provisions listed in the **SCC** for **GCC** Clause 5.1.

6. Scope of Contract

- 6.1. The GOODS and Related Services to be provided shall be as specified in Section VI. Schedule of Requirements.
- 6.2. This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. Any additional requirements for the completion of this Contract shall be provided in the **SCC**.

7. Subcontracting

- 7.1. Subcontracting of any portion of the Goods, if allowed in the **BDS**, does not relieve the Supplier of any liability or obligation under this Contract. The Supplier will be responsible for the acts, defaults, and negligence of any subcontractor, its agents, servants or workmen as fully as if these were the Supplier's own acts, defaults, or negligence, or those of its agents, servants or workmen.
- 7.2. Subcontractors disclosed and identified during the bidding may be changed during the implementation of this Contract, subject to compliance with the required qualifications and the approval of the Procuring Entity.

8. Procuring Entity's Responsibilities

- 8.1. Whenever the performance of the obligations in this Contract requires that the Supplier obtain permits, approvals, import, and other licenses from local public authorities, the Procuring Entity shall, if so needed by the Supplier, make its best effort to assist the Supplier in complying with such requirements in a timely and expeditious manner.
- 8.2. The Procuring Entity shall pay all costs involved in the performance of its responsibilities in accordance with **GCC** Clause 6.

9. Prices

- 9.1. For the given scope of work in this Contract as awarded, all bid prices are considered fixed prices, and therefore not subject to price escalation during contract implementation, except under extraordinary circumstances and upon prior approval of the GPPB in accordance with Section 61 of R.A. 9184 and its IRR or except as provided in this Clause.

Prices charged by the Supplier for Goods delivered and/or services performed under this Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any change in price resulting from a Change Order issued in accordance with **GCC** Clause 29.

10. Payment

- 10.1. Payments shall be made only upon a certification by the Head of the Procuring Entity to the effect that the Goods have been rendered or delivered in accordance with the terms of this Contract and have been duly inspected and accepted. Except with the prior approval of the President no payment shall be made for services not yet rendered or for supplies and materials not yet delivered under this Contract. One percent (1%) of every progress payment or a special bank guarantees equivalent to at least one percent (1%) of the total Contract Price shall be retained by the Procuring Entity to cover the Supplier's warranty obligations under this Contract as described in **GCC** Clause 17.
- 10.2. The Supplier's request(s) for payment shall be made to the Procuring Entity in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and/or Services performed, and by documents submitted pursuant to the **SCC** provision for **GCC** Clause 6.2, and upon fulfilment of other obligations stipulated in this Contract.
- 10.3. Pursuant to **GCC** Clause 10.2, payments shall be made promptly by the Procuring Entity, but in no case later than sixty (60) days after submission of an invoice or claim by the Supplier.
- 10.4. Unless otherwise provided in the **SCC**, the currency in which payment is made to the Supplier under this Contract shall be in Philippine Pesos.

11. Advance Payment and Terms of Payment

- 11.1. Advance payment shall be made only after prior approval of the President, and shall not exceed fifteen percent (15%) of the Contract amount, unless otherwise directed by the President or in cases allowed under Annex "D" of RA 9184.

11.2. For Goods supplied from abroad, the terms of payment shall be as follows:

- (a) On Contract Signature: Fifteen percent (15%) of the Contract Price shall be paid within sixty (60) days from signing of the Contract and upon submission of a claim and a bank guarantee for the equivalent amount valid until the Goods are delivered and in the form provided in Section VIII. Bidding Forms.
- (b) On Delivery: Sixty-five percent (65%) of the Contract Price shall be paid to the Supplier within sixty (60) days after the date of receipt of the Goods and upon submission of the documents (i) through (vi) specified in the SCC provision on Delivery and Documents.
- (c) On Acceptance: The remaining twenty percent (20%) of the Contract Price shall be paid to the Supplier within sixty (60) days after the date of submission of the acceptance and inspection certificate for the respective delivery issued by the Procuring Entity's authorized representative. In the event that no inspection or acceptance certificate is issued by the Procuring Entity's authorized representative within forty five (45) days of the date shown on the delivery receipt the Supplier shall have the right to claim payment of the remaining twenty percent (20%) subject to the Procuring Entity's own verification of the reason(s) for the failure to issue documents (vii) and (viii) as described in the SCC provision on Delivery and Documents.

11.3. All progress payments shall first be charged against the advance payment until the latter has been fully exhausted.

12. Taxes and Duties

The Supplier, whether local or foreign, shall be entirely responsible for all the necessary taxes, stamp duties, license fees, and other such levies imposed for the completion of this Contract.

13. Performance Security

- 13.1. Within ten (10) calendar days from receipt of the Notice of Award from the Procuring Entity but in no case later than the signing of the contract by both parties, the successful Bidder shall furnish the performance security in any the forms prescribed in the **ITB** Clause 33.2.
- 13.2. The performance security posted in favor of the Procuring Entity shall be forfeited in the event it is established that the winning bidder is in default in any of its obligations under the contract.
- 13.3. The performance security shall remain valid until issuance by the Procuring Entity of the Certificate of Final Acceptance.
- 13.4. The performance security may be released by the Procuring Entity and returned to the Supplier after the issuance of the Certificate of Final Acceptance subject to the following conditions:

There are no pending claims against the Supplier or the surety company filed by the Procuring Entity;

The Supplier has no pending claims for labor and materials filed against it; and

Other terms specified in the **SCC**.

- 13.5. In case of a reduction of the contract value, the Procuring Entity shall allow a proportional reduction in the original performance security, provided that any such reduction is more than ten percent (10%) and that the aggregate of such reductions is not more than fifty percent (50%) of the original performance security.

14. Use of Contract Documents and Information

- 14.1. The Supplier shall not, except for purposes of performing the obligations in this Contract, without the Procuring Entity's prior written consent, disclose this Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring Entity. Any such disclosure shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 14.2. Any document, other than this Contract itself, enumerated in **GCC** Clause 14.1 shall remain the property of the Procuring Entity and shall be returned (all copies) to the Procuring Entity on completion of the Supplier's performance under this Contract if so required by the Procuring Entity.

15. Standards

The Goods provided under this Contract shall conform to the standards mentioned in the Section VII. Technical Specifications; and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods' country of origin. Such standards shall be the latest issued by the institution concerned.

16. Inspection and Tests

- 16.1. The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring Entity. The **SCC** and Section VII. Technical Specifications shall specify what inspections and/or tests the Procuring Entity requires and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 16.2. If applicable, the inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/or at the goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring Entity. The Supplier shall provide the Procuring Entity with results of such inspections and tests.
- 16.3. The Procuring Entity or its designated representative shall be entitled to attend the tests and/or inspections referred to in this Clause provided that the Procuring Entity shall bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.
- 16.4. The Procuring Entity may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Procuring Entity, and shall repeat the test and/or inspection, at no cost to the Procuring Entity, upon giving a notice pursuant to **GCC** Clause 5.

- 16.5. The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Procuring Entity or its representative, shall release the Supplier from any warranties or other obligations under this Contract.

17. Warranty

- 17.1. The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials, except when the technical specifications required by the Procuring Entity provides otherwise.
- 17.2. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- 17.3. In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier for a minimum period specified in the **SCC**. The obligation for the warranty shall be covered by, at the Supplier's option, either retention money in an amount equivalent to at least one percent (1%) of every progress payment, or a special bank guarantee equivalent to at least one percent (1%) of the total Contract Price or other such amount if so specified in the **SCC**. The said amounts shall only be released after the lapse of the warranty period specified in the **SCC**; provided, however, that the Supplies delivered are free from patent and latent defects and all the conditions imposed under this Contract have been fully met.
- 17.4. The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, within the period specified in the **SCC** and with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Procuring Entity.
- 17.5. If the Supplier, having been notified, fails to remedy the defect(s) within the period specified in **GCC** Clause 17.4, the Procuring Entity may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring Entity may have against the Supplier under the Contract and under the applicable law.

18. Delays in the Supplier's Performance

- 18.1. Delivery of the Goods and/or performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring Entity in Section VI. Schedule of Requirements.
- 18.2. If at any time during the performance of this Contract, the Supplier or its Subcontractor(s) should encounter conditions impeding timely delivery of the Goods and/or performance of Services, the Supplier shall promptly notify the Procuring Entity in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, and upon causes provided for under **GCC** Clause 22, the Procuring Entity shall evaluate the situation and may extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of Contract.

- 18.3. Except as provided under **GCC** Clause 22, a delay by the Supplier in the performance of its obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to **GCC** Clause 19, unless an extension of time is agreed upon pursuant to **GCC** Clause 29 without the application of liquidated damages.

19. Liquidated Damages

Subject to **GCC** Clauses 18 and 22, if the Supplier fails to satisfactorily deliver any or all of the Goods and/or to perform the Services within the period(s) specified in this Contract inclusive of duly granted time extensions if any, the Procuring Entity shall, without prejudice to its other remedies under this Contract and under the applicable law, deduct from the Contract Price, as liquidated damages, the applicable rate of one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual delivery or performance. The maximum deduction shall be ten percent (10%) of the amount of contract. Once the maximum is reached, the Procuring Entity shall rescind the Contract pursuant to **GCC** Clause 23, without prejudice to other courses of action and remedies open to it.

20. Settlement of Disputes

- 20.1. If any dispute or difference of any kind whatsoever shall arise between the Procuring Entity and the Supplier in connection with or arising out of this Contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 20.2. If after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Procuring Entity or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- 20.3. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under this Contract.
- 20.4. In the case of a dispute between the Procuring Entity and the Supplier, the dispute shall be resolved in accordance with Republic Act 9285 (" R.A.1 9285"), otherwise known as the "Alternative Dispute Resolution Act of 2004. "
- 20.5. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and the Procuring Entity shall pay the Supplier any monies due the Supplier.

21. Liability of the Supplier

- 21.1. The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines, subject to additional provisions, if any, set forth in the **SCC**.
- 21.2. Except in cases of criminal negligence or willful misconduct, and in the case of infringement of patent rights, if applicable, the aggregate liability of the Supplier to the Procuring Entity shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

22. Force Majeure

- 22.1. The Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the Supplier's delay in performance or other failure to perform its obligations under the Contract is the result of a *force majeure*.
- 22.2. For purposes of this Contract the terms "*force majeure*" and "fortuitous event" may be used interchangeably. In this regard, a fortuitous event or *force majeure* shall be interpreted to mean an event which the Contractor could not have foreseen, or which though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions; and any other cause the effects of which could have been avoided with the exercise of reasonable diligence by the Contractor. Such events may include, but not limited to, acts of the Procuring Entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 22.3. If a *force majeure* situation arises, the Supplier shall promptly notify the Procuring Entity in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Entity in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the *force majeure*.

23. Termination for Default

- 23.1. The Procuring Entity shall terminate this Contract for default when any of the following conditions attends its implementation:
- (a) Outside of *force majeure*, the Supplier fails to deliver or perform any or all of the Goods within the period(s) specified in the contract, or within any extension thereof granted by the Procuring Entity pursuant to a request made by the Supplier prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price;
 - (b) As a result of *force majeure*, the Supplier is unable to deliver or perform any or all of the Goods, amounting to at least ten percent (10%) of the contract price, for a period of not less than sixty (60) calendar days after receipt of the notice from the Procuring Entity stating that the circumstance of force majeure is deemed to have ceased; or
 - (c) The Supplier fails to perform any other obligation under the Contract.
- 23.2. In the event the Procuring Entity terminates this Contract in whole or in part, for any of the reasons provided under **GCC** Clauses 23 to 26, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Procuring Entity for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of this Contract to the extent not terminated.
- 23.3. In case the delay in the delivery of the Goods and/or performance of the Services exceeds a time duration equivalent to ten percent (10%) of the specified contract time plus any time extension duly granted to the Supplier, the Procuring Entity may terminate this Contract, forfeit the Supplier's performance security and award the same to a qualified Supplier.

24. Termination for Insolvency

The Procuring Entity shall terminate this Contract if the Supplier is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Entity and/or the Supplier.

25. Termination for Convenience

25.1. The Procuring Entity may terminate this Contract, in whole or in part, at any time for its convenience. The Head of the Procuring Entity may terminate a contract for the convenience of the Government if he has determined the existence of conditions that make Project Implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event(s) or changes in law and national government policies.

25.2. The Goods that have been delivered and/or performed or are ready for delivery or performance within thirty (30) calendar days after the Supplier's receipt of Notice to Terminate shall be accepted by the Procuring Entity at the contract terms and prices. For Goods not yet performed and/or ready for delivery, the Procuring Entity may elect:

- (a) to have any portion delivered and/or performed and paid at the contract terms and prices; and/or
- (b) to cancel the remainder and pay to the Supplier an agreed amount for partially completed and/or performed goods and for materials and parts previously procured by the Supplier.

25.3. If the Supplier suffers loss in its initial performance of the terminated contract, such as purchase of raw materials for goods specially manufactured for the Procuring Entity which cannot be sold in open market, it shall be allowed to recover partially from this Contract, on a *quantum meruit* basis. Before recovery may be made, the fact of loss must be established under oath by the Supplier to the satisfaction of the Procuring Entity before recovery may be made.

26. Termination for Unlawful Acts

26.1. The Procuring Entity may terminate this Contract in case it is determined *prima facie* that the Supplier has engaged, before or during the implementation of this Contract, in unlawful deeds and behaviors relative to contract acquisition and implementation. Unlawful acts include, but are not limited to, the following:

- (a) Corrupt, fraudulent, and coercive practices as defined in ITB Clause 3.1(a);
- (b) Drawing up or using forged documents;
- (c) Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade; and
- (d) Any other act analogous to the foregoing.

27. Procedures for Termination of Contracts

- 27.1. The following provisions shall govern the procedures for termination of this Contract:
- (a) Upon receipt of a written report of acts or causes which may constitute ground(s) for termination as aforementioned, or upon its own initiative, the Implementing Unit shall, within a period of seven (7) calendar days, verify the existence of such ground(s) and cause the execution of a Verified Report, with all relevant evidence attached;
 - (b) Upon recommendation by the Implementing Unit, the Head of the Procuring Entity shall terminate this Contract only by a written notice to the Supplier conveying the termination of this Contract. The notice shall state:
 - (i) that this Contract is being terminated for any of the ground(s) aforementioned, and a statement of the acts that constitute the ground(s) constituting the same;
 - (ii) the extent of termination, whether in whole or in part;
 - (iii) an instruction to the Supplier to show cause as to why this Contract should not be terminated; and
 - (iv) special instructions of the Procuring Entity, if any.
 - (c) The Notice to Terminate shall be accompanied by a copy of the Verified Report;
 - (d) Within a period of seven (7) calendar days from receipt of the Notice of Termination, the Supplier shall submit to the Head of the Procuring Entity a verified position paper stating why this Contract should not be terminated. If the Supplier fails to show cause after the lapse of the seven (7) day period, either by inaction or by default, the Head of the Procuring Entity shall issue an order terminating this Contract;
 - (e) The Procuring Entity may, at any time before receipt of the Supplier's verified position paper described in item (d) above withdraw the Notice to Terminate if it is determined that certain items or works subject of the notice had been completed, delivered, or performed before the Supplier's receipt of the notice;
 - (f) Within a non-extendible period of ten (10) calendar days from receipt of the verified position paper, the Head of the Procuring Entity shall decide whether or not to terminate this Contract. It shall serve a written notice to the Supplier of its decision and, unless otherwise provided, this Contract is deemed terminated from receipt of the Supplier of the notice of decision. The termination shall only be based on the ground(s) stated in the Notice to Terminate;
 - (g) The Head of the Procuring Entity may create a Contract Termination Review Committee (CTRC) to assist him in the discharge of this function. All decisions recommended by the CTRC shall be subject to the approval of the Head of the Procuring Entity; and
 - (h) The Supplier must serve a written notice to the Procuring Entity of its intention to terminate the contract at least thirty (30) calendar days before its intended termination. The Contract is deemed terminated if it is not resumed in thirty (30) calendar days after the receipt of such notice by the Procuring Entity.

28. Assignment of Rights

The Supplier shall not assign his rights or obligations under this Contract, in whole or in part, except with the Procuring Entity's prior written consent.

29. Contract Amendment

Subject to applicable laws, no variation in or modification of the terms of this Contract shall be made except by written amendment signed by the parties.

30. Application

These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of this Contract.

Section V. Special Conditions of Contract

GCC Clause	
1.1(g)	The Procuring Entity is <i>Commission on Filipinos Overseas (CFO)</i> .
1.1(i)	The Supplier is <i>[to be inserted at the time of contract award]</i> .
1.1(j)	The Funding Source is The Government of the Philippines (GOP) through the General Appropriations Act (GAA) of CY 2019 in the amount of One Million Five Hundred Twelve Thousand Pesos (₱ 1,512,000.00).
1.1(k)	The Project site is at the Commission on Filipinos Overseas (CFO)
5.1	The Procuring Entity's address for Notices is: CFO-BAC Secretariat CFO Bids and Awards Committee Citigold Center II, 1388 F. Icasiano St., cor. F. Gemale St. Paco, Manila Tel No. : (02)552-4796 / Fax No. : (02)561-8317 CFOBACSecretariat@cfo.gov.ph / www.cfo.gov.ph The Supplier's address for Notices is: <i>[Insert address including, name of contact, fax and telephone number]</i>
6.2	<p>PROJECT SITE:</p> <p>The Contact Center must be located within Metro Manila. The Service Provider should have also a backup site available for use by the CFO where the outsourced service is provided with at least one (1) seat per day per site. Service Provider should include the name of the company, its contact person and position, location and number of agents. CFO, at its option, may call or conduct site visit to the Reference sites.</p> <p>Resumes of the Project Team Members must be submitted as part of the bid documents indicating employment history and projects handled.</p> <p>Incidental Services – The Supplier is required to provide all of the following services, including additional services, if any, specified in Section VI. Schedule of Requirements:</p> <ul style="list-style-type: none"> (a) performance or supervision of on-site assembly and/or start-up of the supplied Goods; (b) furnishing of tools required for assembly and/or maintenance of the supplied Goods; (c) performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any

	<p>warranty obligations under this Contract; and</p> <p>The Contract price for the Goods shall include the prices charged by the Supplier for incidental services and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.</p>
	<p>Data Ownership</p> <p>All the data shall be owned by CFO. At the end of the contract, all the data will be turned over to CFO via optical media including but not limited to backup data, archived data, data in the incident management, etc.</p>
	<p>Payment Terms</p> <p>Payment shall commence on the date stated in the Notice to Proceed. Payment shall be made based on the monthly billing.</p>
	<p>Penalty Provisions</p> <p>Penalty shall be applied to the monthly billings starting on the fourth (4th) month of implementation if Service Level Requirement and Per Seat Productivity Level Requirement are not met by the Service Provider. Penalty rates shall be agreed upon by CFO and Service Provider based on industry standard of one percent (1%) to three percent (3%) of the monthly billing charges. The Service Provider shall be given between 20-30 calendar days to respond and comply with the Service Level Requirement and Per Seat Productivity Level Requirement</p>
	<p>Duration</p> <p>The One-Year Contract shall commence from the receipt of Notice of Award (NOA).</p> <p>The new Service Provider shall be given sixty (60) days from the issuance of the Notice of Award as Project Preparation Stage to gather requirements from CFO, to develop the training manual, to ensure that site is operational and to hire and train the agents for the account of the service provider. Training costs shall be for the account of the Service Provider. The CFO will evaluate the agents' skill level and if qualified will issue a Notice to Proceed, otherwise, retraining will be done by the Service Provider.</p>
	<p>Until such time that the CFO gives the Notice to Proceed (NTP), the Service Provider will not be paid.</p> <p>Patent Rights –</p> <p>The Supplier shall indemnify the Procuring Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof.</p>
10.4	Payment shall be made in Philippines pesos.

11.	<p>Payment Terms:</p> <p>Payment shall commence on the date stated in the Notice to Proceed. Payment shall be made based on a monthly billing.</p> <p>Payment shall be subject to applicable taxes.</p>
13.4(c)	No further instructions.
16.1	<p>No further instructions.</p> <p>The applicable inspection and performance test to be done by both the MISD and End-User</p>
17.3	Not Applicable
17.4	No further instructions.
21.1	All partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

Section VI. Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item No.	Description	Quality	Total	Delivered, Weeks/Months	Statement of Compliance
	Procurement of 24/7 Contact Center for 1343 Actionline against Human Trafficking”	1 lot for a period of twelve (12) months	1 Lot	15 Calendar days upon receipt of Notice to Proceed	

Section VII. Technical Specifications

Instruction to Bidders: Bidders must state in the column “Statement of Compliance” 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** Clause 2.1(a)(ii).

Item	Specification	Statement of Compliance
	<p>GENERAL REQUIREMENT:</p> <p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Receive and forward case reports through calls from the victims and their families seeking immediate assistance; and 2. Submit report to CFO every first week of the month on the data of calls and case reports. <p>Operations:</p> <ol style="list-style-type: none"> 1. Provision of technical service of one (1) seat with a fee of Php 126,000.00 per seat, per month, inclusive of value-added tax (VAT); 2. The fee includes three (3) manpower shifts per seat; and 3. The fee includes continuous service for 24 hours and seven (7) days a week. <p>Other requirements:</p> <ol style="list-style-type: none"> 1. Experienced in technical management of crisis hotlines, telephone handling of crisis calls, and familiarity with the response mechanism to emergency situations especially those involving human trafficking and illegal recruitment; 2. An existing corporate social responsibility (CSR) program especially on the advocacy of migrants or employees’ rights and welfare; 3. A member of Philippine Government Electronic Procurement System (PhilGEPS); and 4. An ISO 9001: 2015 certified. 	

The **Service Provider** shall provide a 24/7 Inbound crisis call handling and management for purposes of receiving and/or answering customers queries and complaints.

The **Service Provider** shall make available its operation facilities for site visits to be conducted by CFO as necessary in planning and customization of the operational requirements of the project. All materials, equipment required in planning, designing and testing the services as part of the project completion which is not specifically mentioned in the technical specifications shall be supplied and provided by the **Service Provider** without additional cost to the CFO.

The Service Provider shall provide a single point of contact to handle concerns to ensure that issues are promptly and appropriately addressed.

The Service Provider shall utilize the existing hotline number (1343) assigned to CFO-IACAT. The Service Provider shall provide full and complete personnel, equipment, and software (system application tool) complement required shift schedules agents. A breakdown of the Total Bid Price shall be submitted by the bidder to reflect the proposed cost per agent per month. The cost per agent per month shall be the basis in monthly billings and in determining additional costs should the procuring entity require additional agents during contract implementation. The Service Provider shall be responsible for the hiring, training and supervision of its personnel and shall be responsible for continuously improving and enhancing the quality and efficiency of its services.

The Service Provider shall present the team for on-site/Off-site training within fifteen (15) calendar days from the receipt of the Notice to Proceed.

The Service Provider shall have a contingency plan and procedures that will ensure continuity of service for various interruptions such as, but not limited to, hardware and software failures, utility and communications disruptions prior to the actual engagement of services.

The Service Provider shall, in case of unforeseen or fortuitous events; ensure that it shall continue to render service to the extent that it is feasible under the circumstances, which should be up and running two (2) hours after service interruption. A physical redundancy site outside the National Capital Region (NCR) is a requirement.

The Service Provider shall not disclose, communicate or reveal any information for any purpose what so ever to any person, firm or corporation and it will not use any of the same without prior written consent of CFO.

The Service Provider shall provide a Team Leader or Lead Agent as part of the scheduled shift

	<p>rotation.</p> <p>The Service Provider shall shift or change the schedule of the agents in a monthly basis.</p> <p>OTHER REQUIREMENTS:</p> <p>The Service Provider, at its expense, must have the following solutions in place for the Project:</p> <ol style="list-style-type: none"> 1. VOICE LOGGER shall be the responsibility of the Service Provider. CFO shall have the right to review and ask for a redo of recording anytime. 2. VOICE PROMPT RECORDING SERVICE. Service Provider must have uniform, professional voice prompt for welcome and on hold messages. 3. The Service Provider shall provide and comply with the following: <ul style="list-style-type: none"> ➤ All transactions shall be recorded 100% on real-time basis. ➤ Retention of all the data and transactions recorded through the call recorded for one month via disk and/or tapes which shall be endorsed to CFO every month without any additional charge to CFO. ➤ CFO Representative may at any time access the site (workplace) and listen to (barge in) live call as the need arises, in order to have proficiency of the agents. ➤ All the data is stored by the Service Provider in its Data Center within the National Capital region of the Philippines. The ownership of all the data is with CFO, including but not limited to, back up, archived data and transactions. ➤ From time to time CFO may also request additional Ad Hoc reports as business require. The cost of these reports will be for the account of the Service Provider. ➤ Monitoring, analysis, evaluation and interpretation of the daily reports to improve its quality. ➤ Ensure the privacy and security of CFO data and information in accordance with the contact center industry standards. The Service Provider shall be bound by a Non- 	
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	<p>Disclosure Agreement (NDA) in order to maintain confidentiality of all or any CFO database / that it shall have access to.</p> <ul style="list-style-type: none"> ➤ Shall provide replacement for those agents who are absent for any cause in order to maintain the number of agents required. ➤ It is understood that in case the Service Provider is unable to provide for any replacement of absent agent, the subsequent corresponding deductions shall be made on the payment of their services. ➤ Shall make available qualified reliever, who shall perform the assigned tasks of the absent, incapacitated or otherwise indisposed personnel to ensure continuous and uninterrupted services. ➤ The equipment, materials and supplies to be used in performing the services shall be for the account of the Service provider. ➤ Shall be liable for any lose or damage that may be inflicted upon any of the properties (Data, Software) of the CFO during the existence of the contract, except in cases when such loss or damage is due to force majeure or fortuitous event. ➤ Shall secure with the agents as necessary or preferably once a week to discuss issues or problems that may crop up during the duration of the contract. ➤ Shall submit monthly report of accomplishment including the list of calls and queries receives and corresponding action/s taken with specified period. ➤ Shall give in full to the agents all the emoluments and benefits due them under existing laws, rules and regulations. Payment receipt of the monthly remittances to SSS, PAG_IBIG and PHILHEALTH with employee deduction report shall be presented as proof. 	
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Requirements for Agents and Supervisors:

1. Agents should have at least one (1) year experience front lining for a government account.
2. Agents must be fluent in English and Filipino.
3. Must have completed at least 2nd year college
4. Must be computer literate
5. Supervisors must have at least three (3) years' work experience for government account in the call center industry managing at least 15 people.

Supervisors will focus on training the agents on client-specific topics and subject matters.

For the Service Provider, the transfer of leased lines shall be for their account.

1. Regular Reporting ± during the initial implementation, the Service Provider will provide all statistical reports, findings and their recommendations on the issues encountered on the daily operations. After which, the Service Provider and CFO will agree on the frequency of reporting relative to all matters concerning the operations of the project.

Proof of Concept

Within five (5) calendar days from the opening of bids, the Service Provider shall arrange a presentation/demo of the systems functionalities as defined under the Functional Requirements in the operational site of the Service Provider.

Site Visit

As part of bidding and to assist the Technical Working Group in the evaluation process, a site visit shall be conducted to the Service Provider Contact Center. The site visit aims to assess the Service Provider capability on the following areas:

1. Availability: ensuring that applications and services are accessible at all times to accommodate multiple clients.
2. Manageability: easily reconfigures and troubleshoot systems and customize applications, including the establishments of new services, scripts and call flows.
3. Quality of Service: often specified in service level agreements. This is a measurement of the quality and reliability of voice and data services.
4. Redundancy: protection against system failures and data loss; the ability to run without service interruption and to operate in a disaster recovery situation.
5. Scalability: increase capacity through modular increments rather than forklift upgrades
6. Security: prevent intrusions that could compromise client data and violate privacy regulations.

CFO shall require the Service Provider to submit documentation on how it is able to address the capability requirements on the above areas. The documents shall form part of the bid documents and shall be validated during the site visit

Payment Terms

Payment shall commence upon issuance of a Notice to Proceed and shall be made based on a monthly billing.

Section VIII. Bidding Forms

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Bid Form

Date: _____
 Invitation to Bid No: _____

To: *[name and address of Procuring Entity]*

Gentlemen and/or Ladies:

Having examined the Bidding Documents including Bid Bulletin Numbers *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to *[supply/deliver/perform]* *[description of the Goods]* in conformity with the said Bidding Documents for the sum of *[total Bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we undertake to provide a performance security in the form, amounts, and within the times specified in the Bidding Documents.

We agree to abide by this Bid for the Bid Validity Period specified in **BDS** provision for **ITB** Clause 18.2 and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements as per **ITB** Clause 5 of the Bidding Documents.

¹ If ADB, JICA and WB funded projects, use IFB.

² Applicable only if the Funding Source is the ADB, JICA or WB.

Dated this _____ day of _____ 20 _____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

For Goods Offered From Within the Philippines

Name of Bidder _____ . Invitation to Bid³ Number _____ Page of _____

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of origin	Quantity	Unit price EXW per item	Cost of local labor, raw material, and componen t ²	Total price EXW per item (cols. 4 x 5)	Unit prices per item final destination and unit price of other incidental services	Sales and other taxes payable per item if Contract is awarded	Total Price delivered Final Destination (col 8 + col. 9) x col. 4
1		NA	NA	NA	NA	NA			
	TOTAL	NA	NA	NA	NA	NA			

 (Signature Over Printed Name)
Authorized Representative

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S. S.

AFFIDAVIT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and residing at *[Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. Select one, delete the other:

If a sole proprietorship: I am the sole proprietor of *[Name of Bidder]* with office address at *[address of Bidder]*;

If a partnership, corporation, cooperative, or joint venture: I am the duly authorized and designated representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

2. Select one, delete the other:

If a sole proprietorship: As the owner and sole proprietor of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding for *[Name of the Project]* of the *[Name of the Procuring Entity]*;

If a partnership, corporation, cooperative, or joint venture: I am granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the *[Name of Bidder]* in the bidding as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate issued by the corporation or the members of the joint venture)]*;

3. *[Name of Bidder]* is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. *[Name of Bidder]* is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. Select one, delete the rest:

If a sole proprietorship: I am not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a partnership or cooperative: None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a corporation or joint venture: None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards;
8. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:
- a) Carefully examine all of the Bidding Documents;
 - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
 - c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*; and
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of __, 20__ at _____, Philippines.

[Bidder's Representative/Authorized Signatory]

[Insert Letterhead of the Prospective Bidder here]

LETTER OF CONFORMITY

Title of the Project: “Procurement of 24/7 Contact Center for 1343 Actionline against Human Trafficking”.

To: *CFO-Bids and Awards Committee*

Commission on Filipinos Overseas

Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway Paco, Manila

This is to inform the *CFO Bids and Awards Committee* that our company, _____, located at _____, conforms to the Schedule of Requirements and Technical Specifications as enumerated and specified in Sections VI. and Section VII. of the Bidding Documents, respectively, and in Bid Bulletin(s) issued.

(Signature Over Printed Name)

Authorized Representative

Bid-Securing Declaration Form

REPUBLIC OF THE PHILIPPINES)
CITY OF _____) S.S.

x----- x

BID-SECURING DECLARATION
Project Title and Lot No. (if applicable):

To: *[Insert name and address of the Procuring Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid-Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1 (b), 34.2, 40.1 and 69.1, except 69.1(f) of the IRR of RA 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid-Securing Declaration shall cease to be valid on the following circumstances:
 - (a) Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
 - (b) I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right;
 - (c) I am/we are declared as the bidder with the Lowest Calculated and Responsive Bid/Highest Rated and Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this _____ day of *[month]* *[year]* at *[place of execution]*.

***[Insert NAME OF BIDDER'S
 AUTHORIZED REPRESENTATIVE]
 [Insert signatory's legal capacity]
 Affiant***

SUBSCRIBED AND SWORN to before me this _____ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. and his/her Community Tax Certificate No. _____ issued on _____ at _____ .

Witness my hand and seal this __ day of [month] [year].

NAME OF NOTARY PUBLIC
Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, [date issued], [place issued]
IBP No. __, [date issued], [place issued]

Doc. No. _
Page No. _
Book No. __
Series of __

DRAFT CONTRACT

CONTACT CENTER PROJECT

This Contract is made and executed on this ____ day of _____ at Pasay City, Philippines, by and between: The **COMMISSION ON FILIPINOS OVERSEAS**, a social insurance Institution, created under Commonwealth Act No. 186, as amended, and operating under its present Charter, Republic Act No. 8291, otherwise known as the CFO Act of 1997, with principal office address at the **Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway, Paco, Manila**, represented herein by **Secretary Ret. Justice Francisco P. Acosta**, chairperson, hereinafter referred to as the _____.

-and-

The **<VENDOR>**, a corporation duly organized and operating under the laws of the Philippines, with its principal place of business at **<Vendor Address>**, represented herein by **<VENDOR REPRESENTATIVE>**, **<Vendor Representative Designation>**, duly authorized for this purpose, hereinafter referred to as the **SUPPLIER'**

RECITALS

WHEREAS:

1. The **CFO** invited Bids for the **24/7 Contact Center Project**.
2. The **SUPPLIER** submitted the Lowest Calculated Responsive Bid, representing that it has the resources and the capability to meet the requirements as defined under the Official Bid Documents, and the **CFO** has accepted said Bid.

NOW, THEREFORE, for and in consideration of the foregoing premises, the parties have agreed and stipulated as follows:

1. The following Official Bid Documents shall be deemed integral parts of this Contract:
 - 1.1 Bid Data Sheet;
 - 1.2 Terms of Reference;
 - 1.3 Scope of Work;
 - 1.4 Plans/Drawings and/or Technical Specifications;
 - 1.5 General Conditions of Contract;
 - 1.6 Special Conditions of Contract;
 - 1.7 Price Schedule submitted by the **SUPPLIER**;
 - 1.8 Schedule of Requirements;
 - 1.9 Supplemental Bid, if any; and
 - 1.10 Notice of Award.

The Official Bid Documents and this Contract contain all the agreements of the parties and replace and supersede any understanding, communications and representations, whether verbal or written, between the parties.

2. The words, terms and phrases stated in this Contract shall have the same meanings as are respectively assigned to them under the Official Bid Documents.
3. In consideration of the Contract Price to be paid by the **CFO**, the **SUPPLIER** hereby covenants with the **CFO** to provide the Goods and to remedy the defects therein in conformity with the Official Bid Documents and this Contract.
4. The **CFO** shall pay the Contract Price at the time and in the manner prescribed by the Official Bid Documents and this Contract. It is understood that all applicable taxes, including Documentary Stamp Tax (DST), if any, shall be borne by the **SUPPLIER**. For this purpose, the **SUPPLIER** acknowledges that the **CFO** is not a withholding agent for DST and hereby undertakes and commits itself to make direct payments to the BIR of any DST that may be imposed in the execution and/or performance of this Contract.
5. Any damage to the systems, facilities and equipment of the **CFO** due to the negligence, theft or pilferage, directly or indirectly, caused by the **SUPPLIER's** personnel shall be immediately repaired, restored or replaced by the **SUPPLIER** for its own account. If the **SUPPLIER** fails to carry out such repair, restoration or replacement within ten (10) days from the request of the **CFO**, any expenses for such repair, restoration or replacement made by the **CFO** shall be for the account of the **SUPPLIER** to be deducted from the Contract Price.
6. During the effectivity of this Contract, the **SUPPLIER** shall not assign or transfer the covered **Goods** without the prior written consent of the **CFO**. Any act in violation of this provision shall be sufficient ground for the termination of this Contract.
7. The parties are independent entities and no agency, partnership, joint venture, employment or formal business arrangement of any kind is created by this Contract. Neither shall the personnel or employees of the **SUPPLIER** be deemed employees of the **CFO**. Hence, the **CFO** shall not in any way be liable or responsible for any personal injuries or damages, including death, sustained or caused by any of the employees of the **SUPPLIER**.
8. In the event that the **SUPPLIER** fails to perform its contractual obligations within the agreed period as specified in this Contract, the **CFO** shall deduct from the Contract Price, as liquidated damages, a sum equivalent to at least one-tenth of one percent (0.1 %) of the cost of the unperformed portion of the contract per day of delay but not to exceed ten percent (10%) of the Contract Price. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the Contract Price, the **CFO** may rescind the contract, without prejudice to other course of action and remedies available to it under the law and equity. The damages herein provided are fixed and the **CFO** shall not be required to adduce proof thereof.
9. Should the **CFO** be constrained to file a case to obtain relief against the **SUPPLIER**, the latter shall be liable to pay an amount equivalent to twenty percent (20%) of that amount claimed in the complaint as attorney's fees, aside from the costs of litigation and other expenses which the **CFO** is entitled to recover from the **SUPPLIER**; provided, however, that in an action brought by the **SUPPLIER** for whatever cause arising under this Contract, should it be adjudged not to be entitled to the relief sought, the **CFO** as the prevailing party shall be entitled to such reasonable attorney's fees, costs of litigation and other costs it may have incurred by reason of such action.

10. The **SUPPLIER** shall defend, indemnify and hold harmless the **CFO**, the members of its Board of Trustees, its officials, agents and employees, against all claims, losses, liabilities and damages, and to pay all claims, judgments, awards, costs and expenses arising out of or in connection with the **SUPPLIER**'s acts or omissions, unless such claims are due solely to the negligence of the **CFO**. Costs inclusive of expert witness fees and other legal expenses shall be charged against the account of the **SUPPLIER**.
11. If any term, condition or any part of the provisions of the Official Bid Documents and this Contract is determined to be invalid, void or unenforceable to any extent, such term, condition or provision shall be severed from the remaining provisions which shall continue to be valid and enforceable to the fullest extent permitted by law.
12. Any action arising from arbitration or other modes of dispute settlement under the Official Bid Documents and this Contract shall be brought by the aggrieved party exclusively before the proper court in the City of Manila.
13. This Contract and the Official Bid Documents shall be subject to the pertinent provisions of R.A. No. 9184, otherwise known as the Government Procurement Reform Act, its Revised Implementing Rules and Regulations, and other related laws, rules and regulations.

IN WITNESS WHEREOF, the parties have duly executed this Contract on the date and place first above written.

COMMISSION ON FILIPINOS OVERSEAS **<VENDOR>**

By:

By:

<CFO AUTHORIZED SIGNATORY>

<VENDOR REPRESENTATIVE>

<Designation>

< Vendor Representative Designation>

SIGNED IN THE PRESENCE OF:

<CFO PROJECT MANAGER>

<VENDOR WITNESS>

<PM Designation>

< Witness Designation>

**CERTIFIED FUNDS AVAILABLE:
Php <Contract Amount Numbers>**

Internal Order #

Fund Center
1502102002/6230000000/1230713000

**Certified Included in the CFO Annual
Procurement Plan for CY 2019**

<CAF SIGNATORY>
Vice President, FISMOASO

<APP SIGNATORY>
GBAC Secretariat Head

ACKNOWLEDGMENT

**REPUBLIC OF THE PHILIPPINES)
PASAY CITY) S.S.**

BEFORE ME, a Notary Public for and in the City of _____, this ____ day of _____ 2015, personally appeared:

<i>Name</i>	<u><i>Driver's License / Passport No.</i></u>	<u><i>Date/Place of Issue</i></u>
<GSIS AUTHORIZED SIGNATORY>	<GSIS Rep ID No.>	<GSIS Rep ID Date and Place>
	<u><i>Driver's License / Passport No.</i></u>	<u><i>Date/Place of Issue</i></u>
<VENDOR REPRESENTATIVE>	<Vendor Rep ID>	<Vendor ID Date & Place>

known to me and to me known to be the same persons, <GSIS Authorized Signatory>, in representation of the GSIS as a juridical person, and <Vendor Representative>, in representation of <Vendor> as a juridical person, who executed the foregoing **Contract** consisting of ninety-three (93) pages including the page on which this Acknowledgment is written, signed by the parties and their witnesses on each and every page thereof, and acknowledge to me that the same is their free and voluntary act and deed, and of the entities they represent.

WITNESS MY HAND AND NOTARIAL SEAL on the date and the place stated above.

Doc. No. _____
Page No. _____
Book No. _____
Series of _____

CHECKLIST OF REQUIREMENTS

Project: Procurement of 24/7 Contact Center for 1343 Actionline against Human Trafficking
[ABC: One Million Five Hundred Twelve Thousand pesos only **(1,512,000.00)**

ENVELOPE NO. 1 ELIGIBILITY AND TECHNICAL COMPONENTS
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CLASS "A" DOCUMENTS

Legal Documents

1. Appropriate Registration Certificate from the: ➤ Securities and Exchange Commission
For Corporation

Certificate of Registration; or Certificate of Incorporation; or Certificate of Filing of Amended Articles of Incorporation.

For Partnership:

Certificate of Registration; or Certificate of Partnership; or Certificate of Filing of Amended Articles of Partnership.

➤ Department of Trade and Industry (DTI), for sole proprietorship ➤
Cooperative Development Authority (CDA), for cooperatives
2. Business Permit/Mayor's Permit for CY 2017 issued by the city or municipality where the principal place of business of the prospective bidder is located.
3. Valid Tax Clearance per Executive Order 398 (s. 2005), as finally reviewed and approved by the BIR

Technical Documents

4. Valid PhilGEPS Registration Certificate
5. Statement of **All On-Going** Government and Private Contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid.

Statement of **Completed** Government and/or Private Contract or Contracts similar to the contract to be bid, within the past five (5) years prior to the deadline for the submission and receipt of bids. The Statement must include either the bidder's single largest completed similar contract or other completed similar contracts or both whose individual amount is at least 50% of the ABC

Financial Documents

6. Audited financial statements for CY 2017, stamped "received" by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions.
7. The prospective bidder's computation of its Net Financial Contracting Capacity (NFCC) at least equal to the approved budget for the contract to be bid; or a committed Line of Credit from a Universal or Commercial Bank at least equal to ten percent (10%) of the ABC to the bid.

(CLASS "B" DOCUMENT

8. Valid joint venture agreement, if there's any, or notarized statements from all the potential joint venture partners that they will enter into and abide by the provisions of the JVA.

OTHER TECHNICAL DOCUMENTS

9. The bidder shall submit a **Bid Securing Declaration** using the form prescribed in the Bidding Documents **or** any of the following form of Bid Security:
- a) **(Please input Amount in Figures)**, equivalent to 2% of the ABC, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; Bidders who opt to submit a bid security in the form of cash and/or cashier's/manager's check shall deposit the said bid security to the CFO Cashier in coordination with the BAC Secretariat, prior to the submission of bids. The Official Receipt issued by the CFO Cashier shall be submitted as part of the Eligibility and Technical Component.
 - b) **(Please input Amount in Figures)**, equivalent to 5% of the ABC, if bid security is in Surety Bond. A valid certification from the Insurance Commission must attached/submitted.
10. Conformity with technical specifications as enumerated and specified in Sections VI and VII of the Bidding Documents.
- a) Copies of Sections VI and VII of the Biddings Documents and all Bid Bulletin/s issued with the bidder's statement of compliance and signature of the authorized representative; **OR**
 - b) Signed Letter of Conformity to be printed in the bidder's letterhead and using the form prescribed in the Bidding Documents
11. Omnibus Sworn Statement in accordance with Section 25.2 of the RIRR of RA 9184 and using the form prescribed in the Bidding Documents. Submit a Notarized Secretary's Certificate, *if required/applicable*. In case of sole proprietorship, submit a special power of attorney if the proprietor/owner has assigned/appointed a person to, on his/her behalf, represent the company in the bidding of GSIS and sign all documents pertaining to the project to be bid.

ENVELOPE NO. 2:

FINANCIAL COMPONENT

The financial component of the bid shall contain the following:

1. Bid Form
2. Itemized Bid Form

Bidders Information

Name:

Address:

Telephone / Fax Number:

Authorized Representative:

Signature:

Email Address:

POST-QUALIFICATION DOCUMENTS:

After the Bid Opening, the BAC shall conduct a detailed evaluation of the financial component of the eligible bid/s to determine the Lowest Calculated (LCB)/Single Calculated Bid (SCB). Only the LCB/SCB shall be notified to submit the following post-qualification documents (3 copies each) within five (5) calendar days from receipt of the Notice from the BAC:

1. Latest Income Tax Return within the last six months (for monthly or quarterly tax remittance) **or** Annual Income Tax for CY 2018. (*Only tax returns filed and taxes paid through the BIR EFPS shall be accepted*)
2. Business tax (Percentage tax or VAT) returns within the last six months. (*Only tax returns filed and taxes paid through the BIR EFPS shall be accepted*)
3. For those who submitted a Notarized Statement to form a Joint Venture during the Opening of Bids, the Joint Venture Agreement will be submitted with a disclosure of the percentage of ownership of both parties.
4. All parties to the Joint Venture shall submit the following:
 - Latest Income Tax Return within the last six months (for monthly or quarterly tax remittance) **or** Annual Income Tax for CY 2015. (*Only tax returns filed and taxes paid through the BIR EFPS shall be accepted*)
 - Business tax (Percentage tax or VAT) returns within the last six months. (*Only tax returns filed and taxes paid through the BIR EFPS shall be accepted*)
 - Valid PhilGEPS Registration Certificate
5. Certificate of Good Standing, Completion, **AND** Acceptance from GSIS with respect to the latest completed project. (This is applicable only to prospective bidders with previous contracts and completed projects with the GSIS which were entered into within the past twelve (12) months from the submission and receipt of bids).

Notes:

- The LCB is requested to submit two (2) additional hardcopies of Eligibility, Technical and Financial Documents

SAMPLE FORM

STATEMENT OF COMPLETED GOVERNMENT AND/OR PRIVATE CONTRACT OR CONTRACTS SIMILAR TO THE CONTRACT TO BE BID, WITHIN THE PAST YEARS PRIOR TO THE DEADLINE FOR THE SUBMISSION AND RECEIPT OF BIDS.

THE STATEMENT MUST INCLUDE EITHER THE BIDDER'S SINGLE LARGEST COMPLETED SIMILAR CONTRACT OR OTHER COMPLETED SIMILAR CONTRACTS OR BOTH WHOSE INDIVIDUAL AMOUNT IS AT LEAST 50% OF THE ABC.

Name of the contract (including the name/s and contact number of the customer's authorized representative(s))	Date of the contract	Nature of Work/Kinds of Goods	Amount of contract and volume of outstanding contract	Date of Completion	Copy of end-user's acceptance or official receipt(s) issued for the contract, if completed

 (Signature over Printed Name)
 Authorized Representative

BIDDER'S GUIDE**PROSPECTIVE BIDDER'S COMPUTATION FOR ITS NET FINANCIAL
CONTRACTING CAPACITY (NFCC)**

The computation of a prospective bidder's NFCC must be at least equal to the ABC to be bid, calculated as follows:

NFCC = [(Current assets minus current liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under on-going contracts, including awarded contracts yet to be started, coinciding with the contract to be bid

The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.

For purposes of computing the foreign bidders' NFCC, the value of the current assets and current liabilities shall be based on their Audited Financial Statements prepared in accordance with international financial reporting standards.

**KOMISYON NG FILIPINO SA IBAYONG DAGAT
(COMMISSION ON FILIPINOS OVERSEAS)**
Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway Paco, Manila

SAMPLE FORM

CERTIFICATION OF COMPLETION, ACCEPTANCE AND GOOD STANDING

The undersigned certifies that:

1. _____ (*Name of bidder*) has a previous contract with the Commission on Filipinos Overseas (CFO), namely: (*name of contract*) which was signed on (*date of contract*).
2. _____ The said contract was successfully **COMPLETED** by (*name of bidder*) on (*date*) and was fully **ACCEPTED** by the (*name of concerned CFO end-user unit*) on (*date*).
3. _____ (*name of bidder*) is in **GOOD STANDING** as of the date indicated in this Certification.

Issued by: _____
(*Manager, End-User Unit*)

Issued on: _____

**KOMISYON NG FILIPINO SA IBAYONG DAGAT
(COMMISSION ON FILIPINOS OVERSEAS)**
Citigold Center 1345 Pres. Quirino Ave., cor. Osmeña Highway Paco, Manila

[cite the date]

NAME OF THE BIDDER

Address

Attention: Name of the Authorized Representative

**NOTICE ON THE RESULT OF DETAILED BID EVALUATION
[RE: PROJECTTITLE]**

Dear _____:

Based on the detailed evaluation of the financial component of the eligible bid/s for the above-mentioned Project, the CFO Bids and Awards Committee declared [cite the name of the bidder] as the bidder with the Single Calculated Bid or Lowest Calculated Bid.

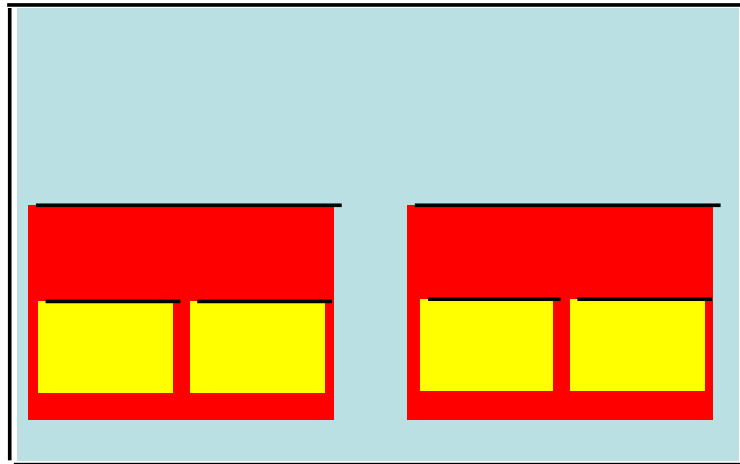
In this regard, [cite the name of the bidder] is hereby enjoined to submit, within five (5) calendar days from receipt of this Notice, the post-qualification documents, including Proof of-Concept requirements (if applicable), as indicated in the Bidding Documents and in the Bid Bulletin/s (if applicable).

[cite the name of the bidder] is also requested to submit two (2) additional hardcopies of its Eligibility, Technical and Financial Documents and soft/scanned copies of the same documents including post-qualification documents.

Very truly yours,

Chairperson
BAC for _____

SKELETAL PERSPECTIVE OF A BIDDER'S BID ENVELOPE



ALL envelopes must be properly sealed and marked/labeled. The marking/label shall contain the following details:

- Name of the contract to be bid;
- Name and address of the prospective bidder;
- Be addressed to the following:
 - **CFO BAC SECRETARIAT**
 - C/O The Administrative and Finance Division
 - COMMISSION ON FILIPINOS OVERSEAS
 - Citigold Center II, 1388 F. Icasiano St. cor. F. Gernale St. Paco, Manila
 - Telephone No.: 552-4796
 - Email Address: CFOBACSecretariat@cfo.gov.ph
 - Website: www.cfo.gov.ph
- Date of opening of bids

IMPORTANT REMINDER

The COMMISSION ON FILIPINOS OVERSEAS (CFO) warns the public/bidders of unscrupulous individuals and groups posing as officers/employees of the CFO soliciting money for alleged aid for whatever purpose. **Do not give anything to these unscrupulous individuals and groups.**

CFO is fully compliant with the ***NO SOLICITATION AND GIFT POLICY***. In this regard, **CFO officials and employees are prohibited** from “directly or indirectly soliciting gifts, favors or benefits from stakeholders and directly or indirectly soliciting, accepting or receiving any gift, favor or benefits from any party which may influence the performance of their official functions or which may be perceived as influencing their past, present and future official functions.”

We thus enjoin the cooperation of the public/bidders to report these individuals/groups to CFO through the **Office of the Secretary and Under Secretary at 552-4707 / 552-4710, CFO - BAC Secretariat at (02) 5524796 and 561-8317** and via email at **info@cfo.gov.ph**