



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



TERMS OF REFERENCE

PROJECT : PROVISION OF COURIER SERVICES (DOMESTIC AND INTERNATIONAL) FOR A PERIOD OF ONE (1) YEAR IN THE DOLE-CENTRAL OFFICE

OWNER : DEPARTMENT OF LABOR AND EMPLOYMENT

LOCATION : INTRAMUROS, MANILA

APPROVED BUDGET FOR THE CONTRACT: P3,037,871.00

I. PURPOSE:

The Department of Labor and Employment (DOLE) desires to engage the services of a service agency to provide courier services for domestic and international locations for a period of one (1) year both mails and parcels.

II. GENERAL CONDITIONS:

1. The responsibilities of the **SERVICE AGENCY**, are as follows:

a. Render courier services to the following destinations:

- International destinations – Philippine Overseas Labor Offices located in Asia, Middle East, Europe and Americas and Trust Territories. Attached is the detailed list of countries. (*Annex A*)
- Domestic destinations – **all areas of Metro Manila, Luzon, Visayas and Mindanao** and especially to the following DOLE Regional Offices and Field Offices (*Annex B*)

Region	Address
CAR	Cabinet Hills, Baguio City
RO 1	Parammata Building B, Biday, San Fernando City, La Union
RO 2	Regional Government Center, Carig Sur, Tuguegarao City, Cagayan
RO 3	Diosdado Macapagal Regional Government Center, Barangay Maimpis, City of San Fernando, Pampanga
RO 4A	3 rd & 4 th Floors, Anderson Building II, Barangay Parian, Calamba City, Laguna
RO 4B	3 rd Floor, Confil Bldg, Roxas Drive corner, Sampaguita St. Lumangbayan, Calapan City, Oriental Mindoro

RO 5	Dona Aurora St., Old Albay, Legaspi City
RO 6	Ground Floor, Swan Rose Building Commission Civil St, Jaro, Iloilo City
RO 7	3 rd and 4 th Floors, DOLE RO 7 Bldg., General Maxilom Avenue corner Gorordo Avenue, Cebu City
RO 8	DOLE Compound, Trece Martires Street, Tacloban City
RO 9	3 rd Floor, QNS Building, Veterans Avenue Extension, Tumaga Road, Zamboanga City
RO 10	Trinidad Building, Corrales-Yacapin Street, Cagayan de Oro City
RO 11	4 th Floor, AMQ Building corner Dacudao Avenue and Lakandula St., Agdao, Davao City
RO 12	102 Acepal Building, Mabini Extension, Koranadal City
RO 13	Nimfa Tui Building, J.P. Rosales Avenue, Butuan City

- a. Provide all necessary supplies and materials such as packing tapes, stickers, airway bill forms, pouches or boxes, plastic, (in case of bulk transactions) and weighing scale.
- b. Assign regular personnel to the DOLE for the performance of services needed. The DOLE shall not be responsible for any claims of injury or damage caused to any of the courier's personnel in the course of the lawful performance of their functions.
- c. Pick-up the documents/parcels without additional charge from the following DOLE offices between 3:00 p.m. to 4:00 p.m. daily:
 - **Central Records Section – General Services Division, Administrative Service**
2nd Floor, DOLE Main Building, Intramuros, Manila
 - **Bureau of Labor Relations
Bureau of Local Employment**
6th Floor, BF Condominium Building
Solana Street, Intramuros, Manila
 - **Bureau of Workers with Special Concerns**
9th Floor, G.E. Antonino Building, Kalaw, Manila
- d. Delivery of documents/parcels from the date of pick up from DOLE offices with Proof of Delivery (POD) for Domestic Mails and Delivery Dash Board (DDB) for International Mails shall be, as follows:

Location	No. of Working Days
Metro Manila	1 to 2 days
Luzon	2 to 3 days
Visayas and Mindanao	3 to 4 days
Asia	3 to 5 days
US and Europe	7 to 10 days
Middle East	7 to 10 days

For international delivery, in case of unexpected delays in the delivery of documents/parcels caused not by the Service Agency but by other

circumstances beyond the Service Agency's control, the original number of working days of delivery shall be adjusted to exclude the number of days of unexpected delays.

- e. Provide whereabouts or status of the deliveries of documents/parcels from the date of pick up from DOLE offices through electronic mail (e-mail) or through the document tracking system within the following number of days:

Location	No. of Working Days
Metro Manila	Maximum of 5 days
Luzon	Maximum of 7 days
Visayas and Mindanao	Maximum of 7 days
International	Maximum of 10 days

Whereabouts should state the status of the deliveries, name of the addressee, the person receiving the documents/parcels and the date received, position and company.

- f. Return the proof of delivery to the DOLE within ten (10) days for Metro Manila, Luzon, Visayas and Mindanao and within thirty (30) days for International areas from date of pick up from DOLE offices. Proof of delivery should state the name of the addressee, the person receiving and the date received.
- g. Inform DOLE through e-mail or fax when documents/parcels are not delivered or are not received by the addressee within the following number of days:

For Domestic and International Mails/Parcels

- Three to five working days from the date of pick up from DOLE offices for domestic locations (Metro Manila and other Regional Offices)
- Ten (10) working days from the date to the originating office at least within one (1) week for Metro Manila and within two (2) weeks for Luzon, Visayas and Mindanao, at least one (1) month for International locations.
- Return undelivered document after two (2) attempts to the originating office at least within one (1) week for Metro Manila, two (2) weeks for Luzon, Visayas, and Mindanao.

For undelivered international pouch, the document to be returned should be delivered to the POLO in order to avoid/eliminate payment by DOLE for courier fee/s of returned documents/parcels. In international areas where there is no POLO, the courier provider shall shred the documents to be delivered after the 2nd attempt of delivery and approval of the Administrative Service, DOLE-Central Office is secured.