



REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake Small Value Procurement for **“Printing, Delivery and Publication of the Customer Care Center Process Manuals, Mandatory Procedures and BOC-Cares Procedural Manifest”** in accordance with the Revised Implementing Rules and Regulations of Republic Act No. 9184. The details of the project are as follows:

Name of Project: **Printing, Delivery and Publication of the Customer Care Center Process Manuals, Mandatory Procedures and BOC-Cares Procedural Manifest**

Location: **Bureau of Customs Port Area Manila**
Approved Budget for the Contract: **Ninety-Three Thousand Two Hundred Fifty Pesos (Php93,250.00) inclusive of tax**

Specifications

QTY.	DESCRIPTION	
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Document Management Process Manual 10 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Information Management Process Manual 8 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery



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MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Payment Management Process Manual 8 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Pass Control Process Manual 8 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Queuing System Process Manual 8 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Document Control Procedure 15 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery



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20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Records Control Procedure 6 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Management Review Procedure 8 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Control of Nonconforming Service Procedure 7 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Internal Audit Quality Procedure 13 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery



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20 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	Customer Care Center – Corrective Action Procedure 10 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery
10 pieces	Title: No. of Pages: Size: Cover: Inside: Color: Lamination: Binding: Layout: Scope of Work:	BOC-CARES Procedural Manifest 13 pages incl. cover 210mm (w) x 297mm (L) C2S 160 lbs C2S 80 lbs Full Color Matte Saddle Supplied Printing and Delivery

Delivery Term: 7 calendar days

Interested suppliers are required to submit their valid and current Mayor’s Permit, DTI/SEC Registration (for partnerships/corporations, General Information Sheet & Articles of Incorporation shall also submitted), PHILGEPS Registration Certificate, Omnibus Sworn Statement, Latest Income/Business Tax Return and duly signed price quotation form (Annex “A”).

Submission of quotation and eligibility documents in hard copy and sealed is on or before **December 11, 2020 10:00 a.m.**, at General Services Division (GSD), Ground Floor, OCOM Building, Port Area, Manila and see posting in PhilGeps website.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

The BOC reserves the right to accept or reject any or all quotations and to impose additional terms and conditions as it may deem proper.



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For inquiry, you may contact us at Telefax no. 527-9757 or email us at bacsecretariat@customs.gov.ph.

Very truly yours,

RAQUEL G. DE JESUS

Acting Chief, General Services Division



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Annex "A"

PRICE QUOTATION FORM

Date

The Bids and Awards Committee
Bureau of Customs
Port Area, Manila

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our quotation/s for the items as follows:

Subject: **Printing and Delivery of Flyers Regarding Sending of Parcels and Balikbayan Boxes**

QTY.	DESCRIPTION	UNIT PRICE	TOTAL PRICE
20 Pieces	Title: Customer Care Center - Document Management Process Manual No. of Pages: 10 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Information Management Process Manual No. of Pages: 8 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		



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20 Pieces	Title: Customer Care Center - Payment Management Process Manual No. of Pages: 8 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Pass Control Process Manual No. of Pages: 8 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Queueing System Process Manual No. of Pages: 8 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Document Control Procedure No. of Pages: 15 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte		



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	Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Records Control Procedure No. of Pages: 6 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Management Review Procedure No. of Pages: 8 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Control of Nonconforming Service Procedure No. of Pages: 7 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Internal Audit Quality Procedure No. of Pages: 13 pages incl. cover Size: 210mm (w) x 297mm (L)		



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	Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
20 Pieces	Title: Customer Care Center - Corrective Action Procedure No. of Pages: 10 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		
10 Pieces	Title: BOC-CARES Procedural Manifest No. of Pages: 13 pages incl. cover Size: 210mm (w) x 297mm (L) Cover: C2S 160 lbs Inside: C2S 80 lbs Color: Full Color Lamination: Matte Binding: Saddle Layout: Supplied Scope of Work: Printing and Delivery		

Delivery Term: 7 calendar days

Total amount in words:

The above-quoted prices are inclusive of all costs and applicable taxes.

Very truly yours,

Name/ Signature of Representative



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ACCOUNTABILITY

Name of Company

Mayor's Permit No. _____

PhilGEPS Registration No. _____

(Please submit the photocopies of the above documents upon submission of quotation)