MANILA ELECTRIC COMPANY (MERALCO)
Ortigas Center, Brgy. Ugong, Pasig City

INVITATION TO BID

(BAC CONTROL NO. CE0926-0981-2)

CONTRACT FOR HANDLING AND RESOLUTION OF DISTRIBUTION SYSTEM OPERATING TROUBLES

Interested vendors are invited to participate in the bidding for the Handling and Resolution of Distribution System Operating Troubles Contracts of MERALCO under various sectors for any or all of the following area clusters below.

Sector Area of Responsibility (AOR)	No. of Clusters	Total Count of Crew Requirements						
		Basket Truck					Pick-Up Truck *(2027 – 2029)*	Motorcycle *(2027 – 2029)*
		45ft	45ft	55ft	45ft	55ft		
		*(2027)**	*(2028)*		*(2029)*			
Balintawak Sector	4	10	6	4	6	4	4	2
Plaridel Sector	4	12	4	8	0	12	20	2
Valenzuela Sector	4	12	4	8	0	12	2	1
Manila Sector	4	16	12	4	12	4	0	3
Pasig Sector	4	12	8	4	8	4	0	1
Rizal Sector	4	11	7	4	7	4	6	4
Dasmariñas Sector	8	9	1	8	1	8	18	0
Parañaque Sector	4	6	2	4	2	4	16	0
San Pablo Sector	3	8	5	3	5	3	12	0
Sta. Rosa Sector	4	8	4	4	4	4	12	0

**Note that there is no 55ft Basket Truck requirement for 2027*

SCOPE OF SERVICES:

- Perform resolution of complaints and troubles involving circuit segments, distribution transformers (DT), line equipment, secondary facilities, service drops, streetlights, and other distribution system assets;
- Perform resolution of field orders (FOs), including customer-initiated requests and other related distribution system activities;
- Conduct resolution of social complaints and customer coordination activities related to distribution operations and services;
- Perform switching operations, including energization, de-energization, isolation, restoration, and other related activities;
- Carry out inspections, investigations, testing, documentation, and related support activities necessary to ensure the safe and reliable operation of the distribution system; and,
- Perform all other related or ancillary services necessary to accomplish the above works or as may be required by MERALCO.

CALENDAR OF ACTIVITIES:

ACTIVITY	DATE	TIME
Submission of Letter of Intent (LOI) and Eligibility Requirements	November 4 – 10, 2026	Until 11:59 PM of November 10, 2026
Issuance of Bid Documents	November 26, 2026	Until 11:59 PM of November 26, 2026

Interested vendors must submit the following for eligibility to participate in the bidding:

A. For All Vendors:
1. Duly updated Department of Labor and Employment (DOLE) Department Order (DO) 174 Certificate of Registration.
2. Company Profile, including:
   a. List of available manpower, tools, equipment, and vehicles
   b. List of completed and ongoing projects within the past five (5) years that are similar or related to the Handling and Resolution of Distribution System Operating Troubles
   c. For each project, indicate the project name, scope of work, client, contract amount, project status (if ongoing), completion date or target completion date, as applicable

B. For MERALCO Accredited Vendors (additional requirement):
1. Certificate of MERALCO vendor accreditation. Accreditation must cover services related to or similar to the Handling and Resolution of Distribution System Operating Troubles. For accreditation renewals, submit proof that the renewal process is ongoing.

C. For Non-Accredited Vendors (additional requirements):
1. Audited Financial Statements (AFS) for the last three (3) years, accompanied by a signed and notarized "Sworn Affidavit of Truth and Accuracy of Submitted Documents".
2. Securities and Exchange Commission (SEC) Registration Certificate.

Non-accredited vendors must undergo the MERALCO accreditation process and must already be accredited by the time of the award.

SUBMISSION INSTRUCTIONS:

- **Submit the LOI and eligibility documents as PDF email attachments using a business email address that includes the company's domain name**.
- Keep each email submission within the 15MB size limit. Submissions may be divided into multiple emails.
- **Send to Meralco_BAC_Secretariat@meralco.com.ph and group.third.party.services@meralco.com.ph.**
- **Subject: CE0926-0981-2 | LOI | HANDLING AND RESOLUTION OF DISTRIBUTION SYSTEM OPERATING TROUBLES | *VENDOR NAME***
- **Deadline: November 10, 2026, 11:59 PM**; late submissions, whether completely or partially received by MERALCO servers, will be considered invalid.
- Bid documents shall only be issued to vendors who submit an LOI and meet the eligibility requirements.

CLICK HERE TO SUBMIT

As part of cybersecurity protection, email addresses created from non-secure, free, or open third-party domains or sources will not be accepted as a company's email address. Eligibility documents submitted through external document links shall also not be accepted. Subsequent bid submission by eligible vendors must also be sent as file attachments using a business email address only.

The following shall also serve as basis during bid evaluation:

- Track record of about five (5) years of experience, supported by a Certificate of Satisfactory Performance, in implementing the required Handling and Resolution of Distribution System Operating Troubles. However, a Service Provider with pending commercial and/or technical issues with MERALCO may be disqualified from participating.

MERALCO reserves the right to:

1. Accept any bid and reject any or all bids and/or annul the bidding process in its entirety, at any time prior to the award of the contract, without thereby incurring any liability to the affected bidders or any obligation to inform the participating bidders of the ground for MERALCO's action; and
2. Issue an addendum to the Invitation to Bid at any time as a result of questions, changes in schedule, or other relevant matters.

Interested vendors may obtain further information through the MERALCO Bids and Awards Committee Secretariat and Category Management for Core via email to Meralco_BAC_Secretariat@meralco.com.ph and group.third.party.services@meralco.com.ph, respectively.

Bid Document Fee (non-refundable): Maximum of ₱ 50,000.00 (VAT exclusive) shall be paid upon submission of bids.

(sgd.)
LUISITO B. ACUÑA
Chairman, MERALCO Bids and Awards Committee

MERALCO employs strict cybersecurity controls. Kindly refer to the following link for the Vendor Cybersecurity Advisory: https://company.meralco.com.ph/news-and-advisories/supply-chain-management-invitations-bid