

TERMS OF REFERENCE

QUEZON CITY BUS AUGMENTATION PROGRAM:  
ROUTE 4 QUEZON CITY HALL TO GEN. LUIS (and Vice Versa) and  
ROUTE 5 QUEZON CITY HALL TO QUIRINO HIGHWAY (and Vice Versa)

I. BACKGROUND

It is the vision of Quezon City Government (the City) to provide quality service which will make Quezon City an ideal community. To fulfill this, one of the problems the City wanted to resolve is to ease the traffic congestion in Quezon City by adopting a more efficient mode of transportation that enables the limited road space to be used more productively.

Moreover, in light of the current Coronavirus Disease 2019 (COVID-19) Pandemic, the public is burdened caused by suspension of public transportation. Due to this absence, citizens could only resort to private vehicles, motorcycles, bicycles, and when possible, walking.

Part also of the new normal is the observance of physical distancing, which prevents the transportation services from operating at full capacity, which leads to crowding of the commuters out in the streets waiting for a ride.

The City’s adequate and feasible solution to these problems is to offer the public a Bus Augmentation Program within the territorial jurisdiction of Quezon City.

In the second month of its implementation (January 2021 to First Week of February 2021), the Quezon City Bus Augmentation Program, also known as QCity Bus Service, already catered to almost 67,000 commuters per week and has proven to be a reliable means of public transportation for residents and guests of the City.

Due to the demand of the Quezon City Bus Augmentation Program, the City will be extending the program until December 31, 2021.

II. PROJECT DESCRIPTION

The Project is to provide buses to the public in designated pick-up and drop-off points within Quezon City, through acquiring services from Bus Operators.

III. OBJECTIVES

The Quezon City Bus Augmentation Program aims to provide safety, convenience, and comfort to the commuters by providing special bus routes within Quezon City.

IV. SCOPE OF WORK

1. Area of Coverage

The Bus Operator shall provide:

- a. Minimum of twenty-one (21) bus units in Quezon City Hall to Gen. Luis (and Vice Versa) Route with the following pick-up and drop-off points:

Quezon City Hall to Gen. Luis	Gen. Luis to Quezon City Hall
1. QC Hall (NHA) Interchange	1. Gen. Luis SB Road
2. North Ave. Veterans Hospital / Vertis North	2. Gen. Luis Banahaw St.
3. Mindanao Ave. Road 1	3. Gen. Luis Nova Bayan
4. Mindanao Ave. Tullahan Bridge	4. Quirino Highway Forest Hills Drive
5. Mindanao Ave. Congressional Ave.	5. Quirino Highway SM Novaliches
6. Mindanao Ave. Tandang Sora Ave.	6. Quezon City University - Main Campus / Novaliches District Hospital
7. Mindanao Ave. D. Muñoz St.	7. Mindanao Ave. Quirino Highway
8. Mindanao Ave. Old Sauyo Rd.	8. Mindanao Ave. Old Sauyo Rd.
9. Mindanao Ave. Quirino Highway	9. Mindanao Ave. D. Muñoz St.
10. Quezon City University - Main Campus / Novaliches District Hospital	10. Mindanao Ave. Tandang Sora Ave.
11. Quirino Highway SM Novaliches	11. Mindanao Ave. Congressional Ave.
12. Quirino Highway Forest Hills Drive	12. Mindanao Ave. Tullahan Bridge
13. Gen. Luis Nova Bayan	13. Mindanao Ave. Road 1
14. Gen. Luis Banahaw St.	14. North Ave. Veterans Hospital / Vertis North
15. Gen. Luis SB Road	15. QC Hall (NHA) Interchange

- b. Minimum of eleven (11) bus units in Quezon City Hall to Quirino Highway (and Vice Versa)  
Route with the following pick-up and drop-off points:

Quezon City Hall to Quirino Highway	Quirino Highway to Quezon City Hall
1. QC Hall (NHA) Interchange	1. Mindanao Ave. Quirino Highway
2. North Ave. Veterans Hospital / Vertis North	2. Mindanao Ave. Old Sauyo Rd.
3. Mindanao Ave. Road 1	3. Mindanao Ave. D. Muñoz St.
4. Mindanao Ave. Tullahan Bridge	4. Mindanao Ave. Tandang Sora Ave.
5. Mindanao Ave. Congressional Ave.	5. Mindanao Ave. Congressional Ave.
6. Mindanao Ave. Tandang Sora Ave.	6. Mindanao Ave. Tullahan Bridge
7. Mindanao Ave. D. Muñoz St.	7. Mindanao Ave. Road 1
8. Mindanao Ave. Old Sauyo Rd.	8. North Ave. Veterans Hospital / Vertis North
9. Mindanao Ave. Quirino Highway	9. QC Hall (NHA) Interchange

The pick-up and drop-off points may be adjusted upon mutual agreement of the parties.

Further, should the need arise, detours within the same route can be made with no change in cost per trip if the change in travel time is within ten (10) minutes and the change in distance is within two (2) kilometers.

See Annex A for the Route Map.

2. Schedule of Trips

The Bus Operator shall deploy buses according to the set schedule below:

WEEKDAYS			SATURDAY			SUNDAY AND HOLIDAY		
Time	Quezon City Hall to Gen. Luis	Gen. Luis to Quezon City Hall	Time	Quezon City Hall to Gen. Luis	Gen. Luis to Quezon City Hall	Time	Quezon City Hall to Gen. Luis	Gen. Luis to Quezon City Hall
AM PEAK HOURS			6:30 AM	Trip 1	Trip 30	7:00 AM	Trip 1	Trip 20
5:15 AM	NO TRIP	Trip 47	7:00 AM	Trip 2	Trip 31	7:45 AM	Trip 2	Trip 21
5:30 AM	NO TRIP	Trip 48	7:30 AM	Trip 3	Trip 32	8:30 AM	Trip 3	Trip 22
5:45 AM	NO TRIP	Trip 49	8:00 AM	Trip 4	Trip 33	9:15 AM	Trip 4	Trip 23
6:00 AM	Trip 1	Trip 50 and Express Trip 1	8:30 AM	Trip 5	Trip 34	10:00 AM	Trip 5	Trip 24
6:15 AM	Trip 2	Trip 51	9:00 AM	Trip 6	Trip 35	10:45 AM	Trip 6	Trip 25
6:30 AM	Trip 3	Trip 52	9:30 AM	Trip 7	Trip 36	11:30 AM	Trip 7	Trip 26
6:45 AM	Trip 4	Trip 53 and Express Trip 2	10:00 AM	Trip 8	Trip 37	12:15 PM	Trip 8	Trip 27
7:00 AM	Trip 5	Trip 54	10:30 AM	Trip 9	Trip 38	1:00 PM	Trip 9	Trip 28
7:15 AM	Trip 6	Trip 55	11:00 AM	Trip 10	Trip 39	1:45 PM	Trip 10	Trip 29
7:30 AM	Trip 7	Trip 56 and Express Trip 3	11:30 AM	Trip 11	Trip 40	2:30 PM	Trip 11	Trip 30
7:45 AM	Trip 8	Trip 57	12:00 PM	Trip 12	Trip 41	3:15 PM	Trip 12	Trip 31
8:00 AM	Trip 9	Trip 58	12:30 PM	Trip 13	Trip 42	4:00 PM	Trip 13	Trip 32
8:15 AM	Trip 10	Trip 59	1:00 PM	Trip 14	Trip 43	4:45 PM	Trip 14	Trip 33
8:30 AM	Trip 11	Trip 60	1:30 PM	Trip 15	Trip 44	5:30 PM	Trip 15	Trip 34
8:45 AM	Trip 12	Trip 61	2:00 PM	Trip 16	Trip 45	6:15 PM	Trip 16	Trip 35
9:00 AM	Trip 13	Trip 62	2:30 PM	Trip 17	Trip 46	7:00 PM	Trip 17	Trip 36
AM OFF-PEAK HOURS			3:00 PM	Trip 18	Trip 47	7:45 PM	Trip 18	Trip 37
9:30 AM	Trip 14	Trip 63	3:30 PM	Trip 19	Trip 48	8:30 PM	Trip 19	Trip 38
10:00 AM	Trip 15	Trip 64	4:00 PM	Trip 20	Trip 49			
10:30 AM	Trip 16	Trip 65	4:30 PM	Trip 21	Trip 50			
11:00 AM	Trip 17	Trip 66	5:00 PM	Trip 22	Trip 51			
11:30 AM	Trip 18	Trip 67	5:30 PM	Trip 23	Trip 52			
12:00 PM	Trip 19	Trip 68	6:00 PM	Trip 24	Trip 53			
PM PEAK HOURS			6:30 PM	Trip 25	Trip 54			
12:15 PM	Trip 20	Trip 69	7:00 PM	Trip 26	Trip 55			
12:45 PM	Trip 21	Trip 70	7:30 PM	Trip 27	Trip 56			
1:15 PM	Trip 22	Trip 71	8:00 PM	Trip 28	Trip 57			
1:45 PM	Trip 23	Trip 72	8:30 PM	Trip 29	Trip 58			
2:15 PM	Trip 24	Trip 73						
2:45 PM	Trip 25	Trip 74						
3:15 PM	Trip 26	Trip 75						
3:45 PM	Trip 27	Trip 76						
4:00 PM	Trip 28	Trip 77						
4:15 PM	Trip 29 and Express Trip 4	Trip 78						
4:30 PM	Trip 30	Trip 79						
4:45 PM	Trip 31	Trip 80						
5:00 PM	Trip 32 and Express Trip 5	Trip 81						
5:15 PM	Trip 33	Trip 82						
5:30 PM	Trip 34	Trip 83						
5:45 PM	Trip 31 and Express Trip 6	Trip 84						
6:00 PM	Trip 36	Trip 85						
6:15 PM	Trip 37	Trip 86						
6:30 PM	Trip 38	Trip 87						
6:45 PM	Trip 39	Trip 88						
7:00 PM	Trip 40	Trip 89						
7:15 PM	Trip 41	Trip 90						
7:30 PM	Trip 42	Trip 91						
7:45 PM	Trip 43	Trip 92						
8:00 PM	Trip 44	Trip 93						
PM OFF-PEAK HOURS								
8:30 PM	Trip 45	NO TRIP						
9:00 PM	Trip 46	NO TRIP						

ROUTE 4	Estimated Travel Time (Weekdays)	Operating Hours (Weekdays)	Operating Hours (Saturday)	Operating Hours (Sunday and Holiday)
Quezon City Hall to Gen. Luis	Peak Hours: 75 Minutes Off-Peak Hours: 60 Minutes	6:00 A.M. - 9:00 P.M. Interval Peak Hours : 15 Minutes Off-Peak Hours: 30 Minutes	6:30 A.M. - 8:30 P.M. Interval 30 Minutes	7:00 A.M. - 8:50 P.M. Interval 45 Minutes
Gen. Luis to Quezon City Hall	Peak Hours: 100 Minutes Off-Peak Hours: 60 Minutes	5:15 A.M. - 8:00 P.M. Interval Peak Hours : 15 Minutes Off-Peak Hours: 30 Minutes	6:30 A.M. - 8:30 P.M. Interval 30 Minutes	7:00 A.M. - 8:30 P.M. Interval 45 Minutes

WEEKDAYS			SATURDAY			SUNDAY AND HOLIDAY		
Time	Quezon City Hall to Quirino Highway	Quirino Highway to Quezon City Hall	Time	Quezon City Hall to Quirino Highway	Quirino Highway to Quezon City Hall	Time	Quezon City Hall to Quirino Highway	Quirino Highway to Quezon City Hall
AM PEAK HOURS								
6:00 AM	Trip 1	Trip 48	6:30 AM	Trip 1	Trip 30	7:00 AM	Trip 1	Trip 20
6:15 AM	Trip 2	Trip 49	7:00 AM	Trip 2	Trip 31	7:45 AM	Trip 2	Trip 21
6:30 AM	Trip 3	Trip 50	7:30 AM	Trip 3	Trip 32	8:30 AM	Trip 3	Trip 22
6:45 AM	Trip 4	Trip 51	8:00 AM	Trip 4	Trip 33	9:15 AM	Trip 4	Trip 23
7:00 AM	Trip 5	Trip 52	8:30 AM	Trip 5	Trip 34	10:00 AM	Trip 5	Trip 24
7:15 AM	Trip 6	Trip 53	9:00 AM	Trip 6	Trip 35	10:45 AM	Trip 6	Trip 25
7:30 AM	Trip 7	Trip 54	9:30 AM	Trip 7	Trip 36	11:30 AM	Trip 7	Trip 26
7:45 AM	Trip 8	Trip 55	10:00 AM	Trip 8	Trip 37	12:15 PM	Trip 8	Trip 27
8:00 AM	Trip 9	Trip 56	10:30 AM	Trip 9	Trip 38	1:00 PM	Trip 9	Trip 28
8:15 AM	Trip 10	Trip 57	11:00 AM	Trip 10	Trip 39	1:45 PM	Trip 10	Trip 29
8:30 AM	Trip 11	Trip 58	11:30 AM	Trip 11	Trip 40	2:30 PM	Trip 11	Trip 30
8:45 AM	Trip 12	Trip 59	12:00 PM	Trip 12	Trip 41	3:15 PM	Trip 12	Trip 31
9:00 AM	Trip 13	Trip 60	12:30 PM	Trip 13	Trip 42	4:00 PM	Trip 13	Trip 32
OFF-PEAK HOURS			1:00 PM	Trip 14	Trip 43	4:45 PM	Trip 14	Trip 33
9:30 AM	Trip 14	Trip 61	1:30 PM	Trip 15	Trip 44	5:30 PM	Trip 15	Trip 34
10:00 AM	Trip 15	Trip 62	2:00 PM	Trip 16	Trip 45	6:15 PM	Trip 16	Trip 35
10:30 AM	Trip 16	Trip 63	2:30 PM	Trip 17	Trip 46	7:00 PM	Trip 17	Trip 36
11:00 AM	Trip 17	Trip 64	3:00 PM	Trip 18	Trip 47	7:45 PM	Trip 18	Trip 37
11:30 AM	Trip 18	Trip 65	3:30 PM	Trip 19	Trip 48	8:30 PM	Trip 19	Trip 38
12:00 PM	Trip 19	Trip 66	4:00 PM	Trip 20	Trip 49			
12:30 PM	Trip 20	Trip 67	4:30 PM	Trip 21	Trip 50			
1:00 PM	Trip 21	Trip 68	5:00 PM	Trip 22	Trip 51			
1:30 PM	Trip 22	Trip 69	5:30 PM	Trip 23	Trip 52			
2:00 PM	Trip 23	Trip 70	6:00 PM	Trip 24	Trip 53			
2:30 PM	Trip 24	Trip 71	6:30 PM	Trip 25	Trip 54			
3:00 PM	Trip 25	Trip 72	7:00 PM	Trip 26	Trip 55			
3:30 PM	Trip 26	Trip 73	7:30 PM	Trip 27	Trip 56			
4:00 PM	Trip 27	Trip 74	8:00 PM	Trip 28	Trip 57			
PM PEAK HOURS			8:30 PM	Trip 29	Trip 58			
4:15 PM	Trip 28	Trip 75						
4:30 PM	Trip 29	Trip 76						
4:45 PM	Trip 30	Trip 77						
5:00 PM	Trip 31	Trip 78						
5:15 PM	Trip 32	Trip 79						
5:30 PM	Trip 33	Trip 80						
5:45 PM	Trip 34	Trip 81						
6:00 PM	Trip 35	Trip 82						
6:15 PM	Trip 36	Trip 83						
6:30 PM	Trip 37	Trip 84						
6:45 PM	Trip 38	Trip 85						
7:00 PM	Trip 39	Trip 86						
7:15 PM	Trip 40	Trip 87						
7:30 PM	Trip 41	Trip 88						
7:45 PM	Trip 42	Trip 89						
8:00 PM	Trip 43	Trip 90						
8:15 PM	Trip 44	NO TRIP						
8:30 PM	Trip 45	NO TRIP						
8:45 PM	Trip 46	NO TRIP						
9:00 PM	Trip 47	NO TRIP						

ROUTE 5	Estimated Travel Time (Weekdays)	Operating Hours (Weekdays)	Operating Hours (Saturday)	Operating Hours (Sunday and Holiday)
Quezon City Hall to Quirino Highway	Peak Hours: 45 Minutes	6:00 A.M. - 9:00 P.M.	6:30 A.M. - 8:30 P.M.	7:00 A.M. - 8:30 P.M.
Pick-up and Drop-off Points: 9	Off-Peak Hours: 25 Minutes	Interval	Interval	Interval
Distance: 6.7 km		Peak Hours : 15 Minutes	30 Minutes	45 Minutes
Quirino Highway to Quezon City Hall	Peak Hours: 45 Minutes	5:15 A.M. - 8:00 P.M.	6:30 A.M. - 8:30 P.M.	7:00 A.M. - 8:30 P.M.
Pick-up and Drop-off Points: 9	Off-Peak Hours: 25 Minutes	Interval	Interval	Interval
Distance: 7.0 km		Peak Hours : 15 Minutes	30 Minutes	45 Minutes
		Off-Peak Hours: 30 Minutes		

The departure intervals may be adjusted upon mutual agreement of the parties.

### 3. Guidelines during Operations

- a. The bus must leave according to the scheduled time of departure and interval as presented in Section IV.2 Schedule of Trip of this Terms of Reference.

The Bus Operator shall not be held liable for delay in departure time due to unusual traffic congestion and other circumstances beyond its control.

- b. In the event of bus breakdown which puts the said bus out of service, the Bus Operator shall replace it with another bus unit for deployment.
- c. The bus must stop for at least five (5) seconds, with or without passenger, at all designated pick-up and drop-off points as presented in Section IV.1 Area of Coverage of this Terms of Reference.
- d. The first three (3) rows of the bus units must be dedicated to senior citizens, persons with disability (PWD), and pregnant women.
- e. The Conductor is responsible for the following:
- Recording of passenger count at every bus stop to be indicated in the trip ticket.
  - Announcement of the next bus stop.
  - Assist the senior citizens, PWDs, and pregnant women.
- f. The Conductor will ensure the compliance on the guidelines for the prevention of spread of COVID-19, under Section IV.4 in this Terms of Reference, particularly:
- Requiring the passengers to wear face mask and face shield in order to be allowed to board.
  - Checking of body temperature of all passengers prior to boarding
  - Disinfecting, using an alcohol, the hands of passengers before boarding.
  - Checking if all boarded passengers wear face mask and face shield at all times.
  - Checking if physical distancing is complied at all times.
  - Requiring all passengers to fill-out the manual or electronic Passenger Contact Tracing Forms.
- g. The Driver and Conductor must ensure that each trip by the buses must be supported with valid Trip Ticket which should be validated or signed by the assigned Dispatcher (See ANNEX B for trip ticket template).
- It is the responsibility of the Conductor to fill-out the Trip Ticket properly:
    - Date
    - Bus Body Number and Plate Number
    - Time
    - Passenger Count
  - Each Trip Ticket must be signed by the following:
    - Driver
    - Conductor
    - Dispatcher

A Trip Ticket with incomplete signature will be considered as invalid.
  - If the Trip Ticket is not surrendered within the day to the Task Force for Transport and Traffic Management (TFTTM), the said Trip Ticket will be considered as invalid.
- h. The Bus Operator must provide free wireless fidelity (Wi-Fi) connection for the passengers on board.
- i. Refueling of bus units must be conducted before operations.
- j. The buses will be parked in the Bus Operator's designated Depot in Quezon City.
- k. Maintenance and sanitation of buses must be on a daily basis before operations.

**4. In relation to the COVID-19 pandemic, to prevent the spread of the virus, the Bus Operator, shall implement the following:<sup>1</sup>**

- a. At the garage/terminal prior to and after operations:
  - i. For Bus Operators, prior to dispatch, all safety officers must regularly examine the drivers' fitness to work by checking their body temperature and screening/detecting any symptoms of COVID-19. Only those allowed outside of residence under IATF guidelines are allowed to drive or be a conductor. Should a driver show symptoms of COVID-19, he/she shall be prohibited to report to work and shall be subjected to quarantine immediately.
  - ii. Aside from the routine pre-dispatch inspection, bus units shall be sprayed with disinfecting agent.
  - iii. Bus Operator must regularly check the availability of the thermal scanner in each bus unit upon dispatch.
- b. During operations:
  - i. Drivers and conductors shall wear face mask, face shield,<sup>2</sup> and gloves at all times.
  - ii. Commuters are required to wear face mask and face shield in order to be allowed to board (No Face Mask and No Face Shield<sup>2</sup>, No Ride).
  - iii. All buses must be equipped with thermal scanners while plying the route for checking of body temperature for all passengers prior to boarding. Those with body temperature of 38 degrees centigrade or higher shall not be allowed to board the vehicle.
  - iv. All frequently touched areas or surfaces of the vehicle such as but not limited to seats, armrests, handles shall be disinfected at least once every three (3) hours if the vehicle is in continuous operation.
  - v. Operators/Drivers should provide a foot-disinfectant or foot bath for passengers prior to boarding.
  - vi. Physical distancing must at all times be observed inside the bus. Thus, passenger load must not exceed 50% or half of the vehicle's seating capacity (excluding driver and conductor), passengers should be seated one seat apart; no standing passengers shall be allowed.
  - vii. Bus Operators shall put a marking on the seats of the bus where the passengers must occupy.
  - viii. All safety officers must regularly examine the drivers' and conductors' fitness to work by checking their body temperature and screening/detecting any symptoms of COVID-19. Should a driver or conductor show symptoms of COVID-19, he/she shall be prohibited to report to work and shall be subjected to quarantine immediately.
- c. Contact Tracing:
  - i. To facilitate contact tracing, as the need arises, drivers/conductors shall provide each passenger upon boarding with a Passenger Contact Form (sample is hereto attached as **ANNEX C**) which must be filled up by the passenger and submitted prior to alighting the bus. Each bus must be provided with the drop box for this purpose.

For the electronic equivalent of the Passenger Contact Form, the Bus Operator must use the StaySafePh Application to generate the Quick Response (QR) Code for each bus unit.

- ii. For easier contact tracing, passengers are advised to take note of the body number of the bus they rode, date and time they boarded, and the route they took. Operators/Drivers shall display this reminder with the body number of the vehicle prominently visible to all passengers (sample is attached hereto as **ANNEX D**).

The provisions for the prevention of spread of COVID-19 is subject to change in view of any changes with the Government's directions. In case of updates in the guidelines, the Project Implementor shall provide a notice to the Bus Operator within twenty-four (24) hours upon issuance of new guidelines, which must be acknowledged and implemented immediately by the latter.

<sup>1</sup> Land Transportation Franchising & Regulatory Board (LTFRB) Memorandum Circular No. 2020-019, Guidelines for the Operations of Public Utility Buses (PUBs) During the Period of General Community Quarantine in Metro Manila, 8. Conditions for the Special Permit and 11. Contact Tracing.

<sup>2</sup> In compliance with LTFRB Memorandum Circular 2020-033, Amendment to MC 2020-031 "Requirements for Drivers, Conductors and Passengers Inside PUVs."

## **V. RESPONSIBILITIES OF BUS OPERATOR**

- a. Ensure that all guidelines during operations as stated in Section IV Scope of Work of this Terms of Reference is coordinated to all drivers and conductors assigned in the Quezon City Bus Augmentation Program.
- b. Ensure that the drivers and conductors run the buses in accordance with this Terms of Reference and applicable law.
- c. Fully responsible for the payment of salary and other benefits to its drivers and conductors as required by the governing labor laws.
- d. Fully responsible for the welfare of its drivers and conductors.
- e. Fully responsible for the disciplinary measures upon receipt of the written Incident Report from TFTTM for any violation of the guidelines during operations as stated in Section IV.3 and Section IV.4 of this Terms of Reference.
- f. Coordination with the TFTTM for all concerns during operations.

## **VI. RESPONSIBILITIES OF QUEZON CITY GOVERNMENT**

- a. Coordination to the LTFRB of the Quezon City Bus Augmentation Program.
- b. Obtain to the LTFRB the Certificate of Public Convenience (CPC) and Special Permit for the bus units provided under the Quezon City Bus Augmentation Program.
- c. The City will designate Dispatchers from TFTTM on all end-points.
- d. The City will designate Inspectors from TFTTM to conduct random inspection of buses during operation.
- e. The TFTTM will provide a written Incident Report to the Bus Operator for any violation of the guidelines during operations as stated in Section IV.3 and Section IV.4 of this Terms of Reference.
- f. Information dissemination regarding the Quezon City Bus Augmentation Program, indicating the route, schedule and designated pick-up and drop-off points.
- g. For the public to properly identify the bus stops, the City shall place signages on each designated pick-up and drop-off points.

## **VII. PROJECT IMPLEMENTOR**

The Office of the City Administrator (OCA) shall be the Project Implementor on behalf of the Quezon City Government and shall be in-charge of ensuring the successful execution of the Project.

The TFTTM is responsible to assist the OCA in project monitoring and strict implementation of the requirements and guidelines in this Terms of Reference.

## **VIII. PROJECT DURATION**

The Project duration will be from May 01, 2021 to December 31, 2021.

## **IX. PROJECT STANDARDS AND REQUIREMENTS**

In addition to the requirements provided under Republic Act (R.A.) 9184 and its Revised Implementing Rules and Regulations (RIRR), otherwise known as the "Government Procurement Reform Act", the Bus Operator shall also comply with the following requirements:

## 1. General Requirements

- a. With valid and existing Certificate of Public Convenience (CPC) for Public Utility Buses<sup>3</sup> or that Application for Extension of Validity of CPC has been filed for expired CPCs, or with Provisional Authority for PUB provided valid during the duration of contract subject to confirmation of LTFRB.
- b. Have at least thirty (30) years of relevant transport experience.
- c. Have at least one (1) existing Bus Depot located within Quezon City.
- d. Have a fleet size of forty (40) buses.
- e. The required minimum number of bus units to be provided for:
  - Quezon City Hall to Gen. Luis (and vice versa) route is twenty-one (21) units
  - Quezon City Hall to Quirino Highway (and vice versa) route is eleven (11) units
- f. Submit the list of unique registration numbers of bus units with supporting documents of ownership of Bus Operator to be provided to the City.
- g. Submit a detailed time schedule of bus deployment based on the set departure interval in Section IV.2 Schedule of Trips of this Terms of Reference.
- h. Assign at least one (1) driver and one (1) conductor for each bus unit provided to the City.
- i. Submit list of Names and Professional Driver's License Number of drivers involved in this Service Agreement.
- j. Submit list of Names with supporting company identification card of conductors involved in this Service Agreement.
- k. Have dedicated unit for safety, health and sanitation.
- l. Have alcohol or sanitizer in each bus for disinfection of hands of passengers.
- m. Have one (1) Thermal Scanner for each bus with following specifications:
  - Non-contact infrared thermal scanner gun
  - Measuring temperature range: 32-42°C
  - Temperature error value:  $\pm 0.2^{\circ}\text{C}$
  - Response time: 1-2 seconds
  - Power: 2 AAA batteries
  - Measuring distance: 2-5cm
- n. Have one (1) fire extinguisher for each bus with following specifications:
  - Dry Chemical (Mono-Ammonium Phosphate)
  - For ABC Class of fire
  - Stored pressure type
  - Capacity in terms of mass extinguishing medium: 4.5 kg (10 lbs)
  - Purity of the chemical: 75% (minimum)
  - Duration of discharge: 10 seconds (minimum)
  - With pressure gauge control
  - Non-electrical conductor, non-toxic, non-corrosive
  - Labelling/markings: Shall follow PNS 15 Part 1 of 1989
  - Warranty: Three (3) years standard
  - With Philippine Standard Quality Mark or Import Commodity Clearance Sticker
- o. Have Wi-Fi for each bus.
- p. Have television with universal serial bus (USB) port and speakers.

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<sup>3</sup> In compliance with LTFRB Memorandum Circular No. 92-009 Implementing Guidelines on the Department of Transportation and Communications Department Order No. 92-587 Defining the Policy Framework for the Regulation of Transportation Services

- q. Have one (1) Global Positioning System (GPS) for each bus unit which can be integrated with Quezon City's command center or monitoring system server. The specifications are as follows:
  - i. V-02 (iLEC200) 4G-LTE GPS Tracker
  - ii. Internal back up battery good for 4-6 hours of operation once main power from vehicle is lost or cut
  - iii. SMS/panic button
  - iv. External GPS and GSM antennae
  - v. GPS Tracker device standard hardware settings:
    - Time-based (ex. every 30 sec. or less) location updates from GPS tracker device sent to:
      - Quezon City command center or monitoring system server
    - GSM (GPRS) communication of location updates and alerts to servers
    - Speeding alert capable
    - Default alerts – external power lost, GPS signal lost/regained, speeding
- r. For Contact Tracing, in compliance with Item IV.4.c.i of this Terms of Reference:
  - i. For manual forms, have one (1) drop box for each bus.
  - ii. For electronic forms, have unique QR Code for each bus generated using StaySafePh Application or may be upgraded to QCitizen ID System.
    - The QR Code must be prominently displayed at the entry points of the vehicle that can be easily accessed for scanning. The QR Code must adhere to the following specifications:
      - The QR Code must be 3 inches by 3 inches in size
      - The QR Code itself must be resistant to water, dirt, and fading
  - iii. Responsible for safekeeping of all Passenger Contact Forms
- s. Each bidder/bus operator should not have similar proprietors, partners and directors for the route being bidded of the Quezon City Bus Augmentation Program.

## 2. Conditions of the Bus Units:

- a. With registration documentation in the bus/number plates affixed to the bus unit as required by law. Copy of registration documentation showing ownership by Bus Operator shall be submitted to the City.
- b. Bus units must be currently registered and with valid Passenger Insurance Policy.<sup>4</sup>
- c. The minimum bus unit to be provided by the Bus Operator must have insurance coverage for major repairs and accidents for bus units. Copy of insurance coverage for the said bus units by Bus Operator shall be submitted to the City.
  - Quezon City Hall to Gen. Luis (and vice versa) route is twenty-one (21) units
  - Quezon City Hall to Quirino Highway (and vice versa) route is eleven (11) units
- d. With minimum seating capacity of forty-five (45), provided that at least twenty percent (20%) of the required minimum number of bus units shall have forty-nine (49) seating capacity. During normal operations, physical distancing measures shall be observed as stated in Section IV.4.b.vi. of this Terms of Reference.
- e. Must be airconditioned bus units.
- f. The body must be covered with a bus wrap (see ANNEX E for the template and specifications).

The Bus Operator, before finalizing the printing of bus wrap, shall present to the Office of the City Administrator a letter-sized (8.5x11 inches) printed sample of the template on the actual material to be used as bus wrap.

- g. Have a sign by the door of the bus that prominently states "No Face Mask and No Face Shield, No Ride" (See ANNEX F for the template and specifications). The signage must be resistant to water, dirt, and fading.
- h. Have a "Priority Seat" sticker on the first three (3) rows of all bus units which are dedicated for senior citizens, PWDs, and pregnant women (See ANNEX G for the template and specifications). The sticker must be resistant to water, dirt, and fading.

<sup>4</sup> In compliance with LTFRB Memorandum Circular Number 2000-010 Amending Memorandum Circular No. 99-011 (*Passenger Accident Insurance Requirement for PUV Operators*)



- i. Have markings (✓ or × symbols) using a sticker on the seats of the bus where the passengers must occupy (See **Annex H** for the template and specifications). The sticker must be resistant to water, dirt, and fading.
  - j. The bus route must be indicated outside the bus units using a sticker (see **ANNEX I** for the template and specifications). The sticker must be resistant to water, dirt, and fading.
    - i. Top Front Windshield (Route, Bus Classification, and Bus Type)<sup>5</sup>
    - ii. Entrance/exit door side (Route)
    - iii. Top Rear Windshield (Route)
  - k. Posting of System Map inside the bus units using a sticker (see **ANNEX J** for the template and specifications). The sticker must be resistant to water, dirt, and fading.
  - l. Have the following signages (see **ANNEX K** for the template and specifications) which must be resistant to water, dirt, and fading:
    - i. Express Trip
    - ii. Libreng Sakay
  - m. Posting of Helpline 122 (see **ANNEX L** for the template and specifications) which must be resistant to water, dirt, and fading.
3. Requirements for the Drivers:
- a. Should be a holder of Professional Driver's License; with safe and clean driving record; and knowledge of driving rules and regulations.
  - b. Should be a holder of NC III Certificate for Passenger Bus.
  - c. Should not consume alcohol and not smoke while on duty.
  - d. Familiar with local routes and destinations.
  - e. Properly attired during hours of operation (see **ANNEX M** for the specifications of the uniform).
  - f. Observe the rules of the road at all times.
  - g. Observe at all times basic courtesy to passenger/s, fellow motorists, and road authorities.
4. Requirements for the Conductors:
- a. Properly attired during hours of operation (see **ANNEX M** for the specifications of the uniform).
  - b. Should not consume alcohol and not smoke while on duty.
  - c. Observe at all times basic courtesy to passenger/s, fellow motorists, and road authorities.
5. Ridership Tracking – the bus operator shall have the capability of implementing a ridership tracking system integrated with QCitizen ID System.
- a. Each bus must have a QR Code prominently displayed at the entry points of the vehicle that can be easily accessed for scanning. The QR Code must adhere to the following specifications:
    - i. The QR Code must be 3 inches by 3 inches in size
    - ii. QR Code must have the following information (in order):
      - Company code (3 characters, to be assigned by Quezon City)
      - Bus plate number (7 characters)
      - Bus registration number (9 characters)
      - Company name (maximum of 20 characters)
      - Checksum (3 characters, to be supplied by Quezon City)
    - iii. The QR Code itself must be resistant to water, dirt, and fading

<sup>5</sup> In compliance with LTFRB Memorandum Circular Number 2019-055 Amendment on the Current Markings for Public Utility Bus/Minibus Service.

- b. Each bus must have a provision to mount a scanning device at each entry point. The provision must allow for the scanning device to be installed at waist level, and it should be possible to power the device using the bus electrical system.
- c. Each bus should be ready to integrate with an Auto Fare Collection System that will be nominated by the City.

#### X. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the contract is Seventy-seven Million Two Hundred Ninety-three Thousand and Nine Hundred Seven Pesos (Php 77,293,907.00) inclusive of all relevant taxes and fees.

Particulars	ROUTE 4		
	Quantity	Estimated Unit Cost	Estimated Total Cost
1. Trip	20,224 Trips	2,280	46,110,720
2. Administrative Costs	—	—	5,987,800
<b>Total</b>			<b>Php 52,098,520</b>

Particulars	ROUTE 5		
	Quantity	Estimated Unit Cost	Estimated Total Cost
1. Trip	18,694	1,180	22,058,920
2. Administrative Costs	—	—	3,136,467
<b>Total</b>			<b>Php 25,195,387</b>

**GRAND TOTAL** **Php 77,293,907**

The deliverables for Administrative Costs are as follows:

Particulars	Route 4	Route 5
a. Bus units with Bus Wrap	21	11
b. Bus units with Insurance Coverage	21	11
c. GPS	21	11
d. Thermal Scanner	21	11
e. Fire Extinguisher	21	11
f. Polo Shirts	504	264

The source of fund is the Office of the City Administrator.

#### XI. PROJECT COST ADJUSTMENT

As stated in Section 61 of R.A. 9184 and its RIRR, in cases where the cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other such as acts of the Government of the Philippines, promulgated after the date of bid opening, a contract price adjustment shall be made or appropriate relief shall be applied on a no loss basis.

#### XII. TERMS OF PAYMENT

##### a. Valid Completed Trips

The payment shall be based on the number of valid completed trips rendered per day, upon compliance with the requirements of this Terms of Reference.

The Bus Operator shall provide Letter Request for payment to the Office of the City Administrator, Project Implementor, on a monthly basis the following attachments:

- i. Statement of Account (Billed to Quezon City Government)
- ii. Report on Actual Trips per Day for the Month supported by Daily Trip Tickets

b. Administrative Costs

The Bus Operator must request for the Acceptance and Inspection to the General Services Department (GSD) seven (7) working days before start of implementation of the Quezon City Bus Augmentation Program, to conduct actual inspection of the listed items below:

- Roadworthiness of the:
  - i. Twenty-one (21) bus units to operate the Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) bus units to operate the Quezon City Hall to Quirino Highway (and Vice Versa) route
- Bus wrap compliant with the specifications stated in Annex E of this Terms of Reference for:
  - i. Twenty-one (21) bus units with bus wrap to operate the Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) bus units with bus wrap to operate the Quezon City Hall to Quirino Highway (and Vice Versa) route
- Insurance coverage of bus units for major repairs and accidents:
  - i. Twenty-one (21) bus units with bus wrap to operate the Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) bus units with bus wrap to operate the Quezon City Hall to Quirino Highway (and Vice Versa) route
- Thermal Scanners compliant with the specifications stated in Section IX.1.m of This Terms of Reference for:
  - i. Twenty-one (21) thermal scanners for Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) thermal scanners for Quezon City Hall to Quirino Highway (and Vice Versa) route
- Fire extinguisher compliant with the specifications stated in Section IX.1.n of This Terms of Reference
  - i. Twenty-one (21) fire extinguisher for Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) fire extinguisher for Quezon City Hall to Quirino Highway (and Vice Versa) route
- GPS compliant with the specifications stated in Section IX.1.q of This Terms of Reference
  - i. Twenty-one (21) GPS for Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Eleven (11) GPS for Quezon City Hall to Quirino Highway (and Vice Versa) route
- Polo Shirts compliant with the specifications stated in Annex M of this Terms of Reference
  - i. Five Hundred Four (504) polo shirts for Quezon City Hall to Gen. Luis (and Vice Versa) route
  - ii. Two Hundred Sixty-four (264) polo shirts for Quezon City Hall to Quirino Highway (and Vice Versa) route

The Request for Acceptance and Inspection shall be supported by the following documents:

- Statement of Account (billed to Quezon City Government) for the Administrative Costs
- Copy of Contract
- Copy of Terms of Reference

Only the items that are inspected and accepted by GSD will be valid for payment.

### **XIII. PENALTIES FOR BREACH OF CONTRACT**

Failure to deliver the services according to the standards and requirements set by the Quezon City Government shall constitute an offense and shall subject the Transport Service Provider to penalties and or liquidated damages pursuant to R.A. 9184 and its RIRR.

#### **XIV. CANCELLATION OR TERMINATION OF CONTRACT**

The Contract may be cancelled or terminated:

- c. Should there be any supervening event resulting from National Government Agency projects and/or Local Government projects that may hinder or restrict the operation of the route according to this Terms of Reference such as but not limited to the Schedule of Trips, or
- d. Should there be any dispute, controversy or difference between the parties arising out of this Terms of Reference, the parties shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress exclusively before a court of competent jurisdiction within Quezon City.

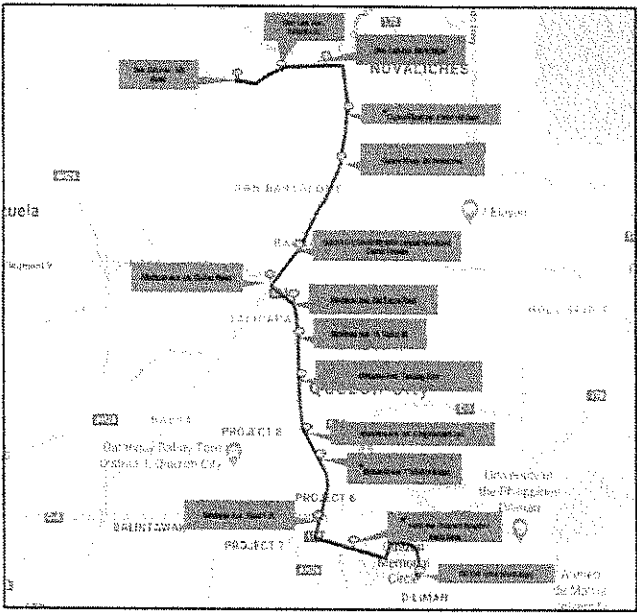
The guidelines contained in R.A. 9184 and its RIRR shall be followed in the cancellation or termination of this Contract.

Approved by:

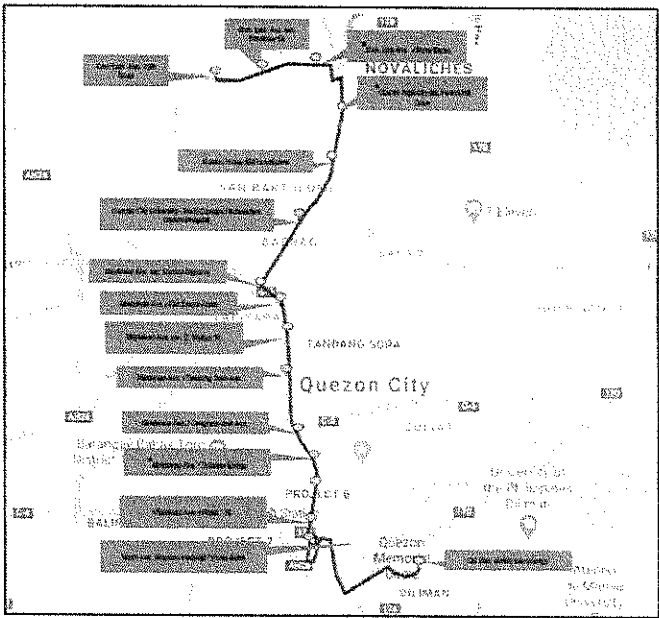


**MICHAEL VICTOR N. ALIMURUNG**  
City Administrator *MA*

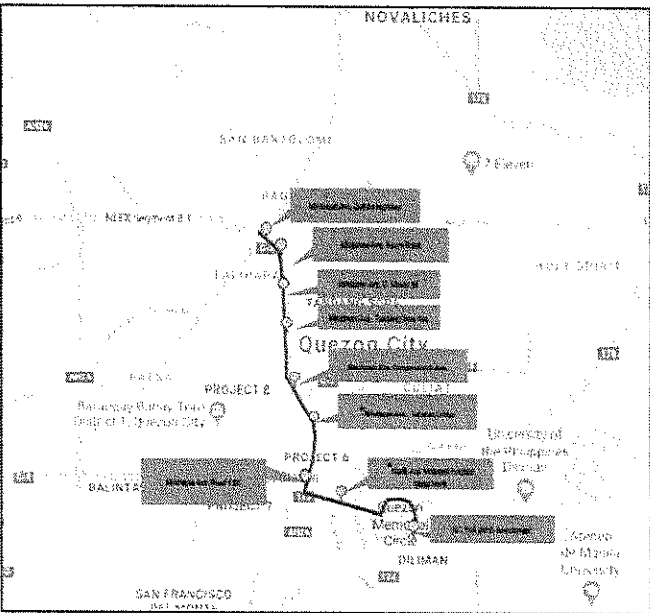
ANNEX A: ROUTE MAP



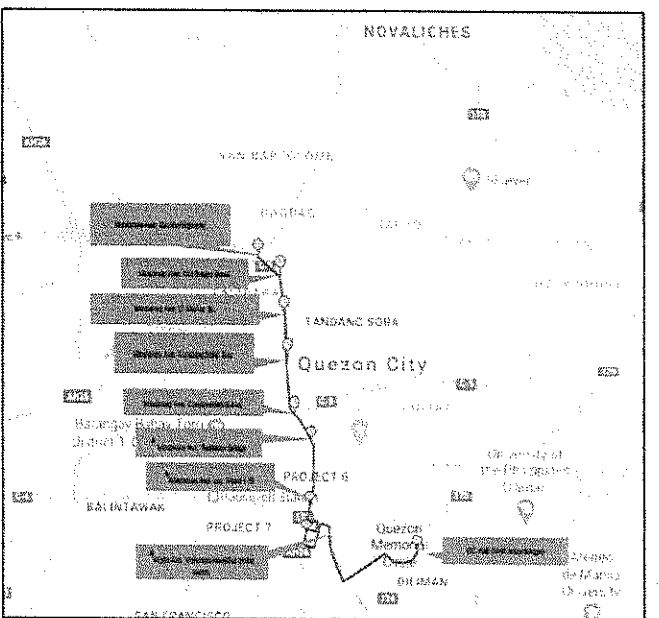
ROUTE 4.1 – QUEZON CITY HALL to GEN. LUIS



ROUTE 4.2 – GEN. LUIS to QUEZON CITY HALL



ROUTE 5.1 – QUEZON CITY HALL to QUIRINO HIGHWAY





ROUTE 5.2 – QUIRINO HIGHWAY to QUEZON CITY HALL

ANNEX B: TRIP TICKET

N

ROUTE 1  
QUEZON CITY – CUBAO  
CITY BUS AIRCON



CONTROL NO.

DATE

NAME OF BUS

PLATE NO.

SEATING CAPACITY

BODY NO.

Quezon City Hall - Cubao	Time	Passenger Loaded	Passenger Unloaded	Total Passenger	Inspector Remark
1. QC Hall Gate 3 (NHIA Interchange)					
2. Marikina Street					
3. Kalayaan - Kamas Interchange					
4. Balintawak - Balintawak Interchange					
5. 15th Avenue - Aurora Blvd					
6. Cubao (Armeds City / AS Mall)					
TOTAL					

BUS DRIVER



CONDUCTOR

INSPECTOR

DISPATCHER

S

ROUTE 1  
CUBAO - QUEZON CITY  
CITY BUS AIRCON



CONTROL NO.

DATE

NAME OF BUS

PLATE NO.

SEATING CAPACITY

BODY NO.

Cubao - Quezon City Hall	Time	Passenger Loaded	Passenger Unloaded	Total Passenger	Inspector Remark
1. Cubao (Armeds City / AS Mall)					
2. 15th Ave. - Aurora Blvd					
3. Balintawak - Balintawak Interchange					
4. Kalayaan - Kamas Interchange					
5. Marikina Street					
6. QC Hall Gate 3 (NHIA Interchange)					
TOTAL					


BUS DRIVER

CONDUCTOR

INSPECTOR

DISPATCHER

ANNEX C: CONTACT TRACING FORM



REPUBLIC OF THE PHILIPPINES  
QUEZON CITY GOVERNMENT

This form is for CONTACT TRACING PURPOSES  
(in accordance with IATF, DOTr and LTFRB Guidelines)

NAME: \_\_\_\_\_

CONTACT NO.: \_\_\_\_\_ TEMPERATURE: \_\_\_\_\_

DATE OF TRIP: \_\_\_\_\_ PLATE NO.: \_\_\_\_\_

DESTINATION: \_\_\_\_\_

*Please fill-up the form completely*



QUEZON CITY GOVERNMENT  
QC



StaySafe

Scan QR Code  
with StaySafe App or  
Smartphone Camera / QR Scanner



ROUTE + BUS NO. 1234

Health Check + Contact Tracing + Digital Logbook

  
Google Play

  
App Store

  
App Store

  
dti

  
multisys

Visit [www.staysafe.ph](http://www.staysafe.ph) for more information

ANNEX D: PLATE NUMBER OR BODY NUMBER OF THE BUS


30 cm


17 cm

KUMUSTA ANG AKING PAGMAMANEHO?

BODY NO.

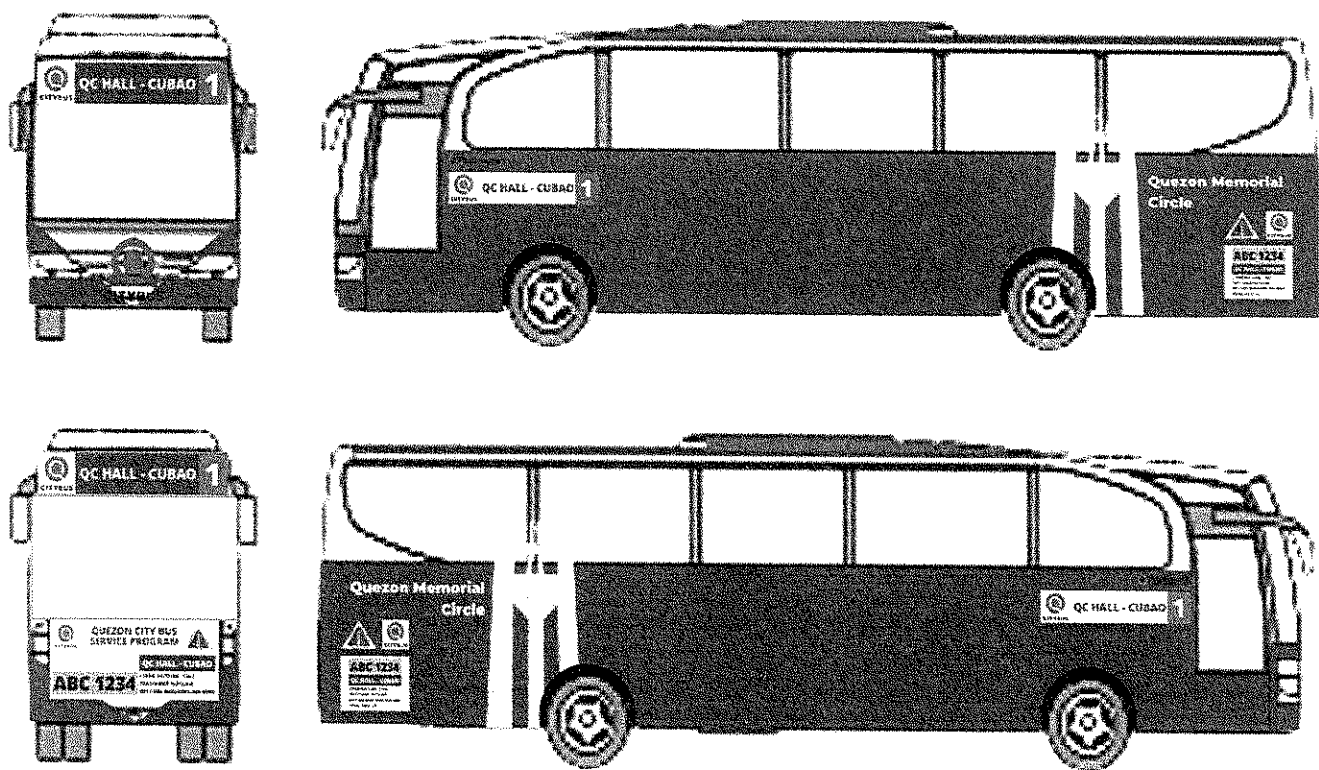
QCITIZEN  
SERVICE  
DEPARTMENT

CITYBUS



TUMAWAG SA HELPLINE 122 O MAG E-MAIL SA  
[helpdesk@quezoncity.gov.ph](mailto:helpdesk@quezoncity.gov.ph)

ANNEX E: BUS WRAP

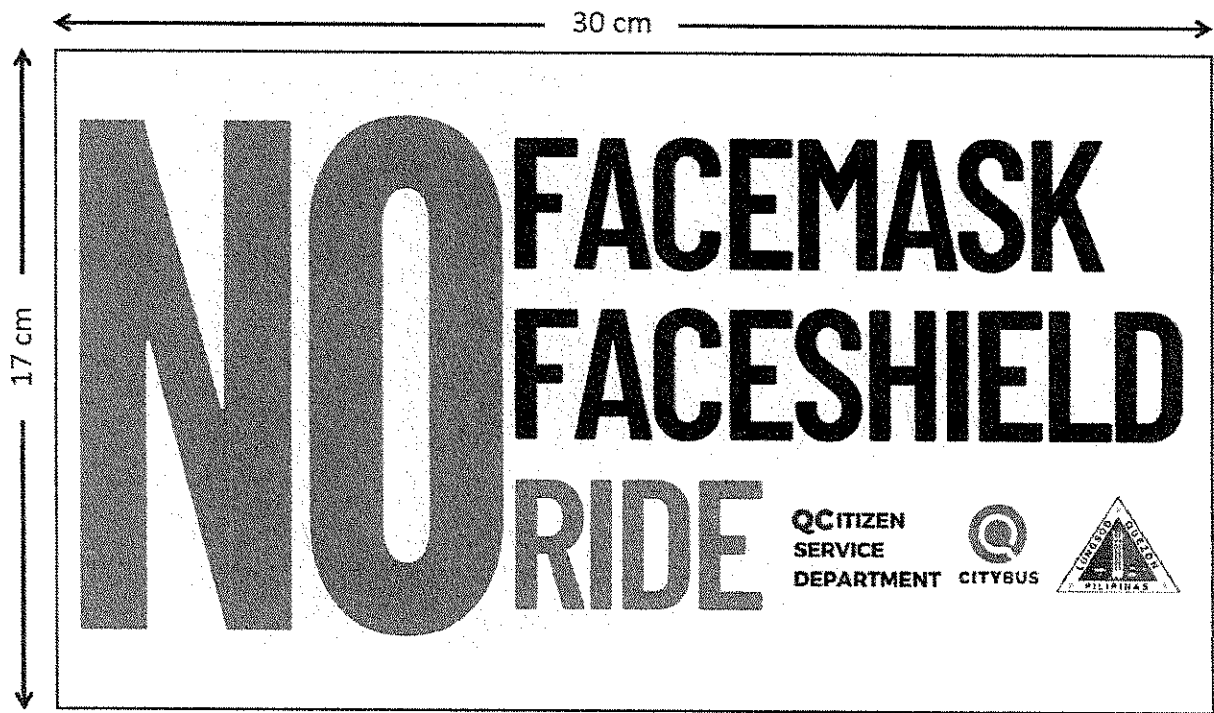


*NOTE: Route Name will change to QC Hall – Gen. Luis. / QC Hall – Quirino Highway*

**Specifications:**

- a. Material – vinyl printable sticker
- b. Colors – full color with landmarks of Quezon City and with bus markings required by the LTFRB. Actual color tone must be printed accurately based on the digital file to be provided by the City.
- c. Size (front, back, left, and right side) – the size of full bus wrap varies based on the bus unit of the Bus Operator.

ANNEX F: NO FACE MASK AND NO FACE SHIELD, NO RIDE



ANNEX G: PRIORITY SEAT



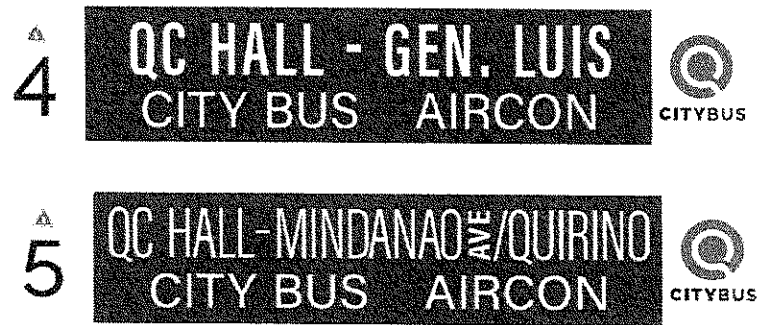
ANNEX H: SEAT MARKINGS





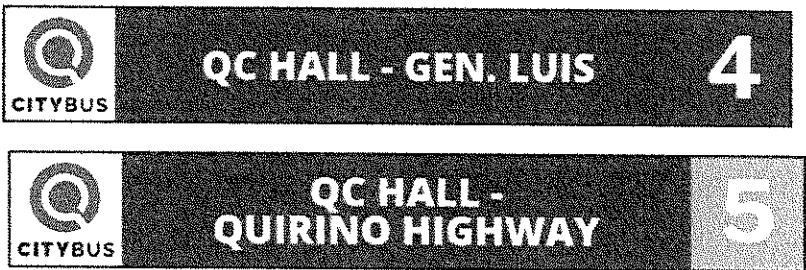
ANNEX I: BUS MARKINGS

i. Topmost Front and Rear Windshield (Route, Bus Classification, and Bus Type)<sup>6</sup>



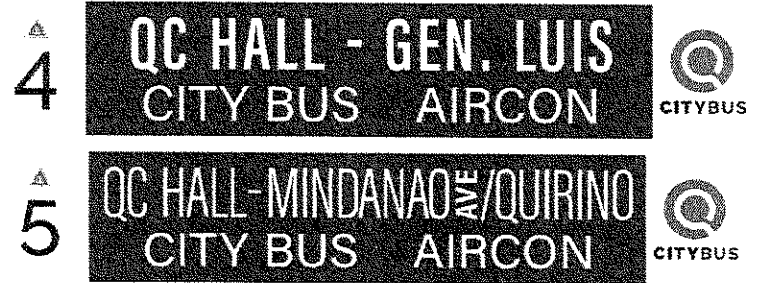
- Height – six (6) inches
- Length – based on the length of the front windshield of the bus unit

ii. Entrance/exit door side (Route)



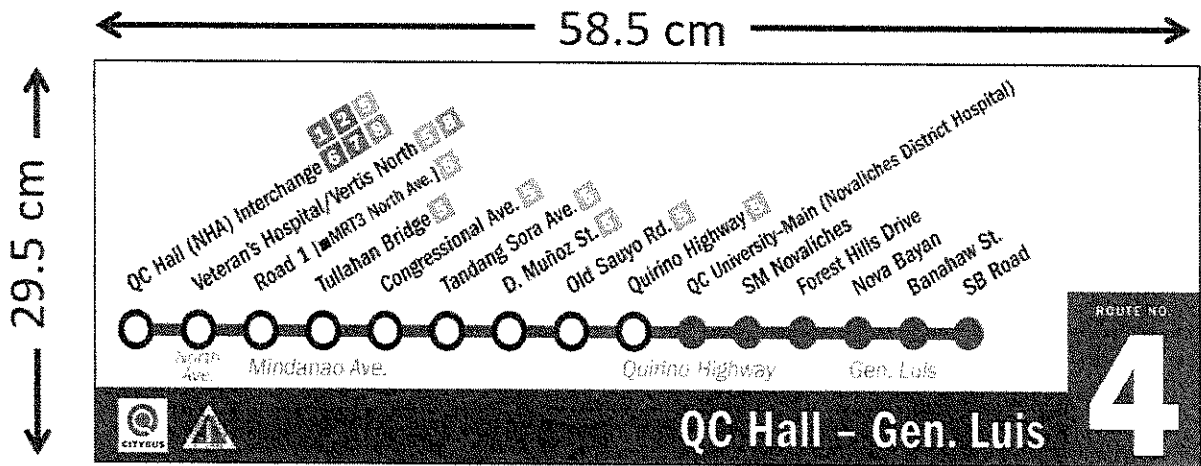
- Height – nine (9) inches
- Length – thirty-six (36) inches

iii. Topmost Rear Windshield (Route)

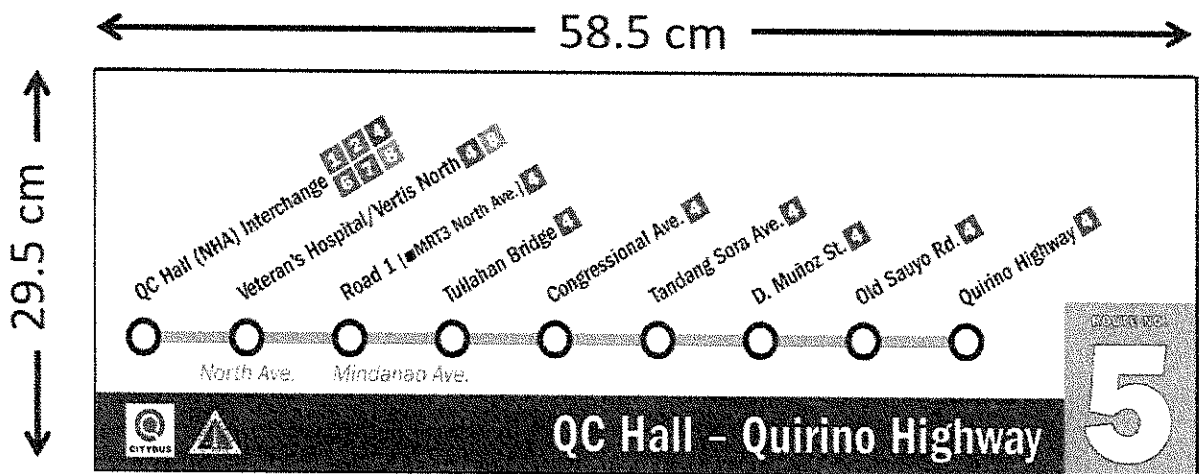


- Height – six (6) inches
- Length – based on the length of the rear windshield of the bus unit

ANNEX J: SYSTEM MAP

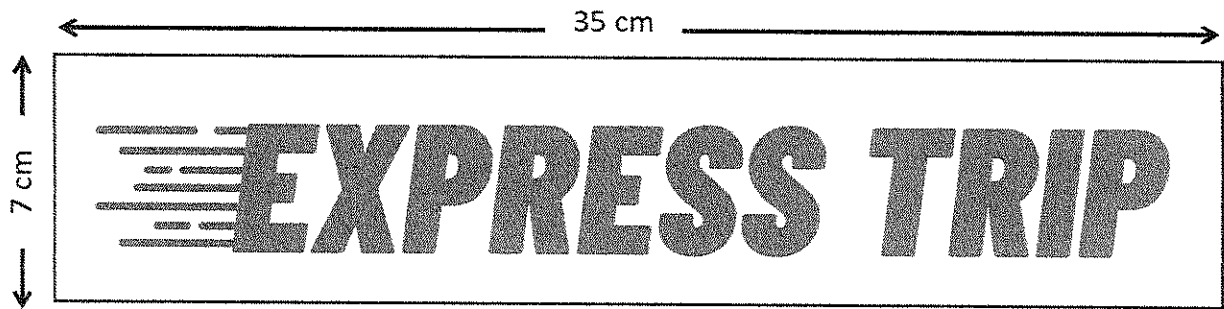


<sup>6</sup> In compliance with LTFRB Memorandum Circular Number 2019-055 Amendment on the Current Markings for Public Utility Bus/Minibus Service.



ANNEX K: EXPRESS TRIP and LIBRENG SAKAY SIGNAGE

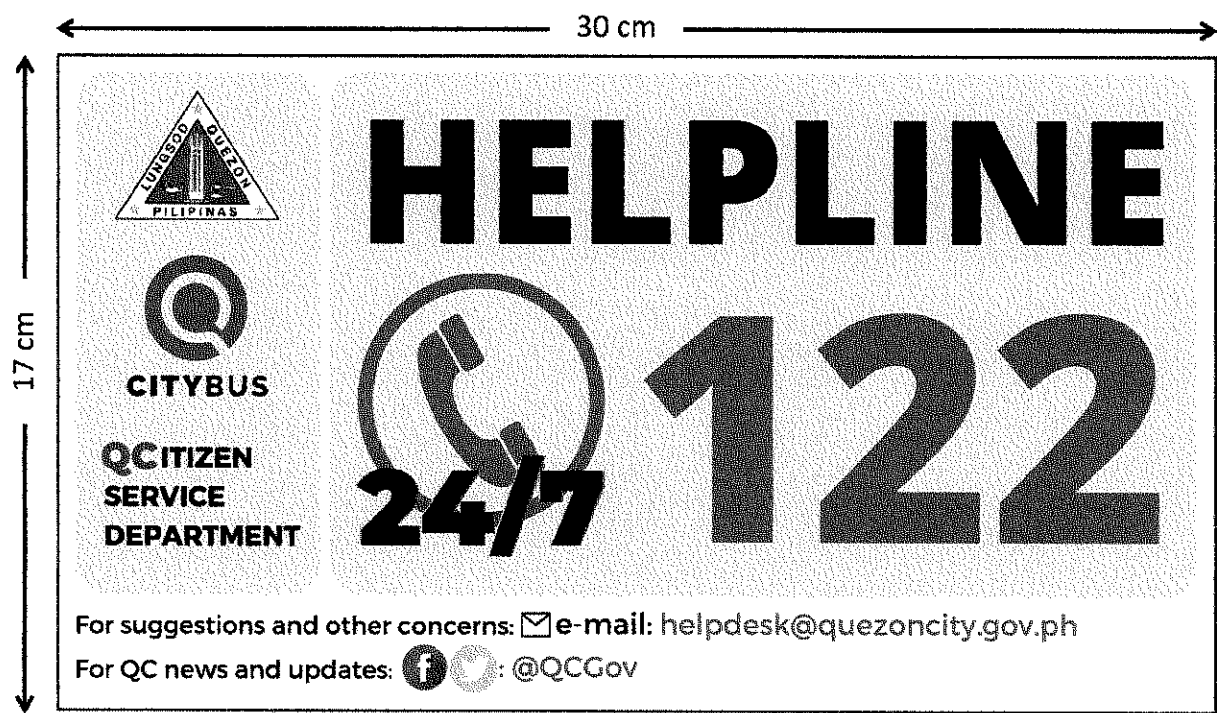
i. Express Trip



ii. Libreng Sakay



ANNEX L: HELPLINE 122



ANNEX M: UNIFORM



Specifications:

- a. Material – cotton polo shirt
- b. Color – white
- c. Size – assorted sizes
- d. Prints – the template for the following prints will be provided by the City, which should be embroidered:
  - QCity Bus
  - QC Government
  - Quezon City Website
  - Quezon City Logo
  - Kasama Ka Sa Pag-Unlad