

TERMS OF REFERENCE
QUEZON CITY BUS AUGMENTATION PROGRAM:
ROUTE 1 QUEZON CITY HALL TO CUBAO (and Vice Versa)

I. BACKGROUND

It is the vision of the 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 must resolve is easing traffic congestion in Quezon City through the adoption of more efficient modes of transportation and traffic management schemes that enable 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 by the suspension of public transportation and the decreased volume and capacities of public utility vehicles (PUVs) to service commuters. Due to this, citizens could only resort to private vehicles, motorcycles, bicycles, and when possible, walking. Looking ahead, part of the new normal will eventually be the observance of physical distancing, which again prevents transport services from operating at full capacity. This leads to crowding of commuters in the streets while waiting for their ride.

The City's adequate and feasible solution to these problems is the implementation of a Bus Augmentation Program within the territorial jurisdiction of Quezon City. Since the commencement of said program in December 2019, the Quezon City Bus Augmentation Program, also known as the Q City Bus Service, has catered to almost 80,000 commuters per week. The Q City Bus Service has indeed proven to be a reliable means of public transportation for residents and guests of the City.

Due to the people's demand for the Quezon City Bus Augmentation Program, the City will be extending the program until December 31, 2022.

II. PROJECT DESCRIPTION

The project is to provide buses to the public in designated pick-up and drop-off points within Quezon City, following a set departure schedule at the beginning and end-points, through the acquisition of 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 seven (7) bus units in the Quezon City Hall to Cubao (and Vice Versa) Route, with the following pick-up and drop-off points:

Quezon City Hall to Cubao	Cubao to Quezon City Hall
1. QC Hall Gate 3 (QC Hall (NHA) Interchange)	1. Cubao (Araneta City/Alì Mall)
2. Masigla St.	2. 15th Ave. cor. Aurora Blvd.
3. Kalayaan - Kamias Interchange	3. Brgy. Silangan Hall
4. Brgy. Silangan Hall	4. Kalayaan - Kamias Interchange
5. 15th Ave. cor. Aurora Blvd.	5. Masigla St.
6. Cubao (Araneta City/Alì Mall)	6. QC Hall Gate 3 (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

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

ROUTE 1	Estimated Travel Time (Weekdays)	Operating Hours (Weekdays)	Operating Hours (Saturday)	Operating Hours (Sunday)
Quezon City Hall to Cubao Pick-up and Drop-off Points: 6 Distance: 4.25 km	AM Peak Hours: 21 Minutes PM Peak Hours: 19 Minutes Off-Peak Hours: 22 Minutes	6:00 A.M. - 8:30 P.M. Interval Peak Hours : 15 Minutes Off-Peak Hours: 30 Minutes	6:30 A.M. - 8:00 P.M. Interval 30 Minutes	8:00 A.M. - 8:00 P.M. Interval 120 Minutes
Cubao to Quezon City Hall Pick-up and Drop-off Points: 6 Distance: 3.40 km	AM Peak Hours: 18 Minutes PM Peak Hours: 27 Minutes Off-Peak Hours: 16 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	8:00 A.M. - 8:00 P.M. Interval 120 Minutes

WEEKDAYS			SATURDAY			SUNDAY		
Time	QC Hall to Cubao	Cubao to QC Hall	Time	QC Hall to Cubao	Cubao to QC Hall	Time	QC Hall to Cubao	Cubao to QC Hall
AM PEAK HOURS (15 MINUTES)			6:30 AM	Trip 1	Trip 30	8:00 AM	Trip 1	Trip 8
6:00 AM	Trip 1	Trip 53	7:00 AM	Trip 2	Trip 31	10:00 AM	Trip 2	Trip 9
6:15 AM	Trip 2	Trip 54	7:30 AM	Trip 3	Trip 32	12:00 NN	Trip 3	Trip 10
6:30 AM	Trip 3	Trip 55	8:00 AM	Trip 4	Trip 33	2:00 PM	Trip 4	Trip 11
6:45 AM	Trip 4	Trip 56	8:30 AM	Trip 5	Trip 34	4:00 PM	Trip 5	Trip 12
7:00 AM	Trip 5	Trip 57	9:00 AM	Trip 6	Trip 35	6:00 PM	Trip 6	Trip 13
7:15 AM	Trip 6	Trip 58	9:30 AM	Trip 7	Trip 36	8:00 PM	Trip 7	Trip 14
7:30 AM	Trip 7	Trip 59	10:00 AM	Trip 8	Trip 37			
7:45 AM	Trip 8	Trip 60	10:30 AM	Trip 9	Trip 38			
8:00 AM	Trip 9	Trip 61	11:00 AM	Trip 10	Trip 39			
8:15 AM	Trip 10	Trip 62	11:30 AM	Trip 11	Trip 40			
8:30 AM	Trip 11	Trip 63	12:00 PM	Trip 12	Trip 41			
8:45 AM	Trip 12	Trip 64	12:30 PM	Trip 13	Trip 42			
9:00 AM	Trip 13	Trip 65	1:00 PM	Trip 14	Trip 43			
9:15 AM	Trip 14	Trip 66	1:30 PM	Trip 15	Trip 44			
9:30 AM	Trip 15	Trip 67	2:00 PM	Trip 16	Trip 45			
9:45 AM	Trip 16	Trip 68	2:30 PM	Trip 17	Trip 46			
10:00 AM	Trip 17	Trip 69	3:00 PM	Trip 18	Trip 47			
10:15 AM	Trip 18	Trip 70	3:30 PM	Trip 19	Trip 48			
10:30 AM	Trip 19	Trip 71	4:00 PM	Trip 20	Trip 49			
10:45 AM	Trip 20	Trip 72	4:30 PM	Trip 21	Trip 50			
11:00 AM	Trip 21	Trip 73	5:00 PM	Trip 22	Trip 51			
11:15 AM	Trip 22	Trip 74	5:30 PM	Trip 23	Trip 52			
11:30 AM	Trip 23	Trip 75	6:00 PM	Trip 24	Trip 53			
11:45 AM	Trip 24	Trip 76	6:30 PM	Trip 25	Trip 54			
12:00 PM	Trip 25	Trip 77	7:00 PM	Trip 26	Trip 55			
12:15 PM	Trip 26	Trip 78	7:30 PM	Trip 27	Trip 56			
12:30 PM	Trip 27	Trip 79	8:00 PM	Trip 28	Trip 57			
OFF-PEAK HOURS (30 MINUTES)			8:30 PM	NO TRIP	Trip 58			
1:00 PM	Trip 28	Trip 80						
1:30 PM	Trip 29	Trip 81						
2:00 PM	Trip 30	Trip 82						
2:30 PM	Trip 31	Trip 83						
3:00 PM	Trip 32	Trip 84						
3:30 PM	Trip 33	Trip 85						
4:00 PM	Trip 34	Trip 86						
PM PEAK HOURS (15 MINUTES)								
4:15 PM	Trip 35	Trip 87						
4:30 PM	Trip 36	Trip 88						
4:45 PM	Trip 37	Trip 89						
5:00 PM	Trip 38	Trip 90						
5:15 PM	Trip 39	Trip 91						
5:30 PM	Trip 40	Trip 92						
5:45 PM	Trip 41	Trip 93						
6:00 PM	Trip 42	Trip 94						
6:15 PM	Trip 43	Trip 95						
6:30 PM	Trip 44	Trip 96						
6:45 PM	Trip 45	Trip 97						
7:00 PM	Trip 46	Trip 98						
7:15 PM	Trip 47	Trip 99						
7:30 PM	Trip 48	Trip 100						
7:45 PM	Trip 49	Trip 101						
8:00 PM	Trip 50	Trip 102						
8:15 PM	Trip 51	Trip 103						
8:30 PM	Trip 52	Trip 104						
8:45 PM	NO TRIP	Trip 105						
9:00 PM	NO TRIP	Trip 106						

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

- b. **Special Trips.** Special Trips using City Bus Program buses will be mobilized when the City needs additional vehicles for the transport of personnel, citizens, or cargo, in events such as the following:
- COVID-19 related activities, such as vaccination, pay-outs, relief distribution, etc.;
 - Transportation strikes or presence of stranded passengers;
 - Rescue operations and other emergencies; and
 - Requests from other National, City, or Barangay government agencies.

The rate will be the same as one regular trip and will be monitored and validated by the TFTTM through a Special Trip Ticket (See ANNEX B-2).

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 and must be labeled accordingly.

- e. The Conductor is responsible for the following:
- i. Recording of passenger count at every bus stop to be indicated in the trip ticket.
 - ii. Announcement of the next bus stop.
 - iii. 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.3 in this Terms of Reference, particularly:

- i. Requiring the passengers to wear a face mask in order to be allowed to board.
- ii. Checking the body temperature of all passengers prior to boarding.
- iii. Disinfecting the hands of passengers before boarding, using alcohol.
- iv. Checking if all boarded passengers wear a face mask at all times.
- v. Checking if physical distancing is complied with at all times.
- vi. Requiring all passengers to fill-out the manual or electronic Passenger Contact Tracing Forms.
- vii. Ensuring compliance with relevant Government guidelines pertaining to passenger capacity limitations.

- g. The Driver and Conductor must ensure that each trip by the buses must be supported with a valid Trip Ticket which should be validated or signed by the assigned Dispatcher (See ANNEX B-1 for trip ticket template).

- i. It is the responsibility of the Conductor to fill-out the Trip Ticket properly:

- Date
- Bus Body Number and Plate Number
- Time
- Passenger Count

- ii. Each Trip Ticket must be signed by the following:

- Driver
- Conductor
- Dispatcher

A Trip Ticket with incomplete signature will be considered as invalid.

- iii. 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. Details such as the name and password of the said WiFi connection must be posted inside the buses.

- 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. Buses waiting for their next trip schedule shall not cause obstruction to the City's roadways, and shall at no time be allowed to wait/park anywhere in the Quezon Memorial Circle, Quezon City Hall Compound, or Elliptical Road.

- k. Maintenance and sanitation of buses must be done 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:**
- 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 Operators must regularly check the availability and functionality of the thermal scanner in each bus unit upon dispatch.
 - b. During operations:
 - i. Drivers and conductors shall wear face mask at all times.
 - ii. Commuters are required to wear face mask and fill up manual or electronic contact tracing form in order to be allowed to board (No Face Mask, 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. Physical distancing must at all times be observed inside the bus. Thus, passenger load must not exceed 70% of the vehicle's seating capacity (excluding driver and conductor), or as prescribed by prevailing Government guidelines; no standing passengers shall be allowed.
 - vi. Bus Operators shall put a marking on the seats of the bus where the passengers must occupy.
 - vii. 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 KyusiPass 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 Implementer 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.

V. RESPONSIBILITIES OF BUS OPERATOR

- a. Ensure that all guidelines during operations as stated in IV.3 and IV.4 of this Terms of Reference are 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 IV.3 and 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. Pursuant to the Memorandum of Agreement entered-into by the City Government and LTFRB dated 23 November 2020, the City Government shall secure a Certification authorizing the operation of the buses duly hired by the City exclusively for the implementation of this 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 IV.3 and 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 IMPLEMENTER

The Office of the City Administrator (OCA) shall be the Project Implementer 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 January 01, 2022 to December 31, 2022.

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:

I. General Requirements

- a. With valid and existing Certificate of Public Convenience (CPC) for Public Utility Buses¹ 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 twenty (20) buses.
- e. The required minimum number of bus units to be provided for Quezon City Hall to Cubao (and vice versa) route is seven (7) 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 a list of Names with supporting company identification cards of conductors involved in this Service Agreement.
- k. Have a dedicated unit for safety, health and sanitation.

¹ 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

- l. Have one (1) alcohol or sanitizer dispenser in each bus for disinfection of the hands of passengers with the following specifications:
 - Touchless hand disinfection system with automatic sensor
 - infrared induction
 - Material: ABS
 - Rated Voltage: DC4 x 1.5V
 - Sensitive range: 5cm+1cm
 - Amount of each spray: 1ml
 - Item size: 12.7cm x 11.5 cm x 27 cm
 - Weight: 820 /28.92 oz
 - Capacity: 1000ml
 - Spray Type: Automatic Dosage of fine spray each use
 - Powered by 5th battery / USB power supply
 - Ergonomically designed and easy to install
- m. Have one (1) Thermal Scanner for each bus with following specifications:
 - Decimal display: 0.1C (0.1F)
 - Temperature range: 32C/90F-42.9C/109.4F
 - Automatic data retention
 - Automatic switch off
 - DC 3V/2 AAA batteries
 - Memory Storage 32 measurement
 - With 3 sets extra battery
- 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 postpaid Wi-Fi for each bus with the details, such as the name and password, posted and visible to the riding public.
- p. Have television with universal serial bus (USB) port and speakers that can play videos provided by the City.
- 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 backup 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
 - 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 a unique QR Code for each bus generated using KyusiPass 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
 - With one (1) Mobile Phone or any Device installed in each bus unit that will serve as QR Code Scanner. The device should have internet connection capability that can scan QR codes, send, and store data for KyusiPass and other digital transactions of the City.
 - 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 by 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.²
- c. With minimum passenger capacity of forty-five (45) during normal operations, but physical distancing measures shall be observed as stated in Section IV.3.f. of this Terms of Reference.
- d. Must be air conditioned bus units.
- e. 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.

The Bus Operator is responsible for the maintenance of the bus wrap. In case of bus unit replacement due to maintenance or other reasons, the new bus unit should be bus wrapped, which cost shall be shouldered by the Bus Operator and not to be charged to the City.

- f. Have a sign by the door of the bus that prominently states "No Face Mask, No Ride" (See ANNEX F for the template and specifications). The signage must be resistant to water, dirt, and fading.
- g. 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.
- h. 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.
- i. Posting of System Map inside the bus units using a sticker (see ANNEX I for the template and specifications). The sticker must be resistant to water, dirt, and fading.
- j. Have the "Libreng Sakay" signage (see ANNEX J for the template and specifications) which must be resistant to water, dirt, and fading.
- k. Posting of Helpline 122 (see ANNEX K 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 a 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 L for 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.
- h. Know all of the designated stops of the routes and understand and follow all relevant provisions in IV.1 to 4 of this Terms of Reference.

² In compliance with LTFRB Memorandum Circular Number 2000-010 Amending Memorandum Circular No. 99-011 (Passenger Accident Insurance Requirement for PUV Operators)

4. Requirements for the Conductors:

- a. Properly attired during hours of operation (see ANNEX N for 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.
- d. Know all of the designated stops of the routes and understand and follow all relevant provisions in IV.1 to 4 of this Terms of Reference.

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
- 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 Twenty-five Million Four Hundred Twenty-three Thousand and One Hundred Eighteen Pesos (Php25,423,118.00) inclusive of all relevant taxes and fees.

Particulars	Unit	ROUTE 1		
		Quantity	Estimated Unit Cost	Estimated Total Cost
Valid Trip	Trips	30,191		
Administrative Costs:				
Materials and Labor for Installation of Bus Wrap	pieces	7		
GPS (Subscription with GPS Device)	pieces	7		
QR Code Scanner	pieces	7		
Thermal Scanner	pieces	7		
Alcohol Dispenser	pieces	7		
Fire Extinguisher	pieces	7		
Uniform	pieces	42		
Total Administrative Costs:				

GPS, QR code scanner, thermal scanner, alcohol dispenser, and fire extinguisher shall be turned over to the City at the end of the contract.

XI. PROJECT COST ADJUSTMENT

As stated in Section 61.2 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 Implementer, 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 basis of payment for Administrative Costs shall be:

- b.1. Based on actual deliveries and use in Quezon City Bus Augmentation Program operations. All items billed to the City shall be brand new and cost per item shall not be more than the amount bidden out per unit. Items delivered shall be verified and inspected by TFTTM before use in operations.
 - Seven (7) bus units with alcohol dispensers
 - Compliant with the specifications stated in Section IX. 1.l of this Terms of Reference.
 - Seven (7) bus units with thermal scanners
 - Compliant with the specifications stated in Section IX. 1.m of this Terms of Reference.
 - Seven (7) bus units with fire extinguisher
 - Compliant with the specifications stated in Section IX. 1.n of this Terms of Reference.
 - Seven (7) bus units with GPS
 - Compliant with the specifications stated in Section IX. 1.q of this Terms of Reference.
 - Forty-two (42) polo shirts
 - Compliant with the specifications stated in Annex M of this Terms of Reference.
 - Seven (7) bus units with QR Code Scanner (compliant with specifications in Section IX. 1.r.ii).
- b.2. Based on actual deliveries and installation in seven (7) bus units under the Quezon City Bus Augmentation Program. Billed bus wraps to the City shall be newly installed and cost per bus wrap shall not be more than the amount bidden out per unit. Installation of bus wraps shall be documented, verified and inspected by TFTTM before use in operations.

Only the items that are accepted by the Project Implementer and inspected by the City General Services Department shall be valid for payment.

Only bus wraps that are accepted by the Project Implementer and inspected by the City General Services Department shall 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:

- a. 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
- b. 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

ANNEX A: ROUTE MAP



ROUTE 1.1 - QUEZON CITY HALL to CUBAO




ROUTE 1.2 - CUBAO to QUEZON CITY HALL

ANNEX B-1: REGULAR TRIP TICKET

N

ROUTE 1
QUEZON CITY (NHA) - CUBAO



TRIP TICKET

CONTROL NO.

DATE

TIME ISSUED:

NAME OF BUS:

PLATE NO.

SEATING CAPACITY:

BODY NO.

QUEZON CITY HALL TO CUBAO	ARRIVE TIME	DEPART TIME	PASSENGER LOADED	PASSENGER UNLOADED	TOTAL PASSENGER	INSPECTOR SIGNATURE
1. QC Hall - Gate 3 - NHA (Interchange)						
2. Madriga Street						
3. Kalayaan Ave. - Kamias Road (Interchange)						
4. Barangay Silangan Hall						
5. 15 th Avenue - Aurora Blvd						
6. Cubao (Araneta City)						
TOTAL						


DISPATCHER

BUS DRIVER

CONDUCTOR

S

ROUTE 1
CUBAO - QUEZON CITY (NHA)



TRIP TICKET

CONTROL NO.

DATE

TIME ISSUED:

NAME OF BUS:

PLATE NO.

SEATING CAPACITY:

BODY NO.

CUBAO TO QUEZON CITY HALL	ARRIVE TIME	DEPART TIME	PASSENGER LOADED	PASSENGER UNLOADED	TOTAL PASSENGER	INSPECTOR SIGNATURE
1. Cubao (Araneta City)						
2. 15 th Avenue - Yale Street						
3. Barangay Silangan Hall						
4. Kalayaan Ave. - Kamias Road (Interchange)						
5. Madriga Street						
6. QC Hall - Gate 3 - NHA (Interchange)						
TOTAL						

DISPATCHER

BUS DRIVER

CONDUCTOR

ANNEX B-2: SPECIAL TRIP TICKET




		Office of the City Mayor TASK FORCE FOR TRANSPORT AND TRAFFIC MANAGEMENT Quezon City Bus Service			
SPECIAL TRIP TICKET					
CONTROL NO.:			DATE:		
NAME OF BUS:			TIME ISSUED:		
ROUTE NO.:			PLATE NO.:		
SEATING CAPACITY:			BODY NO.:		
STARTING POINT:			ENDING POINT:		
DEPARTURE TIME:			ARRIVAL TIME:		
REQUESTING PARTY:			PASSENGER LOADED:		
DISPATCHED BY:		BUS DRIVER		CONDUCTOR	
SIGNATURE OVER PRINTED NAME		SIGNATURE OVER PRINTED NAME		SIGNATURE OVER PRINTED NAME	
APPROVED BY:					
SIGNATURE OVER PRINTED NAME					

ANNEX C: CONTACT TRACING FORM

	
REPUBLIC OF THE PHILIPPINES QUEZON CITY GOVERNMENT	
This form is for CONTACT TRACING PURPOSES (in accordance with IATF, DOH and LTRB Guidelines)	
NAME: _____	
CONTACT NO.:	TEMPERATURE: _____
DATE OF TRIP:	PLATE NO.: _____
DESTINATION: _____	
Please fill-up the form completely	



ANNEX D: PLATE NUMBER OR BODY NUMBER OF THE BUS

30 cm	
17 cm	KUMUSTA ANG AKING PAGMAMANEHO?
	BODY NO.
	  
	TUMAWAG SA HELPLINE 122 O MAG E-MAIL SA helpdesk@quezoncity.gov.ph

ANNEX E: BUS WRAP



Specifications:

- a. Material
 - McCal - Blue - 6049
 - Red - V-13
 - White - 3501

- b. Colors

MAP SYSTEM COLORS

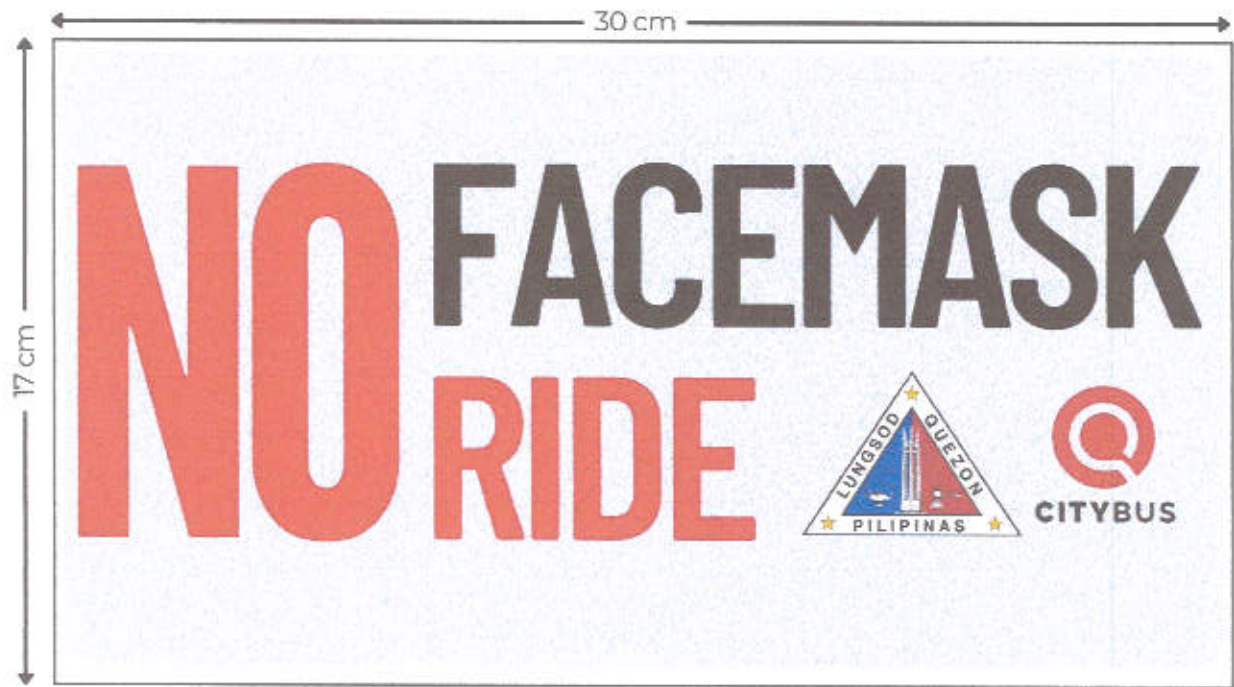
Route	Color	CMYK	RGB	HEX
1	Red	0 100 75 0	237 25 65	ed1941
2	Pink (Magenta)	0 100 0 0	236 0 140	ec008c
3	Yellow	0 10 100 0	255 221 0	ffdd00
4	Violet	50 100 0 0	146 39 143	92278f
5	Orange	0 50 100 0	247 148 29	f7941d
6	Green	100 0 100 0	0 166 81	00a651
7	Blue	100 50 0 0	0 114 188	0072bc
8	Light Blue (Cyan)	100 0 0 0	0 174 239	00aeef

ADDITIONAL COLORS

Color	CMYK	RGB	HEX
QC Blue (from Wiki svg logo)	100 88 0 0	30 67 155	1e439b
QC Red (from Wiki svg logo)	13 100 98 3	206 33 41	ce2129
QC Dark Blue (website)	95 65 36 18	17 82 114	115272

- c. Fonts: Franklin_Gothic_Std Family
- d. Size (front, back, left, and right side) – the size of bus wrap varies based on the bus unit of the Bus Operator.

ANNEX F: NO FACE MASK, NO RIDE



ANNEX G: PRIORITY SEAT



ANNEX H: SEAT MARKINGS



ANNEX I: SYSTEM MAP



ANNEX J: LIBRENG SAKAY SIGNAGE



ANNEX K: HELPLINE 122



ANNEX L: UNIFORM



Specifications:

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