



REPUBLIC OF THE PHILIPPINES  
QUEZON CITY GOVERNMENT



**TERMS OF REFERENCE (TOR)**

**LAUNDRY SERVICE  
ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL**

**I. PROJECT AREA AND DESCRIPTION**

This project entitled "Procurement Laundry Service for the Rosario Maclang Bautista General Hospital for the CY 2023, involves laundering, cleaning, and disinfecting (through using the Barrier Washer Extractor machine & wash formula) linens delivered to the hospital located at IBP Road Batasan Hills, Quezon City.

**II. PURPOSE**

The purpose of this Terms of Reference (TOR) is to solicit proposals from interested and qualified contractors/ service providers for this project covering the period CY 2022. The procurement for this project shall be in accordance with Republic Act 9184 and 2016 Revised Implementing Rules and Regulations.

**III. OBJECTIVES**

The objectives of this TOR are to provide prospective contractors/ service provider with guidelines, instructions and requirements of this project, and prescribe the scope of the services and the general terms and conditions of the contract.

**IV. QUALIFICATIONS OF THE CONTRACTOR / SERVICE PROVIDER**

1. Office must be located within Metro Manila or in nearby provinces reachable within 2 hours via South Luzon Expressway (SLEX) or North Luzon Expressway (NLEX) in normal traffic.
2. With at least three (3) years experiences in providing similar services in government hospital or private institutions of similar size or bigger to the government institution seeking service.

**V. SCOPE OF WORK**

**A. General Functions**

1. Provides professional healthcare laundry services;
2. Services include pick-up, delivery, and laundering services in accordance with the most current policies and procedures governing healthcare facility linen services.
3. Services include: cleaning and preserving the appearance and quality of the linens, exceptional performance level of service, affordable prices and assurance that a clean supply of linens will always be on hand.
4. Items should be cleaned using appropriate barrier washer-extractors with appropriate heating up to 60 degrees C in the main wash, and not with ordinary washer-extractors.
5. Prepares comprehensive plan for laundry services.
6. Pick up for laundry services once a day, and deliver the clean linen at least a day after the pickup.
7. Ensures the efficient collection of soiled linen and timely issuance of clean linen to Linen and Laundry Section of the hospital.
8. Monitors the implementation and observation of the universally accepted infection control, occupational health and safety standards among the linen and laundry staff.



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9. Implements proper protocol process flow that prevents cross-contamination between clean and soiled items, including the use of a barrier wall and barrier washer-extractors.
10. The washing and drying method goes through rigorous process using extreme temperature, reaching extreme degrees C at the input zone for proper disinfections of soiled linens.
11. Undertakes disinfection of soiled linen using the appropriate wash formula in the washer-extractor.
12. Check quality and quantity of picked up linen and laundry.
13. All linens shall be delivered properly pressed, folded, sorted and classified by the contractor / service provider as the hospital may specify from time to time. All linens not satisfactory laundered or improperly folded, sorted or arranged shall be returned to the contractor / service provider for laundering, folding or sorting without additional cost to the hospital, unused within 24 hours of delivery.
14. Separate carts for transport and storage of dirty & washed linen will be used. The hampers or carts to transport soiled textiles should be appropriately cleaned after every use and should be kept away from those to be used in transporting clean textiles. Under no circumstances dirty and clean linen should be mixed. The maintenance and procurement of carts is the responsibility of the contractor / service provider.
15. Responsible for procurement of all the detergents/ washing chemicals of specification as per approved washing formula by the hospital authority.

**VI. SCOPE OF FUNCTION**

1. That all soiled and dirty linens shall be collected by the contractor / service provider from the hospital every day, in-between 6 am and to 10 am to deliver laundered items the following day at between 6 am and to 10 am. All linen shall be delivered properly pressed, folded, sorted and classified by the contractor / service provider as the hospital may specify from time to time. All linen not satisfactory laundered or improperly folded, sorted or arranged shall be returned to the contractor / service provider for laundering folding or sorting without additional cost to the hospital, unused within 24 hours of delivery.
2. That the contractor / service provider shall provide the vehicle to collect soiled linen and to deliver laundered items without additional cost on the part of the hospital;
3. That all clean linen delivered to the hospital shall be properly and satisfactorily laundered to ensure complete cleanliness, disinfection and preservation of the materials.
4. Failure of the contractor / service provider to furnish laundry services required everyday shall authorized the hospital to engage the services of other laundry establishments and charge the difference in rates that may be incurred thereat against the account of the contractor / service provider;
5. Any shortage of the delivery by the contractor / service provider must be covered up within a period of one (1) week, said shortage shall be charged against the contractor's fee; broken linen as well have to be charge against contractor
6. Verifies and records the returned soiled linen from Linen and Laundry Section of the Hospital;
7. Reports missing or unaccounted linen to Linen and Laundry Section of the Hospital.
8. Failure of hospital to pay on the agreed time allows contractor to impute interest charges mutually agreed on.

**VII. DUTIES AND FUNCTION**

1. Disinfect and washes soiled linen.
2. Sorts and records clean linen.
3. Accounts and records the soiled linen.



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4. Sort, pressed, accounts and records returned clean linen
5. Records and updates list of linen.

**VIII. BUDGETARY REQUIREMENT**

The cost of project implementation, of Laundry Service for Rosario Maclang-Bautista General Hospital is **SIX MILLION SIX THOUSAND PESOS ONLY (Php 6,006,000.00)**, with no other recurring cost.

**IX. PROJECT DURATION**

The project will be implemented within (12) Twelve Months from the date of receipt of Notice to Proceed.

**X. BASIS OF PAYMENTS**

The City shall pay the Winning Bidder for the services rendered on a monthly basis from the start of the laundry service, till the end of the contract date, until the kilos or budget has been exhausted, either one or the other.

**XI. CANCELLATION OR TERMINATION OF CONTRACT**

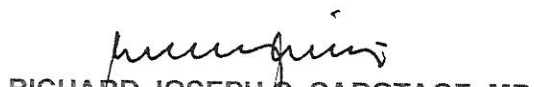
Should there any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for aggrieved party to seek redress before a court of competent jurisdiction.

The guidance contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53 (d) of RA 9184 and its IRR.

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