

**TERMS OF REFERENCE**  
**QUEZON CITY BUS AUGMENTATION PROGRAM:**  
**ROUTE 4 QUEZON CITY HALL TO GEN. LUIS (and vice versa)**

**I. BACKGROUND**

The Quezon City Government envisions providing quality services to its constituents, geared towards the transformation of Quezon City into an ideal community. To realize this vision, the problems of the City must be resolved, among which is traffic congestion. For this, the City began to introduce alternative modes of transportation and traffic management schemes that enable the limited road space to be used more productively.

With the onset of the Coronavirus Disease 2019 (COVID-19) Pandemic, the public became heavily burdened by the suspension of public transportation and the decrease in volume and capacity of public utility vehicles (PUVs) to service the commuters. The riding public 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 commuters in the streets while waiting for a 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 the program on December 7, 2019, the Quezon City Bus Augmentation Program, also known as the "Q City Bus Service", has catered to almost 160,000 commuters per week. The Q City Bus Service has proven to be a reliable means of public transportation for residents of Quezon City and as well to those living outside the City.

Due to the demand for the Quezon City Bus Augmentation Program, the City will be extending the program until December 31, 2023.

**II. PROJECT DESCRIPTION**

The project is to provide buses to the public at 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 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 eighteen (18) bus units in the 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

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. **Regular Trips.** The Bus Operator shall deploy buses according to the set schedule below. The departure intervals may be adjusted upon mutual agreement of the parties.

ROUTE 4	Estimated Travel Time (Weekdays)	Operating Hours (Weekdays)	Operating Hours (Saturday)	Operating Hours (Sunday)
<b>Quezon City Hall to Gen. Luis</b> Pick-up and Drop-off Points: 15 Distance: 12.6 km	AM Peak Hours: 54 Minutes PM Peak Hours: 85 Minutes Off-Peak Hours: 66 Minutes	5:40 A.M. - 9:00 P.M. Interval Peak Hours : 10 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 60 Minutes
<b>Gen. Luis to Quezon City Hall</b> Pick-up and Drop-off Points: 15 Distance: 12.9 km	AM Peak Hours: 80 Minutes PM Peak Hours: 70 Minutes Off-Peak Hours: 76 Minutes	5:10 A.M. - 8:00 P.M. Interval Peak Hours : 10 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 60 Minutes

WEEKDAYS			SATURDAY		
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					
5:10 AM	NO TRIP	Trip 68	6:30 am	Trip 1	Trip 30
5:20 AM	NO TRIP	Trip 69	7:00 am	Trip 2	Trip 31
5:30 AM	NO TRIP	Trip 70	7:30 am	Trip 3	Trip 32
5:40 AM	Trip 1	Trip 71	8:00 am	Trip 4	Trip 33
5:50 AM	Trip 2	Trip 72	8:30 am	Trip 5	Trip 34
6:00 AM	Trip 3	Trip 73	9:00 am	Trip 6	Trip 35
6:10 AM	Trip 4	Trip 74	9:30 am	Trip 7	Trip 36
6:20 AM	Trip 5	Trip 75	10:00 am	Trip 8	Trip 37
6:30 AM	Trip 6	Trip 76	10:30 am	Trip 9	Trip 38
6:40 AM	Trip 7	Trip 77	11:00 am	Trip 10	Trip 39
6:50 AM	Trip 8	Trip 78	11:30 am	Trip 11	Trip 40
7:00 AM	Trip 9	Trip 79	12:00 pm	Trip 12	Trip 41
7:10 AM	Trip 10	Trip 80	12:30 pm	Trip 13	Trip 42
7:20 AM	Trip 11	Trip 81	1:00 pm	Trip 14	Trip 43
7:30 AM	Trip 12	Trip 82	1:30 pm	Trip 15	Trip 44
7:40 AM	Trip 13	Trip 83	2:00 pm	Trip 16	Trip 45
7:50 AM	Trip 14	Trip 84	2:30 pm	Trip 17	Trip 46
8:00 AM	Trip 15	Trip 85	3:00 pm	Trip 18	Trip 47
8:10 AM	Trip 16	Trip 86	3:30 pm	Trip 19	Trip 48
8:20 AM	Trip 17	Trip 87	4:00 pm	Trip 20	Trip 49
8:30 AM	Trip 18	Trip 88	4:30 pm	Trip 21	Trip 50
8:40 AM	Trip 19	Trip 89	5:00 pm	Trip 22	Trip 51
8:50 AM	Trip 20	Trip 90	5:30 pm	Trip 23	Trip 52
9:00 AM	Trip 21	Trip 91	6:00 pm	Trip 24	Trip 53
OFF PEAK HOURS			6:30 pm	Trip 25	Trip 54
9:30 AM	Trip 22	Trip 92	7:00 pm	Trip 26	Trip 55
10:00 AM	Trip 23	Trip 93	7:30 pm	Trip 27	Trip 56
10:30 AM	Trip 24	Trip 94	8:00 pm	Trip 28	Trip 57
11:00 AM	Trip 25	Trip 95	8:30 pm	Trip 29	NO TRIP
11:30 AM	Trip 26	Trip 96			
12:00 NN	Trip 27	Trip 97			
12:30 PM	Trip 28	Trip 98			
1:00 PM	Trip 29	Trip 99			
1:30 PM	Trip 30	Trip 100			
2:00 PM	Trip 31	Trip 101			
2:30 PM	Trip 32	Trip 102			
PM PEAK HOURS					
2:40PM	Trip 33	Trip 103			
2:50PM	Trip 34	Trip 104			
3:00 PM	Trip 35	Trip 105			
3:10 PM	Trip 36	Trip 106			
3:20 PM	Trip 37	Trip 107			
3:30 pm	Trip 38	Trip 108			
3:40 PM	Trip 39	Trip 109			
3:50 PM	Trip 40	Trip 110			
4:00 pm	Trip 41	Trip 111			
4:10 PM	Trip 42	Trip 112			
4:20 PM	Trip 43	Trip 113			
4:30 PM	Trip 44	Trip 114			
4:40 PM	Trip 45	Trip 115			
4:50 PM	Trip 46	Trip 116			
5:00 PM	Trip 47	Trip 117			
5:10 PM	Trip 48	Trip 118			
5:20 PM	Trip 49	Trip 119			
5:30 PM	Trip 50	Trip 120			
5:40 PM	Trip 51	Trip 121			
5:50 PM	Trip 52	Trip 122			
6:00 PM	Trip 53	Trip 123			
6:10 PM	Trip 54	Trip 124			
6:20 PM	Trip 55	Trip 125			
6:30 PM	Trip 56	Trip 126			
6:40 PM	Trip 57	Trip 127			
6:50 PM	Trip 58	Trip 128			
7:00 PM	Trip 59	Trip 129			
7:10 PM	Trip 60	Trip 130			
7:20 PM	Trip 61	Trip 131			
7:30 PM	Trip 62	Trip 132			
7:40 PM	Trip 63	Trip 133			
7:50 PM	Trip 64	Trip 134			
8:00 PM	Trip 65	Trip 135			
PM OFF-PEAK HOURS					
8:30 PM	Trip 66	NO TRIP			
9:00 PM	Trip 67	NO TRIP			

- b. **Special Trips.** Special Trips using buses under the Quezon City Bus Augmentation Program 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.

Special trips will be based on the actual kilometer run and will be paid per kilometer rate bid out for this Route. Special Trips will be monitored and validated by the Transport and Traffic Management Department (TTMD) through the issuance of a Special Trip Ticket (See **ANNEX B-2** for the Special Trip Ticket).

### 3. Guidelines during Operations

- a. The bus must leave according to the scheduled time of departure and interval as prescribed in Section IV.2 Schedule of Trip in this Terms of Reference (TOR). No trip ticket will be issued if the bus unit will depart late at the scheduled time of departure. This will be considered as "NO BUS" in the daily report of the TTMD.

The Bus Operator shall not be held liable for delay in departure time due to unusual traffic congestion and other circumstances beyond its control. However, the anticipated delays shall be monitored and communicated to avoid no buses at the end-point at the scheduled time of departure. Queuing of buses shall be adjusted accordingly to not disrupt the operations.

- 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 TOR.
- d. The first four (4) 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 senior citizens, PWDs, and pregnant women.
- f. The Conductor will ensure compliance with the guidelines for the New Normal, particularly:
- i. Requiring the passengers to wear a face mask 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 always wear a face mask.
  - v. Overcapacity or Standing Passengers shall not be allowed.

The provisions for the New Normal are subject to change in view of any changes with the Government's directions. In case of updates in the guidelines, the TTMD shall provide a written notice to the Bus Operator within twenty-four (24) hours upon issuance of new guidelines, which must be acknowledged and implemented immediately by both parties.

- 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 by the assigned TTMD Dispatcher (See **ANNEX B-1** for the Regular Trip Ticket).
- 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 with printed full name by the following:
    - Driver
    - Conductor
    - Dispatcher

- iii. Trip Tickets will be considered invalid if:
  - The trip ticket is not surrendered within the day of operations to the TTMD.
  - The trip ticket is torn out or spoiled and with incomplete signature.

Trip Tickets must always be neat and clean and without any erasures to ensure authenticity during validation of the statement of account or billing from the Bus Operator.

- 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 Wi-Fi connection must be posted and visible to the passengers (See **ANNEX C** for the template).
- 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.
- l. Only the videos provided by the City can be played on the television.

The guidelines during operations must be complied with by TTMD and Bus Operators. Any changes in the guidelines during operations shall be communicated through written notice by the TTMD to the Bus Operators, which should immediately be implemented by both parties.

Once the Q City Bus Manual of Operations has been issued, the TTMD shall coordinate and discuss the contents of the Manual of Operations to be complied with by the Bus Operator.

#### **4. Guidelines for Loss and Found Items**

- a. Personal items left behind by passengers during their City Bus trip found or surrendered by the driver/conductor/TTMD, the loss and found items shall be immediately reported and surrendered to TTMD for recording and safekeeping purposes. If there are contact details, the TTMD will immediately contact the owner.
- b. Perishable items (like food, fruits, vegetables, and others) will be disposed of accordingly.
- c. If the items are valuable and the name of the owner is attached, the TTMD will immediately contact the owner. However, if there are no contact details found, the TTMD will wait until such time the owner will appear.
- d. The TTMD shall post the list of items found in the buses assigned to that particular route to allow the owners to redeem their lost items.
- e. When the valuable items took more than a year, the TTMD office will donate those items to the Social Services Development Department of the City for proper disposal.

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

- a. Ensure that all guidelines in this TOR are coordinated to all assigned drivers and conductors of the Quezon City Bus Augmentation Program, which shall be complied with and observed during the operations.
- b. Ensure that the drivers and conductors run the buses in accordance with provisions of this TOR and applicable rules, regulations, and laws.
- c. Fully responsible for the payment of salary, allowances, 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 to all the personnel assigned to Quezon City Bus Augmentation Program (Drivers, Conductors, Operations Manager, and Others) who committed misdeed to the passengers and TTMD personnel.

- f. Fully responsible for the implementation of disciplinary measures to erring personnel (Drivers, Conductors, Operations Manager, and Others) upon receipt of the written Incident Report from TTMD.

The following disciplinary measures shall be enforced by the Bus Operators:

- i. **MAJOR OFFENSE** - the driver, conductor, dispatcher, operations manager, or other employees of the Bus Operator involved in the conduct of any of the listed major offenses below shall be terminated immediately to the Quezon City Bus Augmentation Program upon receipt of verbal and/or written report from the TTMD:
- Republic Act No. 7877 "Anti-Sexual Harassment Act of 1995"
  - Republic Act No. 11313 "An Act Defining Gender-Based Sexual Harassment in Streets, Public Spaces, Online, Workplaces, and Educational or Training Institutions, Providing Protective Measures and Prescribing Penalties Therefor"
  - Republic Act No. 9165 "Comprehensive Dangerous Drugs Act of 2002"
  - Republic Act No. 10586 "Anti-Drunk and Drugged Driving Act of 2013"
  - Using mobile phones while driving.
- ii. **MINOR OFFENSE** - the driver, conductor, dispatcher, operations manager, or other employees of the Bus Operator involved in the conduct of any of the listed minor offenses below shall be disciplined accordingly.
- **FIRST OFFENSE** – Warning
  - **SECOND OFFENSE** - Seven (7) working days suspension to the Quezon City Bus Augmentation Program
  - **THIRD OFFENSE** - Terminated to the Quezon City Bus Augmentation Program
    - Arrogant, Disrespectful and/or Rude Behavior towards passengers and/or TTMD personnel.
    - Not wearing proper uniform (wearing of sando, slippers and or sandals, tucked-out polo shirt) during operations.
    - Not properly filled-out Trip Tickets.
    - Smoking in dispatching areas.

Both Major and Minor Offenses will be reported by TTMD with evidence such as pictures, complaints from passengers, incident report, and other documentation that may be obtained.

- g. Inform the TTMD via verbal (advance notice) and written notice upon assigning new drivers, conductors, and other personnel for the Quezon City Bus Augmentation Program. Copy of Company Identification Card, Driver's License, and Drug Test of newly assigned personnel shall be submitted to the TTMD. The newly assigned personnel will not be allowed to join the Quezon City Bus Augmentation Program operations until approved by the TTMD.
- h. Drivers and conductors must undergo physical examination, including drug testing, to ensure the safety of passengers.
- i. The Bus Operator shall enforce compliance of participation of drivers, conductors, and dispatchers to the random drug testing and/or physical medical examination to be organized by the Quezon City Government during the implementation of the Quezon City Bus Augmentation Program. The personnel who do not participate in the random drug testing and/or physical medical examination activity will not be allowed to join the Quezon City Bus Augmentation Program.
- j. The Bus Operator shall ensure that all personnel are fully vaccinated or with negative COVID-19 test result prior to operation.
- k. Coordination with the TTMD for all concerns during operations.

## VI. RESPONSIBILITIES OF QUEZON CITY GOVERNMENT

- a. Coordination with 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 TTMD on all end-points.

- d. The City will designate Inspectors from TTMD to conduct random inspection of buses during operation.
- e. The TTMD 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 TOR.
- 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 signage 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 TTMD is responsible to assist the OCA in project monitoring and strict implementation of the requirements and guidelines in this TOR.

## **VIII. PROJECT DURATION**

The Project duration will be from January 01, 2023 to December 31, 2023.

## **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 (PUBs)<sup>1</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. A copy of the aforementioned documents shall also be provided to the TTMD before the first day of operation.
- 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 at least twenty (20) buses.
- e. The required minimum number of bus units to be provided for Quezon City Hall to Gen. Luis (and vice versa) route is eighteen (18) units.
- f. Submit the list of unique registration numbers of bus units with supporting documents evidencing either (a) ownership of the bus unit or (b) possesses the right to use, for the duration of the project, of not more than twenty-five percent (25%) of the minimum required bus units with CPC for PUB. The list shall also be provided to the TTMD before the first day of operation.
- g. Submit a detailed time schedule of bus deployment based on the set departure interval in Section IV.2 Schedule of Trips of this TOR.
- h. Assign at least one (1) driver and one (1) conductor for each bus unit provided to the City.
- i. Submit list of Names of drivers involved in this Q City Bus Program with the following supporting documents:
  - Professional Driver's License with Certificate of Authenticity issued by the LTO
  - Company Identification Card
  - NBI Clearance
  - Drug Test with proof of certificate from any DOH accredited drug testing laboratory
  - Medical Physical Exam Certificate or Health Certificate issued by the Quezon City Health Department
  - DOH vaccination certificate or Local Government vaccination card for COVID-19 that has an indication of at least three (3) doses (1st and 2nd primary dosage and one (1) booster shot) or negative COVID-19 test result.

The list and documents shall also be provided to the TTMD before the first day of operation.

<sup>1</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



- j. Submit a list of Names of conductors involved in this Q City Bus Program with the following supporting documents:
  - Conductor's License
  - Company Identification Card
  - NBI Clearance
  - Drug Test with proof of certificate from any DOH accredited drug testing laboratory
  - Medical Physical Exam Certificate or Health Certificate issued by the Quezon City Health Department
  - DOH vaccination certificate or Local Government vaccination card for COVID-19 that has an indication of at least three (3) doses (1st and 2nd primary dosage and one (1) booster shot) or negative COVID-19 test result.

The list and documents shall also be provided to the TTMD before the first day of operation.

## 2. Requirements for the Bus Units:

- a. With registration documentation in the bus/number plates affixed to the bus unit (see **ANNEX D** for the template) as required by law. Copy of registration documentation showing ownership by Bus Operator shall be submitted to the City. The copy of registration documents shall also be submitted to the TTMD before start of the contract.
- b. Bus units must be currently registered and with valid Passenger Insurance Policy.<sup>2</sup>
- c. With minimum passenger seating capacity of forty-five (45).
- d. Have designated emergency exit windows and equipped with emergency exit tool. The emergency exit windows shall be properly labeled.
- e. Smoke Belching Emission Test Result shall be submitted to the City. The copy of the result shall also be submitted to the TTMD before start of the contract, after which shall be updated every six (6) months.
- f. Must be air-conditioned bus units.
- g. Have television with universal serial bus (USB) port and speakers that can play videos provided by the City.
- h. The body must be covered with a bus wrap (see **ANNEX E** for the template and specifications).
  - i. The Bus Operator, before finalizing the printing of bus wrap, shall seek the approval from Office of the City Administrator by providing a letter-sized (8.5x11 inches) sample of the actual material to be used as bus wrap.
  - ii. 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.

Repairs or replacement of a portion of the bus wrap shall be coordinated by the Bus Operator to the TTMD for inspection and validation before and after the repair or replacement of a portion of the bus wrap. The before and after of the repair or replacement shall be fully documented indicating the date and time of installation with supporting photos.

- i. Have installed one (1) automatic alcohol dispenser and thermal scanner in each bus unit with the following specifications:

### Alcohol Dispenser:

- Chamber Capacity: 1000 ml with 1ml amount of each spray
- Touchless hand disinfection system with infrared automatic sensor with sensitive range of 5cm+1cm
- Spray Type: Automatic Dosage of fine spray each use
- Powered by battery or USB power source
- Ergonomically designed and easy to install

### Thermal Scanner:

- Non-contact infrared thermometer with temperature range of 32C/90F-42.9C/109.4F
- High-temperature measurement accuracy, accuracy tolerance: +/- 0.2 (34-45 °C)

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

- Powered by battery or USB power source
  - With warning of light failure detection and warning of abnormal temperature light
  - High-definition display with 5m viewing distance with Decimal Display of 0.1C (0.1F)
- j. Have one (1) fire extinguisher for each bus with the 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
- k. Have postpaid Wi-Fi with up to 300mbps for each bus unit, with details such as the name and password of the said Wi-Fi connection must be posted and visible to the passengers (See **ANNEX C** for the template). A standard or uniform Wi-Fi Name and Password shall be used by the Bus Operator as follows:
- Wi-Fi Network Name: QCBAP\_Route1\_Bus Plate Number/Body Number
  - Password: #QCBusForever
- l. Have one (1) Global Positioning System (GPS) for each bus unit which can be integrated with Quezon City's Online Transit Information Publishing Service. 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
- m. 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.
- n. Have a "Priority Seat" sticker on the first four (4) rows of all bus units which are to be seated first by senior citizens, PWDs, and pregnant women (See **ANNEX G** for the template and specifications). The sticker must be resistant to water, dirt, and fading.
- o. Posting of System Map inside the bus units using a sticker (see **ANNEX H** for the template and specifications). The sticker must be resistant to water, dirt, and fading.
- p. Have the "Libreng Sakay" signage (see **ANNEX I** for the template and specifications) which must be resistant to water, dirt, and fading.
- q. Posting of Helpline 122 (see **ANNEX J** 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 have LTO Certificate of Authenticity.
  - c. Should have a valid NBI Clearance.
  - d. Physically fit to work as supported by Medical Physical Exam Certificate and Drug Test.
  - e. Should be a holder of NC III Certificate for Passenger Bus.
  - f. Should not smoke or consume alcohol, dangerous drugs, or any other similar substances while on duty.



- g. Familiar with local routes and destinations.
  - h. Properly attired during hours of operation.
    - Polo Shirt (see **ANNEX K** for the polo shirt), which should be tucked-in
    - Pants
    - Closed shoes (i.e., rubber shoes)
    - Company ID
  - i. Always observe the rules of the road.
  - j. Always observe basic courtesy to passenger/s, fellow motorists, and road authorities.
  - k. Know all the designated stops of the routes and understand and follow all relevant provisions of this TOR.
4. Requirements for the Conductors:
- a. Should be a holder of valid Conductor's License.
  - b. Should have a valid NBI Clearance.
  - c. Physically fit to work as supported by Medical Physical Exam and Drug Test.
  - d. Properly attired during hours of operation.
    - Polo Shirt (see **ANNEX K** for the polo shirt), which should be tucked-in
    - Pants
    - Closed shoes (i.e. rubber shoes)
    - Company ID
  - e. Should not smoke or consume alcohol, dangerous drugs, or any other similar substances while on duty.
  - f. Always observe basic courtesy to passenger/s, fellow motorists, and road authorities.
  - g. Know all the designated stops of the routes and understand and follow all relevant provisions of this TOR.
5. Ridership Tracking – The Bus Operator shall have the capability of implementing a ridership tracking system integrated with the 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 One Hundred Two Million Nine Hundred Eighty-Seven Thousand Nine Hundred Forty-Six Pesos and 00/100 only (Php102,987,946.00) inclusive of all relevant taxes and fees.

PARTICULARS	UNIT	ROUTE 4			
		QUANTITY	UNIT COST	TOTAL	
TRIPS					
Regular Trip	Trips	37,782			
Special Trip	Kilometer	4,000			
TOTAL FOR TRIPS					
ADMINISTRATIVE COSTS					
Materials, Labor, Installation, Repairs and Maintenance of Bus Wrap	Pieces	18			
GPS	Pieces	18			
Monthly subscription for Postpaid Wi-fi (up to 300mbps)	Pieces	18			
QR Code Scanner	Pieces	18			
Alcohol Dispenser with Thermal Scanner	Pieces	18			
Fire Extinguisher	Pieces	18			
Uniform	Pieces	108			
TOTAL FOR ADMINISTRATIVE COSTS					
GRAND TOTAL					Php 102,987,946.00

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

**XI. COST PER TRIP MATRIX**

In view of the fuel price volatility, the cost per Regular trip that will be paid by the City is based on the cost matrix below.

PREVAILING RETAIL PUMP PRICES OF DIESEL	COST PER TRIP (in Php)
76 and above	
66 - 75	
56 - 65	
55 and below	

The basis of Prevailing Retail Pump Prices of Diesel will be the Common Price of Diesel at Quezon City issued by the Department of Energy. The TTMD will be in-charge in checking the Prevailing Retail Pump Prices at Quezon City Department of Energy on their website (<https://www.doe.gov.ph/retail-pump-prices-metro-manila?withshield=1>).

The maximum cost per trip to be billed by the Bus Operator shall not exceed the bid-out amount for the unit cost per trip.

**XII. TERMS OF PAYMENT**

a. Valid Completed Trips

a.1. Regular Trip

The payment shall be based on the number of valid completed trips rendered per day which is supported by valid regular trip ticket.

a.2. Special Trip

The payment shall be based on the actual kilometers run for the special trip which is supported by valid special trip ticket.

The Bus Operator shall incorporate the special trip in the monthly billing of regular trips, specifically indicating that it is a special trip with the number of kilometers run and the cost per kilometer.

The Bus Operator shall provide Monthly Letter Request for payment to the OCA, thru TTMD, with 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 bid-out amount per unit. Items delivered shall be verified and inspected by TTMD and GSD.

- Eighteen (18) bus units with alcohol dispensers and thermal scanners
  - Compliant with the specifications stated in Section IX. 2.h of this TOR.
- Eighteen (18) bus units with fire extinguisher
  - Compliant with the specifications stated in Section IX.2.i of this TOR.
- Eighteen (18) bus units with Postpaid Wi-Fi
  - Compliant with the specifications stated in Section IX.2.j of this TOR.
- Eighteen (18) bus units with GPS
  - Compliant with the specifications stated in Section IX.2.k of this TOR.
- One Hundred Eight (108) polo shirts
  - Compliant with the specifications stated in Annex K of this TOR.
- Eighteen (18) bus units with QR Code Scanner
  - Compliant with specifications in Section IX.5.b of this TOR.

Only the items that are accepted by the OCA and inspected by the TTMD and GSD shall be valid for payment.

b.2. Based on actual deliveries and installation of Bus Wraps in Eighteen (18) bus units under the Quezon City Bus Augmentation Program in compliance with the specifications in Section IX.2.g of this TOR. Billed bus wraps to the City shall be newly installed and cost per bus wrap shall not be more than the bid-out amount per unit. Installation of bus wraps shall be documented, verified and inspected by TTMD before use in operations.

Only bus wraps that are accepted by the OCA and inspected by the TTMD and GSD shall be valid for payment.

### **XIII. 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.

### **XIV. 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.

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

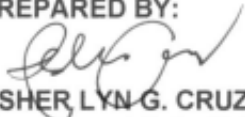
The Contract may be cancelled or terminated:

- 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 TOR 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 TOR, 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.

**PREPARED BY:**



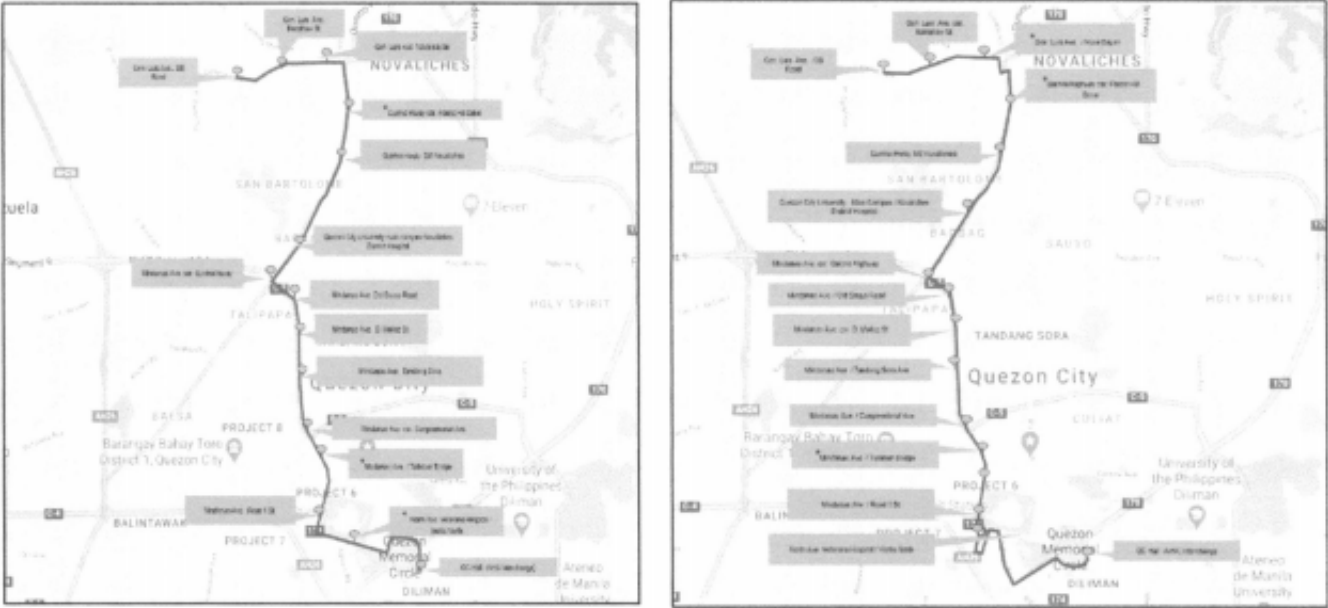
**ASHER LYN G. CRUZ**  
Management & Audit Analyst III  
Office of the City Administrator

**NOTED BY:**



**MICHAEL VICTOR N. ALIMURUNG**  
City Administrator  
Office of the City Administrator

ANNEX A: ROUTE MAP



ROUTE 4.1 – QUEZON CITY HALL to GEN. LUIS

ROUTE 4.2 – GEN. LUIS to QUEZON CITY HALL

ANNEX B-1: REGULAR TRIP TICKET

N		ROUTE 4		CITYBUS	
QUEZON CITY HALL (NHA) TO GEN. LUIS AVENUE		TRIP TICKET			
CONTROL NO.		DATE:		TIME ISSUED:	
NAME OF BUS:		PLATE NO.		BODY NO.	
SEATING CAPACITY:		PASSENGER LOADED		PASSENGER UNLOADED	
1	QC Hall - NHA (Interchange)	ARRIVE TIME	DEPART TIME	PASSENGER LOADED	PASSENGER UNLOADED
2	Veterans Hospital				
3	Road 1 Street				
4	Mindanao Avenue - Tullahan Bridge				
5	Mindanao Ave. - Congressional Ave				
6	Tandang Sora Avenue				
7	D. Muñoz Street				
8	Old Sauyo Road Footbridge				
9	Mindanao Ave. - Quirino Hwy (Interchange)				
10	Novaliches District Hospital				
11	SM City Novaliches				
12	Forest Hills Drive				
13	Novaliches Bayan				
14	Banahaw St.				
15	Gen. Luis Ave. - SB Road				
TOTAL					

DISPATCHER		BUS DRIVER		CONDUCTOR	
S		ROUTE 4		CITYBUS	
GEN. LUIS AVE. TO QUEZON CITY HALL (NHA)		TRIP TICKET			
CONTROL NO.		DATE:		TIME ISSUED:	
NAME OF BUS:		PLATE NO.		BODY NO.	
SEATING CAPACITY:		PASSENGER LOADED		PASSENGER UNLOADED	
1	Gen. Luis Ave. - SB Road	ARRIVE TIME	DEPART TIME	PASSENGER LOADED	PASSENGER UNLOADED
2	Banahaw St.				
3	Novaliches Bayan				
4	Forest Hills Drive				
5	SM City Novaliches				
6	Novaliches District Hospital				
7	Mindanao Ave. - Quirino Hwy (Interchange)				
8	Old Sauyo Road Footbridge				
9	D. Muñoz Street				
10	Tandang Sora Avenue				
11	Mindanao Ave. - Congressional Ave				
12	Mindanao Avenue - Tullahan Bridge				
13	Road 1 Street				
14	Verbis North				
15	QC Hall - NHA (Interchange)				
TOTAL					

DISPATCHER		BUS DRIVER		CONDUCTOR	
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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: WIFI NAME AND PASSWORD TEMPLATE

30 cm

17 cm



**FREE Wi-Fi**



Network:

Password:



**FREE Wi-Fi**



Network:

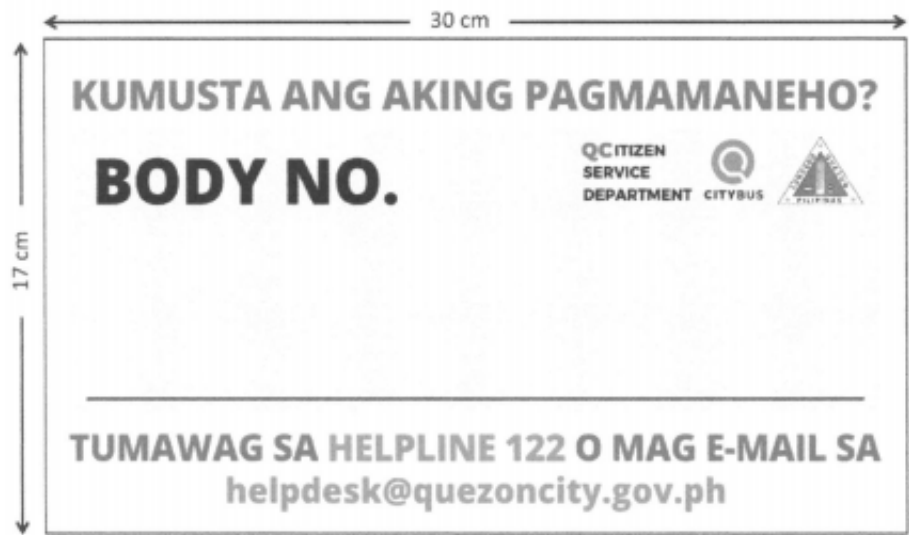
**QCBAP\_R01**

Password:

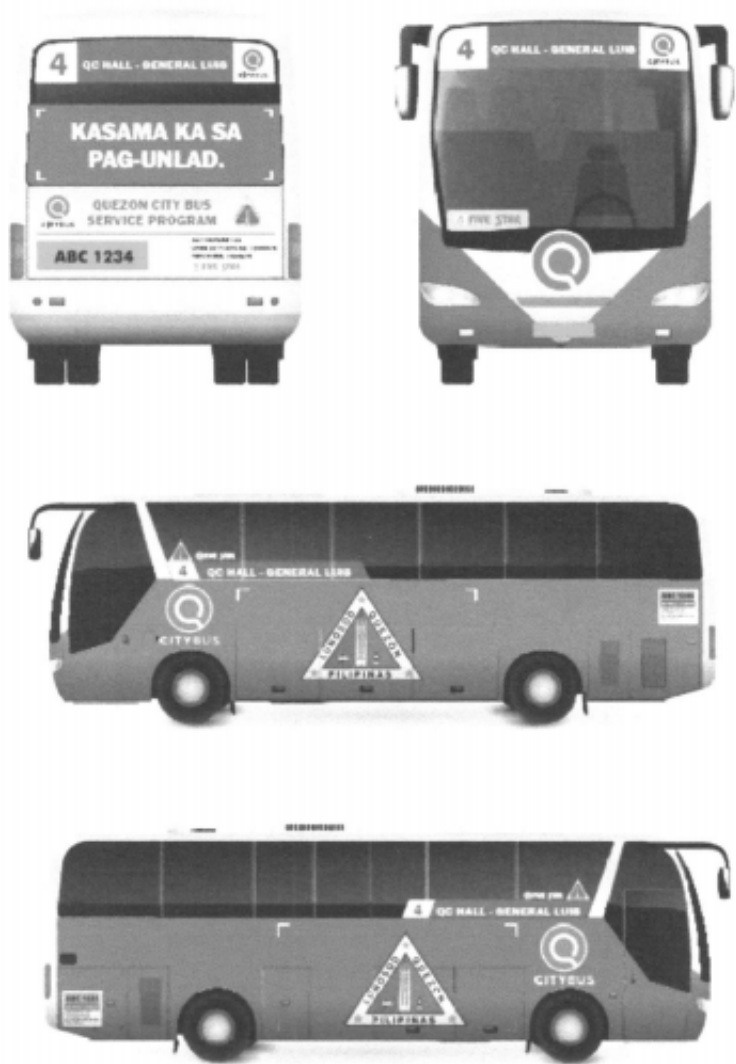
**#QCBusForever**



ANNEX D: PLATE NUMBER OR BODY NUMBER OF THE BUS



ANNEX E: BUS WRAP



Specifications:

a. Material

- McCal - Blue - 6049
- Red - V-13
- White - 3501

b. Colors

MAP SYSTEM COLORS

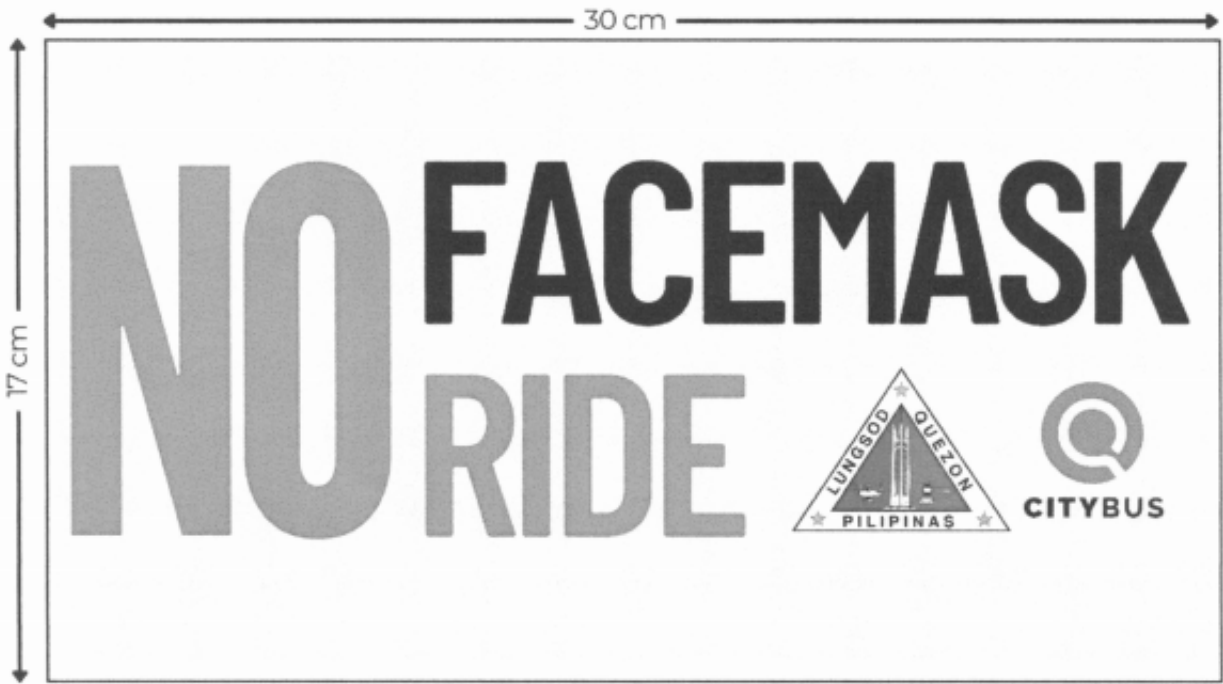
Route	Color	CMYK	RGB	HEX
1	Red	0 100 75 0	237 25 65	ed1941
2	Pink (Magenta)	0 100 0 0	236 0 140	ec008c
3	Yellow	0 10 100 0	255 221 0	ffdd00
4	Violet	50 100 0 0	146 39 143	92278f
5	Orange	0 50 100 0	247 148 29	f7941d
6	Green	100 0 100 0	0 166 81	00a651
7	Blue	100 50 0 0	0 114 188	0072bc
8	Light Blue (Cyan)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

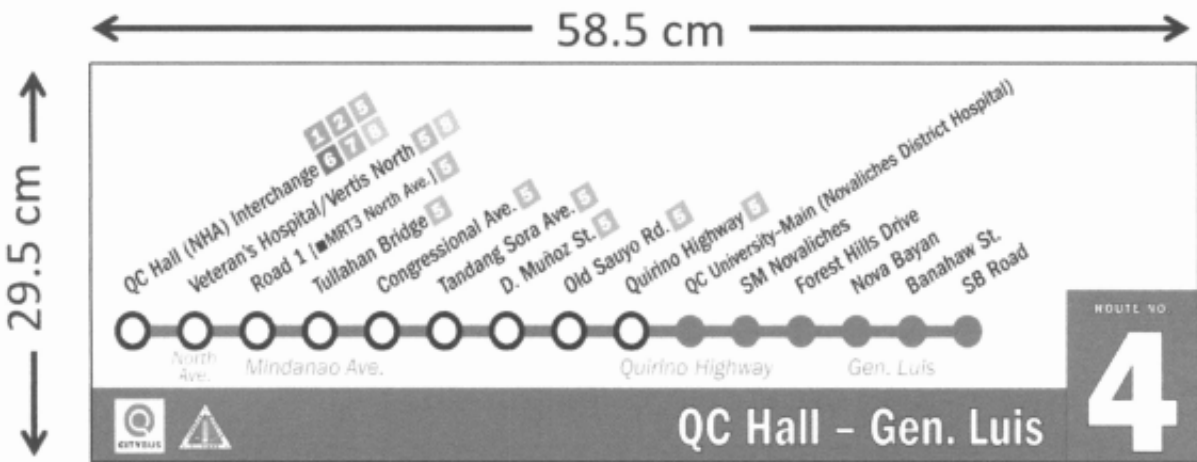
ANNEX F: NO FACE MASK, NO RIDE



ANNEX G: PRIORITY SEAT



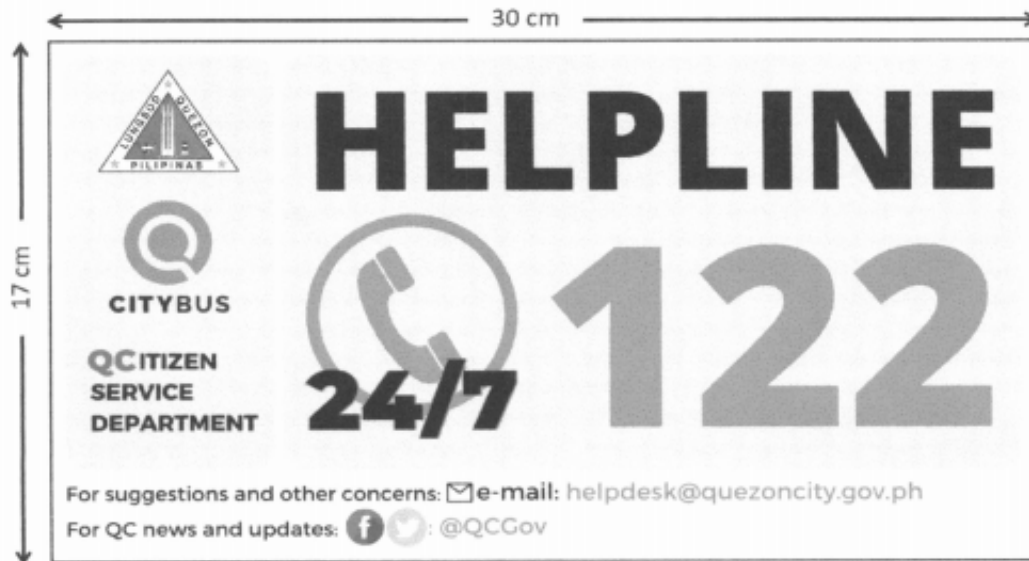
ANNEX H: SYSTEM MAP



ANNEX I: LIBRENG SAKAY SIGNAGE



#### ANNEX J: HELPLINE 122



#### ANNEX K: 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