



TERMS OF REFERENCE (TOR)

JANITORIAL SERVICES FOR MEDICAL FACILITIES LOCATED AT QUEZON CITY GENERAL HOSPITAL AT SEMINARY ROAD, PROJECT 8, QC

1.0 RATIONALE AND BACKGROUND

The Quezon City Government, under the present administration, seeks to acquire effective and efficient janitorial services for the purpose of maintaining the cleanliness and sanitary condition of the QCG Medical facilities located at QC General Hospital.

The hiring of private janitorial services is deemed imperative to ensure the cleanliness of its working place and to prevent hazardous elements that may surround the buildings in accordance with the city government vision of a quality city.

2.0 DEFINITION OF TERMS

The following words, expressions and abbreviations shall have the meaning hereby assigned to them, except where the context requires otherwise.

1. **CONTRACTOR** - the individual, firm, partnership, corporation, which undertakes the contract of work herein described.
2. **JANITOR/TRESS** – refers to the janitorial agency personnel task to maintain cleanliness and sanitation of the janitorial site.
3. **SERVICE AREA** – means buildings, premises, compound and offices of the City Government.
4. **HOUSEKEEPING PLAN** – refers to the description of the activities and strategies to be undertaken in accomplishing the Project objectives and scope of work/services. The detailed work plan must demonstrate unequivocally the capability of the Contractor to undertake satisfactorily the Project.
5. **RESERVED JANITORIAL PERSONNEL** – refers to the twenty percent (20%) of the total janitorial personnel that are readily available for posting at any given time in cases of emergency or when need arises for special operations in any city government medical facilities without additional cost to the City Government.
6. **QCG** – refers to the Quezon City Government represented by its City Mayor or her representative.
7. **CGSD** - refers to City General Services Department



3.0 PROJECT DESCRIPTION

The project, subject of this Terms of Reference (TOR), involves the undertaking of maintaining the cleanliness, sanitary condition, and beautification of various medical facilities.

4.0 PROJECT OBJECTIVES

The project primary objective is to ensure a clean, orderly and sanitized environment free from any garbage, dirt, hazardous elements and unpleasant odor of medical facilities.

5.0 PROJECT SCOPE OF WORK

The Scope of Work under this project aims to ensure attainment of the Project Objectives. The following are the minimum activities to be undertaken to pursue the aim.

1. Cleaning and sanitizing of the following areas and building facilities, parts and fixtures:
 - a. comfort rooms
 - b. rooms/cubicle
 - c. lobbies
 - d. hallways/corridors
 - e. stairways
 - f. other building facilities

The services to be rendered by applicant shall essentially consist of providing the following requirements stated hereunder which is necessary for the performance of janitorial, and maintenance services for medical facilities located at Quezon City General Hospital.

- All labor
- Appropriate tools and equipment
- Services vehicle with markings and should be available at all time.
- Supplies and cleaning materials.
- Personal Protective Equipment

6.0 CONTRACT DURATION

The Project has **ONE YEAR** duration effective on **January1, 2024 to December 31, 2024** for medical facilities located at Quezon City General Hospital, but shall be subjected to the need of the City Government or once the COVID-19 operations of the City government has ceased in the stated facilities. The City has the right to terminate the contract pursuant to item15.0 of this TOR or any kind of breach of contract.

7.0 AREA OF COVERAGE AND MANPOWER REQUIREMENT

The Contractor shall provide an appropriate number of janitorial personnel to maintain the cleanliness, sanitation and orderliness of the medical facilities located at Quezon City General Hospital.

The Contract includes the provision of Twenty Percent (20%) reserved janitorial personnel as defined in ITEM 2.0

AREA	QTY	REMARKS
Janitorial Supervisor – 1		Overhead
1. Medical Facilities - Quezon City General Hospital at Seminary Road, Proj. 8, QC	11	The Contract start on January 1, 2024 to December 31, 2024
TOTAL	11	

8.0 PROJECT IMPLEMENTORS

- The City General Services Department is the Office mandated to implement the project under Article Twenty, Section 490, Title V, Chapter III of the Local Government Code of 1991 (RA No. 7160) which provides that the Office of the General Services shall “maintain and supervise janitorial, landscaping and security of government public buildings and other real property, whether owned or leased by the local government unit”.
- The City General Services Department shall coordinate with the respective Administrator of government installations in the implementation of the project.

9.0 PROJECT STANDARD & REQUIREMENT

9.1.1 All personnel must submit Health Certificate issued by the Quezon City Health Department in compliance with Article 22, Section 83 of Ordinance No. SP-91,S-93,otherwise known as the “Quezon City Revenue Code of 1993”.

9.1.2To ensure accomplishment of the Project objectives, the following are minimum performance requirements:

Keep designated Service Areas **clean** twenty-four (24) hours a day seven (7) days a week for the Project duration

“**Clean**” means –

- a) Absence of garbage, litter, waste, or similar materials from the building and its surrounding.
- b) Free from unpleasant and hazardous odor or materials.
- c) Polished floors, stairways and other fixtures of the buildings.
- d) Absence of dust, dirty markings on floors, walls, glass windows, odors and any fixtures of the buildings.
- e) Removal of Cobwebs

10.0 TECHNICAL CRITERIA

10.1. The bidder must comply with the technical criteria, which shall be the basis of the evaluation of its technical proposal, as prescribed in the Guidelines of Government Procurement Policy Board (GPPB) specifically Appendix 23 1.0 “ which states that it is recognized, however, that the proper and efficient procurement of security and janitorial services should be based not solely on cost, but should also take into considerations a ranged of other factors, such as, but not limited to , length of contract, standards of internal governance, adequacy of the resources, level of trainings, and adherence to labor and other social legislation and minimum standards set by the BAC-Goods, to wit;

Stability

1. The bidder must have at least Five (5) years of experience in the field of janitorial services.
2. The bidder must have the financial capacity during the duration of the contract to support its obligation as a Janitorial Agency with the City Government.
3. The bidder must have the organizational capability of their Janitorial Agency in response with the City's requirement and with a minimum of 50 janitorial personnel.

Resources

1. Must have appropriate number of service vehicle, tools, equipment and cleaning materials to be used by the janitor/tress during their tour of duty.
2. Must have appropriate number of qualified and competent janitorial personnel to be deployed in medical facilities located at Quezon City General Hospital, Seminary Road, Proj 8, Q.C.

Organization

1. The Contractor should submit its detailed organization chart which should indicate an established Organizational Structure to show its capability to undertake the Project; clearly identified lines of authority and responsibility and the specific divisions dedicated to each of the needed service which are manned by full-time employees.
2. The Contractor shall exercise **Fair Labor Practice**; hence, the salaries of all its personnel must be in accordance with the rates/policies prescribed by the Department of Labor and Employment (DOLE) and all applicable labor laws. Thus, all personnel must also be provided social security and mandated benefits.
3. To abide with the requirements of the client in accordance with reasonable standards of performance.
4. The contractor should comply with the DOLE Department Order 174 Series of 2017 particularly on section 14 – the mandatory registration and registry of legitimate contractors. Consistent with the authority of the Secretary of Labor and Employment to restrict or prohibit the contracting out of labor to protect the rights of workers, it shall be mandatory for all persons or entities acting as contractors to register with the Regional Office of the Department of Labor and Employment (DOLE) where it principally operates.
5. The Contractor should provide **occupational safety and health officer** to oversee the safety in the workplace and compliance to basic health protocol (DOLE Accredited Occupational Safety and Health Training).
6. The Contractor shall provide Certificate of Non-Delinquency from Philhealth, Pag-ibig Fund and Social Security System or to submit proof of payments for the past six months to ensure that the contractor is in compliance with all the Government mandated benefits.

Personnel

1. A Contractor shall submit certificate of employment or job contract of all their employees and Certificate of Undertaking that all personnel have undergone and continue to undergo regular and periodic trainings and orientations on efficient and effective janitorial services to continuously improve the performance of their duties and responsibilities. Employees must also undergo basic orientation on work ethics.
2. In order to attain maximum efficiency in the performance of their duties, the personnel to be deployed by the contractor should be physically fit.
3. All personnel must be provided with identification cards, uniforms (polo shirt, black pants and black shoes).
4. The Contractor shall at all times, during the term of the Contract, maintain in its employ the required personnel with the appropriate qualifications, to ensure that the service is being carried out properly and efficiently in the service area.
5. PPE such as safety shoes, harness, helmets, hand gloves, etc shall be provided by the contractor.

11.0 PROJECT IMPLEMENTATION

The Project is to be implemented under a **Fixed Price Contract** where for a definite price and in accordance with the stated project standards and requirements, the contractor is expected to undertake the Project's Scope of Work or Services.

A **Housekeeping Plan** (covering the Service Area) shall be drawn up and submitted by the Contractor as part of its Bid. This Housekeeping Plan should contain a description of the activities and strategies to be undertaken in accomplishing the Project objectives and scope of work/services.

The provisions included in this TOR are minimum requirements; hence, the Contractor is not precluded from improving thereon. In essence, the housekeeping plan must demonstrate unequivocally the capability of the Contractor to undertake satisfactorily the Project.

The contents and attachments of the housekeeping plan should include the following:

- a) Scope of services to be rendered in the Service Area
- b) Organizational Chart showing the organizational structure with the specific division(s) dedicated to each of the services included in the Project
- c) Personnel Schedule indicating the number of personnel and their qualifications (educational attainment, training and experience)
- d) Equipment, tools, service vehicle as needed and cleaning materials. List and description (specification, type and use) of cleaning equipment/material per service area

As a general rule, the Contractor should be able to show documentary proof, where applicable, to establish its legal, technical and financial capabilities.

Duties and Responsibilities

1. The Contractor shall provide adequate janitorial supervisors to act as housekeeping consultants without cost to the City Government. They shall be responsible in the supervision over its personnel and shall assume full responsibility of their proper and efficient performance.
2. The Contractor shall be solely and exclusively responsible for any act or omission of all its personnel during their assigned duty.
3. The discipline and administration of the janitors/tress shall conform to existing laws and implementing rules and regulations.
4. The Contractor shall assume full responsibility for occurrences arising from negligence, fault, misdemeanor, or unlawful act of its personnel and hereby agrees to indemnify any loss, damage, destruction, or injury that maybe sustained or suffered by the Client
5. The Contractor shall guarantee absolute non-occurrence of any form of mass action protest, mass leave, or strike by its employees within the Client's premises.
6. The Contractor shall provide their janitors/tress individual utility/janitorial belt bag and the following tools & equipment required in the performance of their duties.

The monthly consumables equivalent to **TWENTY TWO THOUSAND EIGHT HUNDRED PESOS ONLY (Php 22,800.00)** per person in a year (janitor/janitress) is itemized as follows.

MEDICAL FACILITIES - QUEZON CITY GENERAL HOSPITAL (11 pax)

MATERIALS:	UNIT	QTY	UNIT COST	TOTAL COST
Alcohol, ethyl, 68%-72%, scented, 500ml (-5ml)	gal	3		
Air Freshener, aerosol, 280ml/150g min	pc	3		
Calcium and Sodium Hypochlorite (Disinfectant)	gal	2		
Deodorant Cake, 100 grams	pc	8		
Disinfectant (Benzalkonium Chloride)	gal	2		
Disposable Gloves, Size at least 24.5 x 13.5cm, ambidextrous, material plastic, 100 pcs per box	box	2		
Liquid Bleach, environmentally friendly	gal	2		
Liquid Hand Soap, assorted scent	gal	4		
Mop Handle, stainless, 5ft	pc	3		
Mop Head, cotton, 500 grams	pc	6		
Plastic Dust Pan with detachable handle, small	pc	2		
Plastic Dipper, medium	pc	2		

Plastic Spray Gun, 500 ml	pc	3		
Plastic Trash Can with swing lid 27x18x4cm	pc	5		
Powder Soap, all purpose, 1kg	kl	12		
Round Rags, 7" diameter cotton	kl	10		
Soft Broom	pc	3		
Stick Broom	pc	3		
Scrubbing Pad, black, for Floor Polisher, 16" diameter	pc	2		
Scouring Pad, green, made of synthetic nylon, 140 x 220mm	pc	4		
Toilet Bowl Cleaner, 500ml/btl, environmentally friendly	btl	1		
Toilet Bowl Brush, plastic bristle with plastic handle	pc	1		
22"x24"x0008" Plastic Trash Bag (Black)	pc	200		
22"x24"x0008" Plastic Trash Bag (Green)	pc	200		
22"x24"x0008" Plastic Trash Bag (Yellow)	pc	200		
26"x32"x0008" Plastic Trash Bag (Black)	pc	325		
26"x32"x0008" Plastic Trash Bag (Green)	pc	325		
26"x32"x0008" Plastic Trash Bag (Yellow)	pc	325		
Consumable per person per month				

Tools and Equipment

Vacuum Cleaner (Heavy Duty)	Unit	2
Floor Polisher (Heavy Duty)	Unit	1
Pressurized Washer	Unit	3
Sprayer for Disinfectant Purpose	Unit	3
Segregated Trash Bin (Heavy Duty) Hard Plastic	Set	10
Push Cart (Heavy Duty)	Unit	3
Service Vehicles as needed	Unit	1

8. Quantity of items described as consumables, equivalent to one (1) month consumption should be delivered one (1) week before the start of the effectivity of the contract.
9. The next delivery for the succeeding month should be made, two (2) weeks before the start of the ensuring month.
10. The Contractor shall not, during the existence of its services or anytime thereafter, disclose to any person or entity, any information concerning the affairs of the Client, which the Contractor may have acquired by reason of its services.
11. The Contractor shall provide at its own expense, facilities for investigation and solution of cases where its personnel have been involved in any way or another.

12. The Contractor should be able to present all the required equipment, tools, service vehicle and cleaning materials on the first day of the contract implementation,
13. The Contractor shall comply with the performance standards to be set by the City for the duration of the contract.

12.0 BUDGET AND BASIS OF PAYMENT

The QCG has set the Approved Budget of the Contract (ABC) of **FOUR MILLION SIX HUNDRED FORTY TWO THOUSAND TWO HUNDRED SIXTY EIGHT PESOS AND 55/100 (Php 4,642,268.55)** for one year

PRICE CONTRACT payable in One (1) year for a minimum of **ELEVEN (11)** janitors/tress with provision for an assurance of twenty (20%) RESERVED JANITORIAL PERSONNEL as required by the QCG. The said amount includes supplies, tools, equipment, service vehicle and janitorial supervisors.

In case where the cost of the awarded contract is affected by any applicable new laws, ordinances, regulations, or other act of the GOP, promulgated after the date of bid opening, a contract price adjustment shall be made, or appropriate relief shall be applied on a no loss-no gain basis.

Method of Payment

Payment shall be based on actual services rendered by the Contractor. Strict monitoring shall be made by the City General Services Department in order to ensure the efficient performance of the service providers. Penalties for violations made by the contractor and its staff shall be deducted from the monthly billing.

The City Government shall pay the Contractor based on the latter's actual performance of the services under the contract and bid specifications taking into consideration the number of personnel posted, the contract rate per month and the deduction for penalties committed, and other charges, if any, for that particular month.

Processing of first payment shall be undertaken provided that the contractor has complied with all the required equipment, tools, service vehicle and cleaning materials. It shall be made upon the submission of the following documents:

- 1. Statement of Account (billing)** – to be submitted by the janitorial Agency to the City General Services Department (CGSD) twice a month (15th & 30th of the month) for preparation of disbursement voucher.
- 2. Daily Time Record (DTR)**- to be submitted duly signed by the janitor/tress and janitorial inspectors.
- 3. Daily Time Record Summary**- to be submitted duly signed by QCG Administrators of different posts and CGSD authorized representative.
- 4. Certification / Summary of Expenses / Request of Allotment** – to be prepared by the CGSD along with the voucher to be signed by the City General Services Officer.
- 5. Certificate of Acceptance** – to be prepared by the Movable Property Management and Control Division (MPMCD) and to be signed by City General Services Officer in accordance to COA Circular 92-386.

13.0 EFFICIENCY / PERFORMANCE STANDARDS

To ensure that the janitorial services are effectively and efficiently provided for the City Government's benefit, strict monitoring and the following security measures should be implemented:

1. Daily Activity Report – to be submitted by the Contractor janitorial inspectors to the CGSD every last day of the week.
2. Weekly Inspection Report - to be submitted by the CGSD janitorial inspector to the Chief, Building & Grounds Mgt. Division, and / or City General Services Officer.
3. Comfort Room Checklist – to be accomplished by the contractor's supervisors and client inspectors on a daily basis.
4. Daily Janitorial Detail - to be submitted by the Contractor's janitorial supervisors to CGSD-janitorial inspector to counter check the attendance of the janitor/tress deployed.
5. Reshuffling of agency janitorial personnel – the City Government through CGSD reserves the right to conduct reshuffling of personnel in order to avoid familiarization to the operations of facilities and employees.

14.0 PENALTIES FOR VIOLATIONS

Disciplinary Actions - The City Government through the CGSD reserves the right to demand for replacement of any personnel of the service provider who shall be found lacking in discipline, inefficient or negligent in the performance of duty.

Hereunder are the violations and their corresponding penalties that may be imposed to the CONTRACTOR.

Light offense – offenses that pertain to non-compliance to the requirements and standards of the City on the performance and physical appearance of the employee deployed by the contractor during the conduct of service

Offense	Penalty
Non-wearing of prescribed uniform and identification card by the contractors employee	P 500/day / Janitor/tress
Dirty or unsanitary service area	500/day/janitor/tress
Improper garbage disposal	500/day/janitor/tress
Loafing / abandoning of post	500/day/janitor/tress
Using mobile phone while on duty	500/day/janitor/tress

Grave Offense - offenses that directly impede the satisfactory delivery of the service or scope of work according to standards and requirements set forth in this Terms of Reference.

Offense	Penalty
Lack of manpower required	P 1,000/day / Janitor/tress
Failure to provide all the required supplies & equipment	P 1,000/day / Item / Janitor/tress
Non-compliance to existing Housekeeping rules	P 1,000/day / Rule

15.0 SUSPENSION, CANCELLATION OR TERMINATION OF CONTRACT

The CLIENT may, without prejudice to other remedies available, (extra judicially) suspend, cancel, or terminate this CONTRACT, with prior notice, in whole or part, due to default insolvency, or for justifiable cause, or any ground which it deems inimical to CLIENT'S or public interest, which include but not limited to the following

- a. When the CONTRACTOR's employee willfully and intentionally or through negligence causes the death or has inflicted serious physical injury to any person, employees, visitors or officials while inside the CLIENT'S premises whether on off or official duty.
- b. When the CONTRACTOR's employees have willfully and intentionally or through negligence caused irreparable damage to the prestige or any interest of the CLIENT, and destruction of CLIENT's properties and equipment.
- c. When the CONTRACTOR has violated other obligations required under this contract and refused to comply and/ or remedy the violations within a reasonable period given by the CLIENT.
- d. When the CONTRACTOR fails to pay the salaries of employees for any billing period without just cause.
- e. When the CLIENT finds the CONTRACTOR to have failed in its obligation to any of its employees based on the CONTRACTOR'S agreement with the CLIENT, thus, affecting the state of morale and efficiency of one or of the entire force.
- f. When the CONTRACTOR decreased the number of employees without the written approval of the CLIENT and if so given shall also result in proportional reduction of contract price.
- g. Failure to post the prescribed performance bond within ten (10) days after the receipt of Notice of Awards.
- h. In case of force majeure and the CONTRACTOR is unable to deliver or perform any or all of its obligations for a period of thirty (30) calendar days after receipt of the notice from the CLIENT stating that the circumstance of force majeure is deemed to have ceased;
- i. The CLIENT may terminate this CONTRACT, on whole or in part, when the usage of the stated facilities for the COVID-19 operation had been terminated by the City Government.
- j. The CLIENT may terminate this CONTRACT, in whole or in part, if it has determined the existence of condition/s that makes project implementation economically, financially, or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event(s) or changes in law or national or local government policies.

16.0 ASSIGNMENT/ PROHIBITION AGAINST SUB-CONTRACTING

This Contract or any portion thereof shall not be assigned, transferred or ceded to any other parties without the written consent of the CLIENT. The Contractor is further prohibited from sub-contracting any obligation in this contract to any other party.

17.0 DAMAGES TO PERSONS AND PROPERTY

The Contractor shall be held liable for any injuries and damages and shall indemnify the City Government or any person or owner of property, for losses sustained which may arise or in consequence of the performance of this contract and against all claims, demands, proceedings, damages, cost, charges and expenses whatsoever in respect of or in relation thereto.

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