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Republika ng Pilipinas
Lungsod ng Quezon
Kagawaran ng Lingkuranang Panlahat

GENERAL SERVICES DEPARTMENT

9th & 8th Flr. Main Bldg. Quezon City Hall, Elliptical Rd., Dilliman, Quezon City
Trunkline: 02-89884242 Local No.: 8600 (OIC), RMCD-8624, BGMD-7329,
CWMD-8603, FAMCD-8620/1128, MD-8812/8209, ADMIN-8802, MPMCD-8609
Email Address: gsd@quezoncity.gov.ph / quezoncitygso@yahoo.com



TERMS OF REFERENCE (TOR)

"PROVISION FOR REPAIR AND MAINTENANCE SERVICES AND SUPPLY AND DELIVERY OF THE RELATED SPARE PARTS OF MOTORCYCLES OWNED BY THE QUEZON CITY GOVERNMENT"

I. BACKGROUND

Currently, the Quezon City Government (QCG) has a fleet of 105 motorcycles of various types used in its daily operations to the service of its citizenry. These vehicles were acquired on various dates from 2002 to 2024 and, accordingly, need repairs and maintenance services.

II. DEFINITION OF TERMS

- 1. Quezon City Government (QCG)** – refers to the administrative body responsible for governing and managing the affairs of Quezon City, which is a highly urbanized city in the Philippines.
- 2. Corrective Maintenance** - refers to maintenance services that rectify and repair defective functional systems of a vehicle which may be discovered while performing routine inspection, regular preventive maintenance or emergency, sudden, and un-predetermined vehicles' malfunctions due to wear and tear and/or damages resulting from a vehicular accident.
- 3. Preventive maintenance** - refers to the performance of regularly scheduled maintenance procedures of a motorcycle to prevent the possibility of malfunctions by adhering to and/or exceeding the vehicle manufacturer's recommended minimum maintenance requirements
- 4. City-Owned Motorcycles** – refers to motorcycles issued by the QCG to various City Offices and Departments.

III. PROJECT RECIPIENT

City Offices and Department whose approved budget for repair and maintenance of City-Owned Motorcycles are transferred to City General Services Department (CGSD).



VISION : The General Services Department envisions itself to be a Quality Center within the Quezon City Government by delivering responsive and quality general services through committed, service-oriented and technologically advanced personnel.
MISSION : We provide the delivery of general services to the Quezon City Government and its constituents that are: **EFFECTIVE, EFFICIENT and ECONOMICAL.**



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IV. PROJECT DESCRIPTION

Presently, repairs and maintenance services for motorcycles, including supply and delivery of the related spare parts, are funded and procured individually by each department/office and contracted to and catered by different service providers. The QCG now intends to simplify and centralize the funding, procurement and administration of these services under the City General Services Department (CGSD).

This Project deals primarily with corrective and preventive maintenance services which, by its nature or characteristics, number of units of motorcycles, and/or exact time of need, cannot be accurately pre-determined.

V. PROJECT OBJECTIVES

To procure our motorcycles' repair and maintenance service's needs, including the related spare parts, from a more reliable, qualified and capable local workshop company under a more efficient and cost-effective scheme, thereby establishing a well-maintained, more dependable fleet of motorcycles in the service of its people.

VI. COVERAGE

This Project shall cover the following fleet of motorcycles under the administrative control and supervision of the CGSD:

1. KAWASAKI BARAKO
2. KAWASAKI 650
3. KYMCO
4. KAWASAKI ROUSER
5. SUZUKI
6. PMR 100
7. HONDA
8. MOTOR STAR
9. MIO
10. NMAX

VII. SCOPE OF PROJECT

5.1 CORRECTIVE AND PREVENTIVE MAINTENANCE

Corrective Maintenance - refers to maintenance services that rectify and repair defective functional systems of a motorcycle which may be discovered while performing routine inspection, regular preventive maintenance or emergency, sudden, and un-predetermined vehicles' malfunctions due to wear and tear and/or damages resulting from a vehicular accident.

Preventive Maintenance – refers to the performance of regularly scheduled of maintenance procedures of a motorcycle to prevent possibility of malfunctions by adhering to and/or exceeding the motorcycle manufacturer's recommended minimum maintenance requirements.

The following corrective and preventive maintenance services are covered by the scope of work of this Project:

1. Replacement of Tire
2. Vulcanize
3. Battery Replacement
4. Brake Pad Replacement
5. Brake Shoe Replacement
6. Replacement of Pulley Ball Bearing/Belt
7. Replacement of Bulb
8. FI Cleaning
9. Carburetor Cleaning/Overhaul
10. Tune Up
11. Wheel Bearing/Hub Replacement
12. Fork Oil Seal Replacement
13. Engine Reseal
14. Flaring Replacement/Panel
15. Horn Replacement
16. Machine Shop Works
17. Seat Cover Replacement
18. Clutch Lining Replacement
19. Tensioner Replacement
20. Handle Switch Replacement
21. Cable Replacement
22. Engine Refresh
23. Greasing of Bearing
24. Brake Component Replacement
25. Electrical Works
26. Other repair works as may be referred to by the Motorpool Division of CGSD, which necessarily include:

- A. Other spare parts used in the maintenance and repair of Motorcycles which are not included in the proposal or list of spare parts by the service provider but are deemed necessary and essential for effective and efficient result of repair and maintenance must be paid by the client based on the price canvass duly certified by the GSD.
- B. In the event that there are excess spare parts used in the repair and maintenance of motorcycles over the quantities listed in the proposal of the SERVICE PROVIDER, said spare parts are considered payable, considering that the quantities of the spare parts listed in the proposal are only suggestive in nature, due to the fact that both the SERVICE PROVIDER and the CLIENT cannot exactly and actually forecast or predict the possible damage or malfunction of the motorcycles to be repaired.
- C. In cases where the damage on the vehicle/motorcycle is a result of an accident between a vehicle/motorcycle owned by the City and that of a private party, the repair of the damaged vehicle/motorcycle of the private party may also be covered by this Project, if and only if, the fault of the accident is on the part of the QCG as determined by the competent authorities. Expenses incurred resulting from motorcycle mishap shall be claimed at GSiS.

VIII. QUALIFICATIONS OF BIDDER/SUPPLIER

The Service Provider shall comply with the following requirements and standards:

7.1 Manpower - must have an organizational structure which includes one (1) competent maintenance manager, and/or supervisor/s and five (5) trained and skilled mechanics capable of maintaining and troubleshooting of engines and various repair works of different types and brands of motorcycles, more especially those included in our fleet of motorcycles.

7.2 Maintenance and Repair Facility

- 1. **Location and Accessibility** - The workshop facility must be located within the territorial jurisdiction of Quezon City, with at least three (3) repair shops at different areas of the City and located along or near main roads, with convenient access, so that motorcycles for repair may be easily transferred to the Service Provider's workshop facility.
- 2. **Tools and Equipment** -The workshop must have basic towing and garage equipment, tools and facilities such as:

- a. Pit tools such as complete sets of spanners, screw drivers, wrenches, hammers, etc.;
 - b. Compressor unit
 - c. Normal lift jacks and stands;
 - d. Tire change tools;
 - e. Electrical inspection set such as meters and gauges;
 - f. Working facilities including several covered inspection areas, service bays, washing bay, and inspection kits. and
 - g. Such other tools and equipment necessary to perform and complete the required repair works.
3. **Work Area** – repair bay/yard with minimum area of 50 sqm. for turning and entering of motorcycles;
 4. **Safety and Security** – the workshop facility must be fenced with night-time lighting, CCTV cameras and security guards and is not flooded during rainy season under normal volume of rainfall;
 5. **Availability of Spare Parts** - adequate motorcycle parts inventory required for the usual vehicle defects or malfunctions due to normal wear and tear based on prior experience and business volume needs in order to give quick service and prevent any inconvenience arising from long delay of repair works.

7.3 Experience - The Service Provider must have:

1. At least five (5) years of experience in the repairs and maintenance works of motorcycles of various types and brands; and

IX. PROJECT METHODOLOGY

8.1 Repairs and Maintenance Services - The Service Provider shall provide for:

1. All supplies, personnel, equipment, tools, materials, supervision, and other items or services necessary to perform the management and operation of motorcycle repairs and maintenance functions as defined in the scope of work specified in Section V hereof. *Ensure that all maintenance personnel have current and valid professional certifications before operating LGU-QC vehicles;*
2. All supplies and materials of a type and quality that conform to existing vehicle's specifications and standards. All supplies, materials, and equipment to be used in the performance of work described herein are subject to be checked;

- 3. Top priority and attention to all maintenance requests of the CGSD for any work/job order relative to the scope of work herein defined;**
 - a. Professional welding services;
 - b. Up to date diagnostic scanning equipment;
 - c. Tire pressure equipment with reprogrammable capability;
 - d. Tire equipment to properly remove and replace;
 - e. Brake fluid replacement system;
 - f. Full-service equipment and overhaul equipment as well; and
 - g. Such other tools and equipment as may be required to perform any motorcycle repair works
- 4. Warranties for all services performed and "back job", if any, must be done free of charge;**
- 5. If necessary 24/7 available, onsite maintenance for motorcycles which, because of their design or immobility, cannot be economically delivered to the motorcycle's maintenance facility of the Service Provider;**
- 6. Specialist for repair and maintenance of all types of motorcycle regardless of brand, more especially those vehicles included in our fleet of motorcycles;**
- 7. Services only upon receipt of maintenance request authorized by the head of the CGSD or his/her designated representative. Any unauthorized request should not be entertained by the Service Provider and the cost of such repair will not be paid by the QCG;**
- 8. Genuine parts for all categories of services. Replacement parts must be equal to or exceeding the quality supplied by the original motorcycle manufacturer;**
- 9. Any materials, chemicals or compounds suitable for the intended purpose and not harmful to the motorcycles being serviced as may be determined by the CGSD;**
- 10. Motorcycles maintenance normal hours of operation continuously from 8:00AM to 5:00PM daily. However, under extraordinary circumstances when the early completion of the repair of the defective motorcycles is extremely necessary, the hours of operation shall be extended beyond 5:00P.M. without any additional cost from the Quezon City Government.**
- 11. Valid and existing business permit and licenses relevant to the maintenance and related services; and**
- 12. All legal and other documents required by the Government Procurement Reform Act (RA 12009) and its Revised Implementing Rules and Regulations (IRR).**

X. BID EVALUATION AND COMPARISON

Selection of Service Provider for this Project shall be made through Competitive Bidding, which shall be conducted in accordance with the procedures and requirements of RA 12009 (Government Procurement Reform Act) and its Revised Implementing Rules and Regulations (RIRR).

Bidders shall submit its bid, and prices shall be provided for every line item of work specified in Section V hereof as provided in the Bidding Documents for this Project, but the comparison and determination of the lowest bid shall be on a lot basis; that is, the bidder who submits the lowest total bid amount for all the items specified in Section V hereof shall be considered as the “lowest bidder” subject to the processes and requirements of RA 12009 and its RIRR.

XI. CONTRACT DURATION

The contract for this Project shall be valid until December 31, 2025 starting from the date of issuance of the Notice to Proceed (NTP) to the winning Bidder/Service Provider.

XII. APPROVED BUDGET FOR THE CONTRACT

The approved budget for the Contract is **TWO MILLION FIVE HUNDRED ONE THOUSAND TWO HUNDRED TWENTY-TWO PESOS AND 32/100 ONLY (Php 2,501,222.32)** see more details in annex -1 consisting of:

- 1. Cost of Labor
- 2. Cost of Spare Parts, Materials and Supplies

XIII. DELIVERY PERIOD OF MAINTENANCE SERVICES

The following maintenance services shall be performed and completed/delivered within the period stated below:

DURATION OF THE CONTRACT: UNTIL DECEMBER 31, 2025

No.	Nature of Service	Completion/Delivery Period
		(in calendar days)
1	Replacement of Tire	1 day
2	Vulcanize	1 day
3	Battery Replacement	1 day
4	Brake Pad Replacement	2 days
5	Brake Shoe Replacement	2 days
6	Replacement of Pulley Ball Bearing/Belt	4 days
7	Replacement of Bulb	1 day
8	FI Cleaning	2 days
9	Carburetor Cleaning/Overhaul	2 days
10	Tune Up	1 day
11	Wheel Bearing/Hub Replacement	2 days
12	Fork Oil Seal Replacement	2 days
13	Engine Reseal	2 days
14	Flaring Replacement	2 days
15	Horn Replacement	1 day
16	Machine Shop Works	3 days

17	Seat Cover Replacement	2 days
18	Clutch Lining Replacement	2 days
19	Tensioner Replacement	2 days
20	Handle Switch Replacement	2 days
21	Cable Replacement	2 days
22	Engine Refresh	2 days
23	Greasing of Bearing	2 days
24	Brake Component Replacement	3 days
25	Electrical Works	3 days
26	Other repair works as may be referred to by the Motorpool Division of CGSD which necessarily include	7 days

Any request for extension of delivery period specified hereof may be granted only on justifiable grounds, which request shall be made in writing and duly approved by the Head of the CGSD upon the recommendation of the Head of the Motorpool Division.

Any requested repair service not completed within the delivery period including duly approved extension of time, if any, shall be subject to liquidated damages as mandated by RA 9184 and its RIRR.

XIV. WARRANTY

All works shall be guaranteed by the Service Provider for a period of six (6) months from date of its final acceptance. Back job, if any, shall be done by the Service Provider at no cost to the QCG or "free-of-charge." The provisions of RA 9184 and its RIRR on warranty shall likewise apply.

XV. PAYMENT

Claims for payment shall be done by the Service Provider on a "monthly basis" in accordance with the terms and conditions of the contract, supported by the following basic documents, in addition to the documentary requirements mandated by existing COA Rules and Regulations:

1. Summary of Monthly Job Order Services Rendered/Completed;
2. Statement of Account;
3. Sales Invoice/s;
4. Approved "Job Order Request" Form duly acknowledged and accepted by the head of the Motorpool Division and by the head of the End-user;
5. Duly accomplished and signed Pre-repair/Post-repair Inspection Report; and
6. Copy of the Contract with the Service Provider

Only those (1) maintenance services actually and satisfactorily rendered/completed by the Service Provider and (2) the related spare parts, materials and supplies actually used or consumed as validated by the personnel of the Motorpool Division of the CGSD shall be paid by the QCG. However, those maintenance services though covered by the contract if not actually rendered by the Service Provider and spare parts, materials and supplies not actually used or consumed shall not be paid by the QCG. This is to say alternatively that the Service Provider cannot validly claim payment for those un-rendered/undelivered maintenance services and unused spare parts, materials and supplies.

All payments shall be subject to applicable withholding taxes in accordance with the Philippine Internal Revenue Code and Revenue Regulations issued by the Bureau of Internal Revenue (BIR) as well as the applicable provisions of the QC Revenue Code.

XVI. RESERVATION CLAUSE

The QCG has reserved its right to reject any and all bids, declare a failure of bidding, or not to award the contract without incurring any liability on the part of the QCG pursuant to Section 41 of RA 9184 and its RIRR.

XVII. CANCELLATION/TERMINATION OF CONTRACT

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


The provisions of RA 9184 and its RIRR shall govern the cancellation/ termination of any contract that may arise from this TOR. In the event the QCG terminated the covering contract due to default, insolvency, or for cause, it may enter into a negotiated procurement pursuant to applicable provisions of RA 9184 and its RIRR.

XVIII. VENUE OF ACTION

All disputes, controversies, or claims arising from the Contract shall be filed in the competent courts of Quezon City.

This TOR shall form an integral part of Contract Documents.

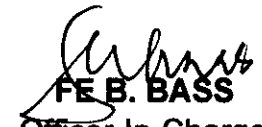
Prepared By:


ERLINDA S. CAGARA
Special Operations Officer V
Chief, Motorpool Division

Recommending Approval:


JOEL G. ESCUETA
City Government Assistant Department Head III (Operations)

APPROVED:


FE B. BASS
Officer-In-Charge
City General Services Department