

TERMS OF REFERENCE

PROJECT : JANITORIAL AND ALLIED SERVICES

APPROVED BUDGET : TWELVE MILLION FIVE HUNDRED ONE THOUSAND
ONE PESOS & 58/100

FOR THE CONTRACT PER YEAR : (P 12,501,001.58)

CONTRACT PERIOD : (3) THREE YEARS (2015 – 2018)

INTRODUCTION

Janitorial Services covers the general cleaning and maintenance of office/work areas, lobbies/common areas, storage rooms, toilets, carpets, furniture and other areas. It also includes the provision of standard cleaning equipment, tools, materials and supplies that are necessary for the physical upkeep and facilities maintenance. Allied Services includes messengerial services, carpentry, painting, electrical and airconditioning services. Janitorial and allied services must be fully compliant with the standards of the Corporation.

A. MINIMUM QUALIFICATIONS OF BIDDER

Bidder must:

1. have at least 5 years experience in the business, reckoned from the date of opening of bids with previous/current dealings with a government agency, office or corporation and/or commercial bank within the period 2012-2015;
2. have at least one hundred (100) janitors/service partners deployed per year for 2012, 2013 & 2014, excluding the number of janitors/service partners deployed with PDIC, if any.

B. SCOPE OF WORK

1. The scope of the services shall be undertaken in the following premises of PDIC:
 - a. The PDIC Building located at 2228 Chino Roces Avenue, Makati, Metro Manila;
 - b. The PDIC Ayala Office at 3rd – 10th floors , SSS Bldg., Ayala cor. V. A. Rufino Street, Makati City ;
 - c. The PDIC Warehouse at J. Y. & Sons Compound, Taguig, Metro Manila
2. General Services
 - 2.1 Janitorial

The monthly shift / program / schedule of janitorial and allied services shall be submitted to the Assistant Department Manager of the General Services

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Department for approval and proper coordination.

▪ Daily Operations

- Sweep, mop, scrub and polish all floors.
- Clean and sanitize toilets and washrooms. This includes the use of special cleaning and sanitizing solutions in lavatories, toilet bowls and urinals.
- Ensure the provision of jumbo roll and interfolded tissues at all the executive and common rest rooms of the PDIC leased floors at times.
- Dust and clean horizontal and vertical surfaces, gates and walls.
- Dust, clean and wipe all glass panels/walls/doors, glass tops, inside and windows and doors, window ledges, office equipment surfaces, bookshelves, cabinets, furniture and fixtures.
- Clean trash receptacles and drinking fountains.
- Dispose trash, rubbish and garbage from the buildings.
- Clean and polish elevators, stairways, hallways and facilities.
- Vacuum all carpeted areas.
- Clean all executive offices, coffee/training/ conference rooms.
- Wipe dry/clean all marble walls, fire extinguishers/hose cabinets from the ground to 8th floors of the PDIC Building and from 3rd to 10th floors of the PDIC Ayala Office.
- Clean surrounding areas, podium and arcades.
- Clean and sanitize all telephone units, especially telephone receivers.
- Clean, dust and maintain the neatness of doormats installed at entrances and lobbies and comfort rooms.
- Assist in the transfer of office equipment and supplies from one office to another
- Assist in the disposal of trash from the garbage storage area to the garbage hauler; implement a daily waste segregation program

▪ Weekly Operations

- Wash scrub, wax, remove, wax with stripper, wash and polish all floors.
- Clean, sanitize, and disinfect all wash rooms and toilets, toilet bowls, urinals, lavatories, water containers.
- Wash glass windows, glass doors and trash/receptacles/garbage cans.
- Wash and clean aircon unit filters, light diffusers, blinds, electric fan guards/blades, exhaust fans, and air curtains.
- Defrost and clean refrigerators, air pots, microwave ovens, oven toasters.
- Vacuum carpeted floors and remove spots and stains with remover, liquid shampoo and brush.
- Wash pebble flooring in front entrance and perimeter arcades/podium at the PDIC Chino Roces Bldg..
- Wash the canopy, ledges and concrete gutters.
- Wash and wipe all blinds, interior and exterior glass panes, windows and doors.
- Clean all vertical and horizontal surfaces, gates and walls.

- Monthly Operations
 - Remove cobwebs in all areas of the premises.
 - Vacuum demountable partitions
 - Wipe ceiling boards in the office areas. Clean maintenance rooms (aircon, genset, and water pump) and storage rooms.
 - Wash and disinfect garbage and parking areas.
 - Clean drainage, downspouts, catch basins and gutters of the PDIC Building.

- Quarterly Operations
 - Wash all light diffusers.
 - Shampoo and vacuum dry all carpeted areas.
 - Clean and remove stains/smudges on all surfaces with wallpapers in the office areas.
 - Wash the fire exit area and remove all stains/smudges.
 - Vacuum all ceiling areas and remove/clean stains especially at ceiling areas near a/c supply and return air vents inside the office areas.
 - Wash and clean all perimeter fences and driveways at the PDIC Chino Roces Building.

2.1.1 Warehouse (Weekly Operations)

- Wash, scrub, mop and sweep floors and pavements.
- Clean, sanitize, disinfect all washrooms and toilets.
- Dust, clean and wipe vertical/horizontal surfaces, doors, walls, partitions, shelves, cabinets, furniture, fire extinguishers and equipment stored inside the Taguig warehouse.
- Dispose trash and garbage from the warehouse.
- Remove cobwebs in all areas of the warehouse.

2.2 Messengerial (Daily Operations)

- Deliver documents from one department to another promptly. Performs other similar tasks as required.

2.3 Supervisory (Daily Operations)

- Supervise the work of the above personnel to ensure faithful performance of their tasks.
- Prepare work assignments and schedule twice every month,
- Prepare work accomplishment report for extra work/overtime rendered,
- Prepare work schedule every 15th and 30th
- Represent the CONTRACTOR and be responsible for all instructions, complaints and requests of the client.
- Prepare and submit monthly accomplishment and inventory report on supplies and equipment.
- Perform other functions that shall ensure effective compliance of duties and conditions in the Contract.

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2.4 Electrical, Air-conditioning, Painting, Carpentry and Plumbing

- Attend to all concerns/requirements related to electrical, air-conditioning, painting, carpentry and plumbing.

3. Time Schedule / Program of Service

3.1 Janitorial services shall be (6) six days a week from Monday to Sunday (except Saturday). Each janitor shall be required to render a minimum of eight (8) hours of service daily. However, as the need arises, the CONTRACTOR shall provide additional personnel or reduce the number of personnel assigned, upon request of the client under the same rate and manner of payment.

3.2 The CONTRACTOR obligates itself to replace every absentee or assign a reliever; otherwise, a corresponding reduction in the monetary obligation of the client shall be made.

3.3 The CONTRACTOR shall submit to the Assistant Department Manager, General Services Department for approval and proper coordination, a detailed semi-monthly shift/program/schedule of janitorial services to cover 6:00 a.m. to 7:00 p.m. from Monday to Friday; and 7:00 a.m. to 4:00 p.m. on Sunday. The time indicated is subject to change.

3.4 The messengers and facilities maintenance crew (skilled) shall cover forty (40) hours per week at an average of eight (8) hours per day.

4. Standards of Work

4.1. Office Rooms

Well-polished floors, shiny and showing evidence of having been stripped and waxed; dust-free and no litter; and Furniture is dust-free; all waste cans are emptied; tabletops are polished and properly aligned; filing cabinet tops are dust-free.

4.2. Corridors, Hallways, Lobbies, Stairways, Walls and Handrails, Counters, Ceilings, and Window Glass

Floors are well polished, free of chewing gum and smudges; no litter, no cigarette butts, no cobwebs, no stains, shiny window glass, and windowpanes, shiny corridors, hallways, lobbies and stairways.

4.3. Comfort Rooms/CR Fixtures/Pantries

All comfort rooms are well scrubbed, free from grime, dirt and yellowish substances; walls are free from stain, and tiles and bowls are odor-free. Regular application of toilet disinfectant is undertaken.

4.4. Premises and Parking Areas

Litter free, no cigarette butts, candy wrapper, dried leaves, etc.

5. Tools and Equipment to be used in Daily Operations

The CONTRACTOR shall provide, on its own account, the cleaning items, materials tools, equipment and supplies necessary for the above services, except for the cost of water and electricity. The quantity of the materials and supplies serve as minimum requirement and as basis for payment. The CONTRACTOR shall provide supplies and materials, and its corresponding quantities that would ensure compliance with the standards of work, including but not limited to the following: **(PLEASE SEE SCHEDULE 1)**

For proper implementation, the CONTRACTOR shall certify that the above supplies and materials were used in the operation. The certification shall be noted by the Assistant Department Manager of the General Services Department. Said certification, together with the monthly billing and the certification of remittance for the mandatory contributions i.e SSS, Pag-ibig, and Philhealth, shall be made a requirement for payment.

C. WORK FORCE AND WORKING HOURS

1. The CONTRACTOR shall provide the following number of workers based on the present needs of PDIC: thirty seven (37) janitors/janitresses, three (3) messengers, one (1) carpenter, one (1) painter, one (1) A/C technician, one (1) plumber, one (1) electrician and two (2) supervisors for a total of forty seven (47). However, as the need arises, the CONTRACTOR shall provide additional personnel or reduce the number of personnel assigned, upon request of PDIC under the same rate and manner of payment as indicated herein.
2. The CONTRACTOR shall at all times provide well-trained personnel. Such supervisor, janitors, and other allied personnel shall be honest, competent, courteous, efficient, dependable, and well - groomed, and shall at all times comply with the safety and security regulations of the client.

D. MANPOWER COMPLEMENT

1. PDIC CHINO ROCES	2. AYALA OFFICE
a. Janitor/Service Partners - 2	a. Janitor/Service Partners - 35
	b. Messenger - 3
	c. Facilities Maint. Crew - 5
	d. Supervisor - 2
Sub - total - 2	Sub-total - 45
	OVERALL TOTAL - 47

E. OTHER TERMS AND CONDITIONS

1. The CONTRACTOR shall provide, on its own account, proper uniforms to its personnel assigned in the PDIC Premises, complete with identification cards which shall be worn during work hours and at all times that said personnel is within the

shall be worn during work hours and at all times that said personnel is within the PDIC Premises.

2. The CLIENT reserves the right to request the immediate replacement of the service partner/s who may be found incompetent, dishonest or whose continued engagement is deemed prejudicial to the interest of the CLIENT.
3. The CONTRACTOR shall act within 2 working days on the report of the CLIENT on erring janitors/janitress and other service partners.
4. The CONTRACTOR shall submit the list of its personnel per shift to the Head of Security, General Services Department for security and control purposes.
5. The CONTRACTOR and its service partners shall at all times comply with all safety and security regulations of CLIENT.
6. All service partners of the CONTRACTOR to be assigned to the CLIENT shall be thoroughly screened by the CONTRACTOR and approved by the CLIENT prior to posting. This includes mandatory presentation of Police/NBI Clearance/Certificate of Good Health and fit-to-work, and drug test yearly for the duration of the multi year contract.
7. The CONTRACTOR shall replace the 2 supervisors assigned to the Corporation every six (6) months or as per request of the CLIENT.

F. TRANSFER OF LOCATION

The transfer of the service partners to any place, area or building within Metro Manila shall not affect the terms and conditions in this Agreement with the CLIENT having the right to demand from the CONTRACTOR for any reduction or increase in the number of service partners as the need arises.

G. TECHNICAL REQUIREMENTS

The prospective bidder shall submit the following documents as part of their technical proposal:

1. Proposed Organizational and Functional Chart for the Housekeeping program offered specifying designations of Supervisors to supervise and monitor the service partners to be assigned at PDIC.
2. Proposed Housekeeping and Physical Upkeep and Facilities Maintenance Program (including Waste Segregation Program) in accordance with this TOR and required janitorial equipment, supplies and materials.

H. FINANCIAL REQUIREMENT

CONDITIONS

1. All bid prices for a duration of three(3) years shall be fixed and shall not be adjusted during contract implementation, except for the following:

- a. Increase in minimum daily wage pursuant to law or new wage order issued after date of bidding;
 - b. Increase in taxes; and
 - c. If during the term of the contract the PDIC sees the need for increase or decrease in the number of service partners, the resulting cost of said increase or decrease, provided that the ABC for the relevant year is not exceeded.
2. The CONTRACTOR shall make prompt payment to all service partners assigned such remuneration and benefits industry in accordance with existing minimum wage rates, and shall make timely and immediate remittances of all amounts due to SSS/Philhealth/Pag-ibig or such other related government agencies or private entities where the CONTRACTOR is bound to make the remittances for the benefit of the assigned service partners.
 3. To ensure the religious implementation of the above condition, the CONTRACTOR shall submit a certificate of bank deposit (savings, time or demand type of deposit) upon receipt of the Notice to Proceed, equivalent to one half (1/2) of the total monthly billing less agency charges based on his submitted financial proposal. Said deposit shall be used to pay the salaries of the service partners every payroll period and shall be renewed or replenished prior to subsequent billings. Evidence of renewal or replenishment deposit such as deposit slips, etc., shall be attached to the following and subsequent billings as proof that they had complied with the requirement.
 4. PDIC shall have the sole option to cancel/terminate the contract at any time for violation of any of the terms and conditions thereof and/or if, in its judgment, the service that has been rendered is substandard and/or unsatisfactory. The CONTRACTOR shall maintain a satisfactory level of performance throughout the term of the contract based on the following performance criteria: (i) quality of service delivered, (ii) time management, (iii) management and suitability of personnel and (iv) provision of regular progress reports.

SCHEDULE 1

**Supplies, Materials and Equipment (SME)
Philippine Deposit Insurance Corporation**

A. To be Supplied Once for the duration of the Contract			
PARTICULARS		UNIT	Quantity
1	Aluminum ladder 8'	unit	2
2	Aluminum ladder 6'	unit	2
3	Bucket Wringer - Combination Packs- No. 7580 EZMT Moping Combo Pack, 7570 Mop Bucket/ 6127-01 Wringer, Yellow color (Rubbermaid brand or equivalent)	unit	18
4	Cellphone (PLDT Landline Plus)	unit	6
5	First Aid Kit	set	3
6	Floor Polisher, Heavy Duty, Low Speed 17"	unit	15
7	Garden Tools (set with Bolo)	set	1
8	Holster Cleaning Kit	pcs	37
9	Push Cart (2 rubber wheels, Heavy Duty)	unit	3
10	Push Cart (4 rubber wheels, Heavy Duty)	unit	6
11	Rubber Hose (1\2" dia, 90 meters in length)	roll	4
12	Safety Gadget - one set of safety gadget, (Mask/Goggles-Heavy Duty, double cartridge,, Hard Hat, Gloves made of man made leather, Safety Belt/Harness heavy duty,	set	1
13	House keeping organizer		17
14	Tools - One set of common tools (pliers, screw drivers flat and Phillips, meter tape, hammer and saw) "Stanley brand or equivalent"	set	2
15	Trash can with cover and foot pedal 1x9.5 dia	pcs	600
16	Trash can with cover and foot pedal 1.5 x 9.5 dia	pcs	34
17	Trash can with cover and swing type 3'height	pcs	39
18	Vacuum Cleaner TASKI brand or equivalent Wet/Dry Vacuum at 7gal capacity	unit	8

SCHEDULE 1

**Supplies, Materials and Equipment (SME)
Philippine Deposit Insurance Corporation**

B. To be Supplied Monthly (shall become property of PDIC)			
	PARTICULARS	UNIT	Quantity
1	Air Freshener	gallon	4
2	"Complete" Wax 5 liters per container	gallon	21
	stripping pad 16"	pcs	17
3	Cotton Rags	cls	11
4	Deodorant Cake 30 grams	doz	10
5	Furniture Polish, liquid	gallon	3
	Metal Polish- 150ml	can	4
	mop head	pcs	31
	garbage bag (small)	pcs	1200
6	Garbage Bag medium	pcs	1000
7	Garbage Bag xxl	pcs	2000
8	Glade brand or equivalent - 320ml	can	21
9	Glass Cleaner	gallon	3
10	Insect Spray - Water based, liquid, 420 ml net content, Baygon(Bayer) brand or equivalent aerosol in can	can	8
11	Forward brand or equivalent ,Liquid Disinfectant - 5 liters per container	gallon	9
12	Supreme brand or equivalent - Liquid Handsoap 3.75 liters per container	gallon	29
13	Lysol brand or equivalent-391 grms	can	16
14	Metal Polish- 150ml	can	4
15	Pledge brand or equivalent 330ml	can	18
16	Powder Soap / Detergent	cls	50
17	Flannel Cloth Rags	yards	14
18	Scotch Brite brand or equivalent Cleaning Pads	pcs	36
19	Steel Wool	tube / ring	50
20	"Step Off" brand or equivalent - Wax Stripper 5 liters per container	gallon	7
21	Go Getter brand or equivalent - Toilet Bowl Cleaner 5 liters per container	gallon	16
22	Downy brand or equivalent Liquid Fabric Conditioner	900 ml	8
23	Zonrox brand or equivalent Bleaching solution	gallon	9

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SCHEDULE 1

Supplies, Materials and Equipment (SME)
Philippine Deposit Insurance Corporation

C. To be supplied Quarterly (every 3 months) (shall become property of PDIC)			
	PARTICULARS	UNIT	QUANTITY
1	Carpet Bonnet 16"	gallon	6
2	Ceiling Broom	pcs	4
3	Feather Duster	pcs	16
4	Hand Brush	pcs	12
4	Hand Gloves - Rubber	pcs	30
5	Mop Head	pcs	31
6	Polishing Pad / Polisher Brush 16"	pcs	51
7	Push Brush 12"	pcs	5
8	Soft Broom (tambo)	pcs	48
9	Stick Broom (Ting-ting)	pcs	20
10	Stripping Pad	pcs	17
11	Toilet Bowl Brush	pcs	17
12	Toilet Pump	pcs	17
13	Wool Safe brand or equivalent Carpet Shampoo 5 liters per container	cont	12

D. To be supplied Semi Annually (every 6 months) (to be turned-over to PDIC)			
	PARTICULARS	UNIT	QUANTITY
1	Plastic Sprayer	pcs	17
2	Dust Pan	pcs	17

E. To be supplied (every 12 months) (to be turned-over to PDIC)			
	PARTICULARS	UNIT	QUANTITY
21	Terranova brand or equivalent Crystalizer 5 liters per container	gallon	1
1	Putty Knife	pcs	10

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