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## **TERMS of REFERENCE**

### **JANITORIAL SERVICES and SUPPLIES**

#### **PPSC Head Office**

#### **APPROVED BUDGET FOR THE CONTRACT (ABC)**

The Philippine Public Safety College Head Office (PPSC HO) shall offer public bidding to all prospective bidders for the procurement of Janitorial Services and Supplies with an Approved Budget for the Contract (ABC) amounting to **Four Million Five Hundred Ten Thousand Five Hundred Seventy-Three Pesos and 45/100 (Php 4,510,573.45)** covering for the period of twelve (12) months inclusive of all government taxes, other fees and charges.

#### **BACKGROUND AND OBJECTIVE**

To procure a contract with a reputable Contractor that will provide efficient janitorial services and Supplies to the Philippine Public Safety College Head Office (PPSC HO) located at MWSS Compound, Katipunan Road cor. Ayala Heights, Old Balara, Quezon City and has a pool of well trained personnel who are able to provide adequate and reliable maintenance services to ensure orderliness and sanitation of the office premises.

#### **MODE OF PROCUREMENT**

The Procurement of Janitorial Services for the Philippine Public Safety College Head Office shall be undertaken through Competitive Bidding pursuant to RA No. 9184 and its 2016 Revised IRR.

#### **QUALIFICATIONS OF THE CONTRACTOR**

The Contractor should have the necessary eligibility, experience and expertise in providing janitorial services, as provided in the Bidding Documents.

#### **MINIMUM TRACK RECORD**

The PPSC HO desires a Contractor who has completed, within the last two (2) years from the date of submission and receipt of bids, a single contract that is similar to the Contract to be bid. A similar contract must be a janitorial contract the value of which must be at least fifty percent (50%) of the Approved Budget for the Contract (ABC).

#### **PAYMENT SCHEME**

Payment to the Contractor shall be made on a monthly basis upon submission of billing statement, duly accomplished service and inspection report forms and other documentary requirements.

#### **COVID-19 PROTOCOL PREPAREDNESS REQUIREMENTS**

1. Require Janitorial Manpower to wear source control face masks, face coverings or disposable masks along with the other required PPE that is needed in duty.
2. Impact resistant face shield can be used instead of safety glasses when fogging of glasses occurs during source control face mask or face covering use.

3. Required protective equipment, along with training, is to be provided and paid for by the Service Provider.
4. Conduct a walkthrough inspection of the locations to be cleaned to document sanitation needs and determine the proper cleaning agents that will be used.
5. Janitorial Manpower are required to be trained on their exposure to hazards in the location being cleaned including exposure to COVID-19 and hazards associated with the chemicals they are using to clean.
6. Provide initial and annual chemical training to Janitorial Manpower for new and existing chemical products used for cleaning and sanitizing.
7. Provide training and communicate proper selection, use, storage, and donning & removal procedures for personal protection equipment.
8. Train Janitorial Manpower not to touch their face while cleaning unless they have washed or sanitized their hands immediately before touching their face.
9. Janitorial Manpower are required to be trained on the hazards associated with Covid-19, the symptoms of the virus, how it is transmitted and how to avoid potential exposure.
10. Additional training is required for Janitorial Manpower who clean up potentially infectious materials and body fluids such as vomit, feces, and urine.
11. Personal protective equipment must be properly sized and fit Janitorial Manpower.
12. Personal protective equipment must be readily available for Janitorial Manpower.
13. Gloves are required while cleaning and handling trash.
14. Discard disposable gloves after each cleaning.
15. Reusable gloves – dedicate a pair to disinfecting for COVID-19.
16. Wear skin protection for potential splash hazards.
17. Ensure eyewash facilities are available for use where corrosive splash hazards exist.
18. A source control face mask is required if Janitorial manpower cannot maintain proper social distancing while in the workplace.
19. Have a system in place to inventory personal protective equipment (PPE) (e.g. current supply and future supply) and estimate usage demands (based on sanitation schedules, exposure assessments etc.), and have supply lines in place to ensure Janitorial Manpower remain protected.
20. Close off the room (e.g. restroom or small room) including the doorway at all times while cleaning to ensure social distancing.
21. Post signage or placards specifically advising that the area is closed for cleaning.
22. Ask people within cubes and offices to place trash cans outside their work areas to prevent having to enter personal work areas.
23. Make sure trash bags are wrapped and sealed before removing them from trash bags and hold trash bags away from the body.

The COVID-19 Protocol Preparedness Requirements shall be strictly followed and shall not be limited to the abovementioned items.

## **JANITORIAL MANPOWER**

The Contractor shall provide ten (13) Janitorial Personnel [six (6) females and six (6) males inclusive of 1 working Janitorial Supervisor regardless of sexual orientation] who are:

- a.) Of good moral character and without criminal or police records
- b.) Physically and mentally fit, as evidenced by a medical certificate
- c.) Duly trained and skilled to function as Janitorial Personnel

The Contractor shall be required to submit to PPSC a sworn statement or other pertinent documents as proof of compliance with the foregoing.

The Contractor shall assign a Roving Supervisor, at no additional cost to the PPSC, aside from the Janitorial Supervisor, to monitor the performance of the Janitorial Personnel and handle the consolidation of daily timecards.

The existing qualified COS / JO workers performing Janitorial / Utility functions engaged by PPSC, if any, shall be considered by the Contractor or Service Provider for hiring pursuant to CSC, DBM and COA Joint Circular No. 1 Series of 2018 dated 9 November 2018, as amended.

## TASKS OF JANITORIAL MANPOWER

The Janitorial Personnel shall perform the following:

- a.) Maintain the cleanliness and orderliness of the office premises in accordance with the Service Level Agreement and the Housekeeping Plan to be submitted by the Contractor during the Contract implementation, taking into account the following:
  - Protection of PPSC properties from damage or destruction in connection with the janitorial activities rendered;
  - Preservation of confidentiality of PPSC records; and
  - Proper collection and disposal of garbage.
- b.) Miscellaneous Services to be performed whenever required (i.e., logistical assistance during meetings and conferences, hauling of office furniture, fixtures and equipment, and other errand works within PPSC premises).
- c.) Turn-off the lights and other electronic equipment (i.e. Air-conditioner, Photocopier Machines and Electric Fans) after office hours.

## MATERIALS TO BE PROVIDED BY THE CONTRACTOR

The Contractor shall provide, at a minimum, the following materials in good condition:

Item No.	Description	Quantity	Unit
<b><u>On a Monthly Basis</u></b>			
1	Dishwashing Liquid	4	gals
2	Air Freshener (320 ml) – Glade	20	cans
3	Detergent Powder (500 grams)	15	kls
4	Liquid bleach/ Zonrox (1000 grams)	10	ltrs
5	Liquid Hand Soap (500 ml)	4	gals
6	Disinfectant Spray (400 ml)	30	cans
7	Tissue (Big), Jumbo Roll	60	rolls
8	Toilet Tissue 3 ply (12 pcs per pack)	10	packs
9	Mr. Muscle (1 ltr)	20	ltrs
10	Garbage Bag (XL) (100 pcs per pack)	4	packs
11	Garbage Bag (M) (100 pcs per pack)	4	packs
12	Garbage Bag (S) (100 pcs per pack)	4	packs
13	Garbage Bag (XXL) (100 pcs per pack)	5	packs
14	Scotch Brite	30	pcs
15	Glass Cleaner (500 ml)	30	bottles
16	Scented Gel (180 grams)	25	pcs
17	4" Round Rags (12 pcs.)	30	kls
18	Fabric Conditioner (1 gals)	3	gals
19	Interfolded Paper Towels	40	pcs
20	Multi-Insect killer (500 ml)	20	cans
21	Rubber Gloves (Dishwashing /Waterproof)	20	pairs
22	Furniture Polisher	15	cans
<b><u>On a Quarterly Basis</u></b>			
23	Toilet Bowl Pump	10	pcs
24	Mop Head	30	pcs
25	Mop Handle	15	pcs

26	Soft Broom	30	pcs
27	Hard (Stick) Broom	60	pcs
28	Dust Pan	10	pcs
29	Toilet Brush	10	pcs
30	Pail (Medium)	10	pcs
31	Round Shape Water Dipper (Medium)	10	pcs
32	Polishing Pad, 16"	15	pcs
<b>Additional (will be shouldered by Agency Free of Charge)</b>			
1	Floor Polisher, 16"		
2	Electric Cable Extension Reel, 50m		
3	Heavy Duty Pressure Washer		

**Additional Set of Technical Evaluation Parameters**

**A.) Stability**

- **Years of Experience** – at least 5 years in the janitorial business
- **Organizational Set-Up** – with good and efficient office set-up, personnel, office tools and equipment

**B.) Resources**

- **Number and Kind of Equipment and Supplies** – with the minimum number and kind of equipment and supplies as specified in the Schedule of Requirements.
- **Number of Janitors** – with at least 12 janitors
- **Number of Supervisor** – at least 1 Supervisor

**C.) Housekeeping Plan** – said Plan must be tailored fit to the service requirements of the PPSC. The Contractor shall state/enumerate the specific methodology to be employed for the execution of the Housekeeping Plan. The Housekeeping Plan should accordingly be made part of the Contractor's submission.

**D.) Stockroom/Storage** – The PPSC shall provide stockroom/storage for Janitorial Supplies for inventory of materials. The Service Provider in coordination with the General Services Section will keep record of the same to assure the compliance to the recommended Supplies.

**SERVICE LEVEL AGREEMENT**

**A.) General Conditions:**

1. The Service Provider agrees that the PPSC, reserves the right to screen and accept or deny the deployment of any personnel recommended by the Service Provider.
2. The deployed personnel shall work eight hours a day, six (6) days a week from Monday to Saturday. Provided, however, that in case of special events or occasion, the utilization of Janitorial Services will be necessarily scheduled on Sunday. The Supervisor will be informed earlier of the schedule for Sunday if needed.
3. The PPSC has the right to effect changes in the assignment / deployment of the janitors at any time during the contract period, through a written notice to the Service Provider. Likewise, the PPSC may increase or decrease the number of janitors as maybe necessary and reserves the right to increase, reduce, or limit the scope of services of the Service Provider. In such event, any corresponding adjustment in the cost shall not exceed the contract price.
4. The Service Provider shall make available relievers and/or replacements at all times to ensure continuous and uninterrupted services.

5. The Service Provider shall pay its personnel not less than the minimum wage and other benefits mandated by the law. The Service Provider shall comply with the laws governing labor standards and employee's compensation. A certificate for the purpose shall be required from the Service Provider.
6. The Service Provider shall submit, along with the monthly billing statement, receipts and prescribed reports stamped received by SSS, Phil Health or PAG-IBIG, as proof of remittances for SSS, Phil Health and PAG-IBIG premiums of the Janitorial manpower assigned in the PPSC.
7. The Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations. The Service Provider's personnel shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standards and established safety regulations, rules and practices.
8. The Service Provider shall provide the personnel with appropriate uniforms, protective gear, if necessary, and ensure that they shall observe proper personal hygiene and appear neat and clean at all times.
9. The Service Provider shall ensure that safety shall be the first priority in the performance of its functions, and avoid the creation of safety hazards both in the condition of work performed and while doing the work.
10. The Service Provider shall observe the IATF protocols on COVID-19 as provided in this Terms of Reference.

## **B.) Agency Provision**

In order to perform the said janitorial services, the Service Provider shall provide the supplies, tools, materials and equipment.

## **C.) Specific Tasks and Responsibilities**

1. Supply the necessary labor, cleaning equipment, materials and supervision for the daily upkeep and maintenance of the PPSC.
2. Perform and maintain a satisfactory level of performance throughout the term of the contract of the following janitorial services:
3. Daily Tasks
  - a. Daily sweeping, mopping, spot scrubbing and polishing of hallways, lobbies and stairways, and all spaces occupied by the PPSC.
  - b. Dusting, damp-wiping and polishing of furniture, counters sills and office fixtures, including the emptying of garbage bins.
  - c. Cleaning and disinfecting of toilets and washrooms and wiping of wash basins and toilet fixtures.
  - d. Cleaning and polishing of glass doors/partitions and brass/metal attachments
  - e. Spot cleaning of walls
  - f. Washing and drying of cups, saucers, platters, spoons, glasses and other utensils in the offices of the officials.
  - g. Daily sweeping/cleaning of the ground surrounding the building including the parking areas.
  - h. Watering of ornamental plants.
  - i. Mowing lawns and sweeping walkways.
  - j. Collects and removes trash from the offices.
  - k. Cutting and trimming grass and plants in the compound.

4. Weekly/Monthly Tasks (Scheduled on Saturdays)

- a. Deep cleaning and scrubbing on the floors.
- b. Thorough polishing of all floors.
- c. Full cleaning of walls, ceilings and doors.
- d. Polishing of all railings, counters, door knobs and glass partitions.
- e. Washing and cleaning of light diffusers.
- f. Cleaning of all windows and sun baffles.
- g. General cleaning of all exterior glasses.
- h. Watering, cultivation and pruning of all ornamental plants.
- i. Cleaning of rooftop of Engineering, GSS, and Classroom for dried leaves.
- j. Collects and removes trash from the offices.
- k. Uprooting of grass around the plants in the compound.

5. Quarterly Tasks (Scheduled on Saturdays)

- a. Application of wax and polishing of furniture within the office premises.
- b. Over-all upkeep of all ornamental plants.
- c. Cleaning of all light fixtures.
- d. General cleaning/ stripping of furniture of rooms.
- e. Cleaning of mini- blinds.
- f. Polishing of all metal signage.

**D.) Specific Conditions**

1. Service Standard

- a. Deployed janitorial personnel shall be professional, courteous and sensitive to the client's needs at all times.
- b. The expected standard after cleaning and waste collection is as follows:

**Office Areas:**

- ✓ All surfaces, fixtures and fittings, up to normal cleaning height, should be free from dust, stains and debris.
- ✓ All waste receptacles empty.

*Note: Papers, files and electronic equipment will not be removed or adjusted while cleaning (where applicable), unless prior permission has been obtained from the employee concerned.*

**Washrooms and Toilets:**

- ✓ All surfaces, fixtures and fittings, up to normal cleaning height, should be free from dust, stains and debris.
- ✓ All sanitary fittings should be free from grime, dirt and smear.

2. The duties of the assigned Janitorial Supervisor shall include but not limited to the following:

- ✓ Make round to check his/her subordinates, provide special cleaning instructions and/or assignments, and ascertain compliance with directives.
- ✓ Conduct inspection to check cleanliness and orderliness of the premises, and inform his/her subordinates of corrections necessary.
- ✓ Determine materials, supplies needed and timely inform the Chief of General Services Division, of the requirement.
- ✓ Train subordinate on proper cleaning methods, use of equipment, safety practices and work regulations.

## E.) Service Performance Monitoring and Evaluation

1. The General Services Section (GSS) shall be the main responsible unit in monitoring the implementation of the janitorial services in accordance with the Specifications and conditions of the contract.
2. The GSS shall constitute an Inspectorate Team and shall be responsible in recommending appropriate measures and improvement of janitorial services when necessary.
3. The GSS shall assess every quarter the level of performance of the Service Provider using the following performance criteria and weight. The Service Provider must obtain at least eighty percent (80%) score.
4. The GSS shall recommend for the renewal of contract, when necessary.

## F.) Losses and Damages

The Service Provider shall be liable for all losses and/or damages to PPSC's properties caused by or arising out of the performance of janitorial services through negligence, dishonesty, inefficiency and/or such other faults of its employees including those which shall be suffered by the PPSC and its employees thereof. It is the responsibility of the Service Provider to closely supervise, coordinate, control and monitor the discharge of the duties by the janitors in accordance with the terms of this TOR.

## Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Number	Description	Quantity	Delivery Date
I.	Provision of Janitorial Personnel	13	Start of Contract is January 1, 2022
II.	Provision of Cleaning Equipment/Tools in good running condition, as specified in the Technical Specifications.		

## Area of Posting (Monday to Saturdays)

Post Area	6am to 3pm		9am to 6pm	Total of Janitors
Ground Floor & GSS	1		1	2
2 <sup>nd</sup> Floor	1		1	2
3 <sup>rd</sup> Floor	1	1 (OP) (Supervisor)	1	3
4 <sup>th</sup> Floor & Engineering Bldg.	1		1	2
Outside the Building	1		1	2
Matatag Hall / Classroom	1		1	2
<b>Total</b>				<b>13</b>

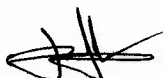
## **LIQUIDATED DAMAGES**

a) Where the Contractor refuses or fails to satisfactorily complete the work within the specified contract time, plus any extension time duly granted, and is thereby in default under the contract, the Contractor shall pay PPSC for liquidated damages, and not by way of penalty, an amount, as provided in the conditions of the contract, equal to one tenth (1/10) of one percent (1%) of the cost of the unperformed portion for every day of delay. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, the PPSC may rescind or terminate the contract, without prejudice to other courses of action and remedies available under the circumstances such as but not limited to forfeiture of performance security and/or blacklisting of the Contractor.

b) For entitlement to such liquidated damages, PPSC need not prove the damages actually incurred. Said damages in any amount shall be deducted from any money due or which may become due the Contractor under the Contract and/or collect such liquidated damages from the retention money or other securities posted by the Contractor at the PPSC's convenience.

## **RESERVATION CLAUSE**

The Philippine Public Safety College (PPSC) reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of R.A. 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.



**ENGR. ROMY V. YALO**

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