

## **TERMS OF REFERENCE FOR THE DOT JANITORIAL SERVICES REQUIREMENTS**

### **Introduction and Background**

The Department of Tourism (DOT) is the primary government agency charged with the responsibility to encourage, promote and develop tourism as a major socio-economic activity to generate foreign currency and employment and to spread the benefits of tourism to a wider segment of the population with the support, assistance and cooperation of both the private and public sectors, and to assure the safe, convenient, enjoyable stay and travel of the foreign and local tourists in the country.

The DOT offices are located at a 6- storey J.B. Building, 351 Sen. Gil Puyat Avenue, Makati City.

As a public office, the DOT Building premises are frequented by the general public transacting official business on matters pertaining to travel and tours concerns and the accreditation of tourism- oriented and related establishments.

It is therefore imperative that its building premises are maintained in clean and sanitary conditions at all times.

The DOT now invites interested and qualified janitorial services companies to submit bids for the DOT's janitorial services requirements at its new offices at JB Building in accordance with this Terms of Reference.

### **Bidding on the Procurement of Janitorial Services**

Pursuant to Section 5 (h) of R.A 9184, as reiterated in section 5 (r) of its Implementing Rules and Regulations (IRR), procurement of general support services, including non-personal or contractual services, such as security and janitorial services, falls under the definition of goods. Thus, for purposes of bidding in the procurement of janitorial services of the Department of Tourism (DOT), the winning bid shall be determined by the lowest calculated and responsive bid.

In order, however, to achieve proper and efficient procurement of DOT's requirements for janitorial services, the Bids and Awards Committee (BAC) shall also take into consideration, aside from cost, other factors in determining the winning bid, such as, but not limited to, contracts with other clients, standards of internal governance, adequacy of resources, levels of training, and adherence to labor and other social legislation.

The minimum requirements prescribed in Annex "A" of this Terms of Reference shall be used as basis in evaluating the technical proposal of the bidder. Compliance of the bidder to the said minimum requirements shall be determined using a "pass-fail system", provided, however, that the BAC may require additional documents or materials as part of the bidder's technical proposal to substantiate the bidder's compliance to the set of parameters in Annex "A".

The instant procurement of janitorial services shall be a multi-year contract not to exceed three (3) years subject to annual assessment of performance of the company, although for purposes of this bidding, the Approved Budget for the contract (ABC) shall be in the amount corresponding to the contract amount for the first year only.

The contract cost for the next two (2) years shall be fixed and the same time as the ABC for the first year and shall not be adjusted during the contract implementation except for increase in minimum daily wage pursuant to law or new wage order issued after date of bidding, increase in taxes, and if during the term of the contract, the DOT sees the need for an increase or decrease in the number of janitorial attendants, provided, however, that the ABC for the relevant years is not exceeded.

The Financial Proposal shall contain a breakdown of all costs, including cost of supplies and equipment, necessary for the execution of the contract.

The winning bidders expected by DOT to maintain a satisfactory level of performance throughout the term of the contract based on the performance criteria which shall include, among others, (i) quality of service delivered; (ii) time management; (iii) management and suitability of personnel; (iv) contract administration and management; and (v) provision of regular progress reports on the status of DOT's premises in terms of janitorial services in accordance with the housekeeping plan. Said satisfactory level of performance shall be assessed by DOT before the end of each year and shall serve as basis for the renewal of its contract for another one (1) year or until the final three (3) year period mentioned in this Terms of Reference shall have been completed in accordance with Government Procurement Policy Board (GPPB) rules and regulations on implementation of said three (3) year period.

Based on the assessment, the DOT may pre-terminate the contract of the janitorial service contractor for its failure to perform its obligations thereon.

## TERMS OF REFERENCE FOR JANITORIAL SERVICES

### I. Scope of Work

1. Clean the DOT building basement, grounds, the periphery of all entrances, the parking lots, and the elevators;
2. Clean the DOT building floors including corridors, sidewalls, doors, partitions, sidings, glass doors and windows, stairways and other parts/portions of the DOT building premises;
3. Clean and sanitize all rooms and wash rooms/restrooms;
4. Clean and polish/shampoo furniture and fixtures;
5. Maintain the cleanliness and neatness of all rooms;
6. Pick litters, trash rubbish and nightly disposal of garbage;
7. Maintain the cleanliness of all other portions of the building/office equipment not mentioned above but which add to the neat appearance of the whole building and its premises;
8. The janitor personnel assigned shall make the necessary report to the DOT General Services Division (GSD) of all broken fixtures in the comfort rooms, hallways and stairs and other observations, which require the immediate attention of GSD-Maintenance Section;
9. In every common comfort room (Male & Female) on every floor shall be assigned with a janitor/janitress on an 8-hour basis to maintain cleanliness and sanitization of the CRs. Likewise, a Schedule Sheet shall be posted inside all doors of the common CRs.

### II. DEPARTMENT REQUIREMENTS

Three (3) shifts: from 6:00 A.M. to 11:00 P.M. on an 8-hour basis:  
(6:00 A.M.-3:00 P.M.; 10:00 A.M.-7:00 P.M.; 3:00 P.M.-11:00 P.M.\*)

<i>Deployment per Floor</i>	<i>Number of Janitors</i>	<i>6:00 A.M. to 3:00 P.M. Shift</i>	<i>10:00 A.M. to 7:00 P.M. Shift</i>	<i>*3:00 P.M. to 11:00 P.M. Shift</i>
<b>Ground Floor</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Second Floor</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Third Floor</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Fourth Floor</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Fifth Floor</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Penthouse</b>	<b>4</b>	<b>3</b>	<b>1</b>	
<b>Night Shift*</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Supervisors</b>	<b>2</b>	<b>1</b>	<b>1</b>	
<b>TOTAL</b>	<b>28</b>			

*\*Night shifters are also assigned to dispose the garbage collected from all floors of the building to the designated area.*

**LIST OF SUPPLIES AND MATERIALS, TOOLS AND EQUIPMENT FOR THE DEPARTMENT OF TOURISM (DOT):**

**A) Annual Supplies**

Warning Sign	18 pieces
Push Cart/Utility Cart	6 pieces
Garbage Hauler	6 pieces
Utility Ladder	6 pieces
Plastic Pail	12 pieces
Dust Pan (close/open)	30 pieces
Tong	30 pieces
Rubber Force Pump	12 pieces
Mop Handle (regular)	24 pieces
Mop Squeezer	7 pieces

**B) Weekly Supplies**

Air Freshener	3 gals.
Liquid hand soap	6 gals.
Scotch Brite	24 pieces
Liquid detergent	10 gals.

**C) Monthly Supplies**

Franela	50 pieces
Garbage Bag	500 pieces
Mop Head	24 pieces
Deodorant Cake	150 pieces
Bowl Bite Cleaner	6 gals.
Liquid Glass Cleaner	5 gals.

**D) Every Two (2) Months**

Soft Broom	24 pieces
Liquid Sosa	20 liters
Toilet Oval Brush	12 pieces
Rubber Gloves	28 pairs
Hand Brush	24 pieces

**E) Quarterly Supplies**

Broom Stick	6 pieces
Plunger	6 pieces
Toilet Brush	24 pieces
Glass Squeegee	24 pieces

III. DETAILED COST ESTIMATE FOR ONE (1) YEAR CONTRACT

Item No.	Description					Total Price
	No. of Days Work per Week	No. of Days per Year	No. of Hour Work per Day	Basic Rate	COLA	
	6 days	313 days	8 hours	PhP502.00	PhP10.00	
	<b>Amount Directly to Janitor</b>					
	Average Pay per Month ( <i>PhP 502.00 x 313 days / 12 months</i> )					PhP 13,093.83
	13 <sup>th</sup> Month Pay ( <i>PhP 13,093.83 per month / 12 months</i> )					1,091.15
	5 days Incentive Pay ( <i>PhP 512.00 per day x 5 days / 12 months</i> )					213.33
	COLA ( <i>PhP 10.00 x 313 days / 12 months</i> )					260.83
<b>A.</b>	<b>TOTAL AMOUNT DIRECTLY TO JANITOR</b>					<b>PhP 14,659.14</b>
	<b>Amount to Government in Favor of Janitor</b>					
	Social Security System Premiums ( <i>Monthly Salary Credit PhP 13,500.00</i> )					PhP 994.50
	PhilHealth Premiums ( <i>PhP 13,093.83 x 2.75% / 2</i> )					180.00
	ECC Insurance Premiums ( <i>Monthly Salary Credit PhP 13,500.00</i> )					10.00
	Pag-IBIG Fund Contribution ( <i>PhP 5,000.00 and up</i> )					100.00
<b>B.</b>	<b>TOTAL AMOUNT TO GOVERNMENT IN FAVOR OF JANITOR</b>					<b>PhP 1,284.54</b>
<b>C.</b>	<b>TOTAL AMOUNT TO JANITOR AND GOVERNMENT (A + B)</b>					<b>PhP 15,943.68</b>
<b>D.</b>	<b>AGENCY FEE (ADMINISTRATIVE OVERHEAD AND MARGIN)</b> (Minimum of 10% of C, in compliance with DOLE 18-A/DOLE 174)					<b>PhP 1,594.37</b>
<b>E.</b>	<b>Estimated Cost of Supplies, Materials, &amp; Equipment Depreciation)</b>					<b>PhP 1,783.38</b>
<b>F.</b>	<b>VALUE ADDED TAX (C + D + E x 12% VAT)</b> (BIR Ruling No. 213-2015)					<b>PhP 2,318.57</b>
<b>G.</b>	<b>TOTAL CONTRACT RATE FOR EIGHT (8) HOURS (C + D + E + F)</b>					<b>PhP 21,640.00</b>
<b>H.</b>	<b>TOTAL AMOUNT FOR TWENTY-EIGHT (28) JANITORS PER MONTH</b>					<b>PhP 605,920.00</b>
<b>I.</b>	<b>TOTAL AMOUNT FOR ONE (1) YEAR</b>					<b>PhP 7,271,040.00</b>
	<i>Seven Million Two Hundred Seventy-One Thousand Forty Pesos.</i>					

## SET OF MINIMUM REQUIREMENTS

### Janitorial Services

#### 1. *Stability*

(a) Years of experience

- ✓ At least five (5) years

(b) Liquidity of the Contractor

- ✓ Net Financial Contracting Capacity (NFCC) at least equal to ABC

(c) Organizational Set-up

#### 2. *Resources*

(a) Number and Kind of Equipment

- ✓ Actual number of equipment

(b) Number of Janitors

- ✓ Twenty-eight (28) janitors

#### 3. *Housekeeping Plan*

- ✓ Based on personnel deployment from 6am to 11pm on 8-hour basis

#### 4. *Other Factors*

(a) Recruitment and Selection Criteria

- ✓ At least second (2<sup>nd</sup>) year high school
- ✓ Health certificate
- ✓ Drug test with proof of certificate from government- accredited granting office

(b) Completeness of Uniforms and Other Paraphernalia

- ✓ Standard Company Uniform

(c) Company Manual of Operations to include disciplinary measures.