

TERMS OF REFERENCE FOR DOT SECURITY SERVICES REQUIREMENT

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 ensure the safe, convenient, enjoyable stay and travel of the foreign and local tourists in the country.

The DOT office is located at a 6-storey building at No. 351 Sen. Gil Puyat Ave., 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 safe and secure at all times.

The DOT now invites interested and qualified security services agencies to submit bids for the DOT's security services requirements at the DOT Building in accordance with this Terms of Reference.

BIDDING ON THE PROCUREMENT OF SECURITY SERVICES

Under 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 security services of the DOT, the winning bid shall be determined by the Lowest Calculated and Responsive Bid (LCRB).

In order, however, to achieve proper and efficient procurement of DOT's requirements for security 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 "D" 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 "D".

The procurement of security services shall not to exceed two (2) years 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 year shall be fixed and the same 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, both the DOT sees the need for an increase or decrease in the number of security guards, provided, however, that the ABC for the relevant year 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 bidder is 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 security in accordance with the security plan. Said satisfactory level of performance shall be assessed by DOT before the end of the year and shall serve as basis for the renewal of its contract for another one (1) year in accordance with Government Procurement Policy Board (GPPB) rules and regulations.

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

**DEPARTMENT OF TOURISM
SECURITY SERVICES TERMS OF REFERENCE 2018**

I. INTRODUCTION

The DOT is inviting interested parties to bid for the provision of security services from reputable security agencies, to render security services on a 24-hour daily basis, including Sundays and holidays, to secure the DOT building in No. 351 Sen. Gil Puyat Ave., Makati City including all the properties within the building premises and the occupants and general public transacting business thereat.

II. SCOPE OF SERVICES/REQUIREMENTS

Security Agency

- 1) The Security Agency must be duly licensed, registered, and a member of Philippine Association of Detective & Protective Agency Operators, Inc. (PADPAO), with proper operating permits (licensed by Philippine National Police - Supervisory Office for Security and Investigation Agency or PNP-SOSIA) and other statutory requirements. It must have been engaged in the business for at least ten (10) years.
- 2) The proof of paid remittances for the following government agencies: SSS, PHILHEALTH and PAGIBIG will be in the form of a certification issued by the said agencies within the last six (6) months from date of bid submission.
- 3) The Security Agency will provide a minimum of Twenty-One (21) security guards (15 – daytime / 6 – nighttime) to be rotated on two (2) working shifts, Monday to Sunday including holidays on a 24-hour basis.
- 4) The Security Agency will provide consistent and quality service through qualified, licensed, bonded, uniformed, highly trained and armed security guards, and one (1) Detachment Commander, who shall guard and protect the properties and premises of the DOT. Security guards shall be posted and distributed in accordance with the DOT schedule of posting of guards.
- 5) The Security Agency shall secure ingress and egress within the DOT premises of all persons or vehicles, and things/materials brought in and out of said premises including the conduct of reasonable check on persons and properties as normally done in public or private establishments and places for purposes of ensuring safety and security against unauthorized persons, vehicles, and/or things or materials.
- 6) The Security Agency shall station appropriate number of security guards at designated strategic points within the DOT premises as well as roving guards to ensure that no trespassing or other illegal activities are conducted within the premises of the DOT.
- 7) The Security Agency shall immediately make the necessary reports of any incident to DOT management and/or to other concerned authorities for purposes of police and other official investigations.
- 8) The security guards shall be equipped with original, branded and duly licensed firearms and ammunitions necessary in the course of their security enforcement and maintenance of peace and order at the premises of the DOT Building and its immediate vicinity (Annex “A”).
- 9) The Security Agency shall provide one (1) unit Base Radio and Fourteen (14) units Handheld Radios as communications equipment of deployed security guards as well as metal detectors (Annex “B”).

- 10) The Security Agency shall provide one (1) unit 4-wheel vehicle transport equipment of not more than five (5) years old model to be parked at DOT premises 24-hours a day, 7-days a week to be used in connection with its security services (Annex “C”).
- 11) The Security Agency shall provide a brief profile and bio data of all security guards that will be deployed to DOT.

Security Personnel

- 1) The assigned security guards must have previous experience of at least 3-years and with adequate knowledge in communicating in English. He/she must be reliable, honest, and courteous.
- 2) The security guards must undergo and pass the required psycho-neuro examination and drug test conducted by a reputable PNP / National Bureau of Investigation (NBI) accredited testing agency evidenced by corresponding proof or certification issued by the concerned authorities.
- 3) The security guards must be ready to perform other tasks as may be required by DOT management, related to security, safety and protection such as registering visitors, inspection of bags or cargo (in & out), inspection of vehicles, escorting VIPs and other administrative functions.

III. PROPOSED POSTING OF GUARDS

POST	NO. OF GUARDS	
	Day Shift (0700H to 1900H)	Night Shift (1900H to 0700H)
Detachment Commander	1	
Assistant Detachment Commander	1	
Jupiter Gate Entrance / Exit	1	
Main Entrance Lobby Counter	1	1
Ground Floor, Bundy Clock, Cash Section	1	
Back Door Entrance (Jupiter)	1	1
Parking Entrance (Jupiter)	1	
Second Floor	1	
Third Floor	1	
Fourth Floor	2	
Fifth Floor	1	
6 th Floor / Penthouse	1	1
Basement Parking	1	1
Roving Guards	1	1
Shift-In-Charge		1
TOTAL	15	6

IV. APPROVED BUDGET FOR THE CONTRACT OF ONE YEAR

**Computation for One (1) Year Contract based on PADPAO rate
(Wage Order No. NCR-21 effective October 5, 2017)**

21 guards x PhP40,653.00 (7 days, 12 hours work/day) = PhP853,713.00

PhP853,713.00 x 12 months = PhP10,244,556.00

**THE PROCURING ENTITY WILL HAVE THE OPTION OF RENEWING THE
CONTRACT FOR ONE (1) YEAR DEPENDING ON THE PERFORMANCE OF
THE SERVICE PROVIDER / CONTRACTOR.**

V. OTHER CONDITIONS

Based on satisfactory level of performances of each security guard currently on duty, the DOT may request the winning security agency to retain or absorb their services.

ANNEX “A”

LIST OF EQUIPMENT TO BE SUPPLIED BY THE SECURITY AGENCY

A. Firearms/Ammunition

Locations	F/A Type	Qty.	Ammunitions
Detachment Commander / Shift-In-Charge	9mm pistol	1	11 rounds
Jupiter Gate Entrance / Exit	9mm pistol	1	11 rounds
Main Entrance Lobby Counter	9mm pistol	1	11 rounds
Roving Guards	9mm pistol	2	11 rounds /each
Ground Floor, Bundy Clock, Cash Section	Shotgun	1	12 rounds
Second Floor	9mm pistol	1	11 rounds
Third Floor	9mm pistol	1	11 rounds
Fourth Floor	9mm pistol	2	11 rounds
Fifth Floor	9mm pistol	1	11 rounds
6 th Floor / Penthouse	9mm pistol	1	11 rounds
TOTAL		11	122 rounds

Note: All Firearms to be issued to security guards must be original, branded and duly licensed. In addition to the above Firearms/Ammunitions, the security guards are required to have nightsticks and handheld metal detector as additional paraphernalia to complement the issued firearms.

ANNEX “B”

B. Communication Equipment to Be Supplied By the Security Agency

User	Qty.	Make/Model
Detachment Commander	1	VHF
Jupiter Gate Entrance / Exit	1	VHF
Main Entrance Lobby Counter	1	VHF
Roving Guards	2	VHF
Ground Floor, Bundy Clock, Cash Section	1	VHF
Second Floor	1	VHF
Third Floor	1	VHF
Fourth Floor	2	VHF
Fifth Floor	1	VHF
6 th Floor / Penthouse	1	VHF
Basement Parking	2	VHF
TOTAL	14	

Note: An **extra radio set** shall be provided to the Client's representative when needed or required.

In addition to the above communication equipment to be used, the Agency shall also provide cellular phones to Detachment Commander and/or Shift-In-Charge that will serve as back-up in case problems should arise in existing radio communication system to ensure continuity of communication among the security guards in the field, the client and Agency and ensuring faster reaction to any eventuality.

ANNEX “C”

C. Vehicle

Quantity	Type	User
1 unit	4-wheel vehicle of not more than five (5) years old	DOT /Security guards

SET OF MINIMUM REQUIREMENTS

Security Services

1. Stability

- (a) Years of Experience
 - ✓ at least ten (10) years
- (b) Liquidity of the Contractor
 - ✓ Net Financial Contracting Capacity (NFCC) at least equal to ABC
- (c) Organizational Set-up

2. Resources

- (a) No. of Licensed Firearms
 - ✓ Eleven (11) licensed firearms
- (b) No. and Kind of Communication Devices
 - ✓ Fourteen (14) handheld radios
- (c) No. and Kind of Motor Powered Vehicles
 - ✓ One (1) unit four-wheel vehicle of not more than five (5) years old to be stationed at the DOT premises
- (d) No. of Licensed Guards
 - ✓ Twenty-One (21) licensed guards

3. Security Plan (Bidders may be required to make presentation)

- ✓ Detailed measures and innovations to be undertaken to ensure that entry and exits of personnel are monitored, loss of equipment and valuables are minimized, and threat to property and personnel are secured
- ✓ For bomb threat, fire, robbery, hostage situation & natural calamities
- ✓ VIP protocol

4. Other Factors

- (a) Recruitment and Selection Criteria
 - ✓ neuro/psychiatric and drug tests with proof of certificate from government accredited granting office
 - ✓ at least 2nd year college
- (b) Company Training Policy
- (c) Completeness of Uniforms and Other Paraphernalia
 - ✓ cap, white long sleeves collar, blue pants, black shoes

- ✓ hand-cuffs, metal detector, flashlight, medical kit, pro-baton night stick