

TERMS OF REFERENCE AND CONDITIONS

Project/Title	JANITORIAL MAINTENANCE AND OTHER RELATED SERVICES (59 PERSONNEL) January 1-December 31, 2020
Approved Budget for the Contract	Eleven Million Thirty Seven Thousand Three Hundred Fifty Eight Pesos & 92/100 (P 11,037,358.92)
Fund Source	GAA and Revolving Fund 2020

	End-user	Number of Personnel	Qualifications
1	Gene Pool and Livestock Biotechnology Research and Animal Facility (Saranay)	30	<ul style="list-style-type: none"> • Able to read and write (at least elementary level) • Trustworthy, industrious • Ability to care for the carabao and other livestock animals in the farm • Ability to maintain sanitary living quarters for animals • Ability to understand and carry out routine oral and written instructions • Ability to withstand prolonged exposure to variable weather conditions • Skill in the use and care of equipment used in the farm • Work Ethic/Attitude • Previous work experience is preferred; related to management of Buffalo/Cattle
2	General Services Section	9	<ul style="list-style-type: none"> • Able to read and write (at least elementary level) • Industrious • With one (1) year janitorial experience in corporate office. (The experience should be supported by a valid Certificate of Employment that will be subjected for PCC validation. • Knowledge in landscaping maintenance • Ability to operate/ use grass cutter and other tools and equipment related to landscape maintenance • Work Ethic/Attitude
3	PCC Hostel	4	<ul style="list-style-type: none"> • Able to read and write (at least Junior High School Graduate) • Knowledge in proper housekeeping • Courteous, excellent professional service and customer service skills • Ability to ensure that the workplace is clean and

			<ul style="list-style-type: none"> organized Previous hotel work experience is preferred Work Ethic/Attitude
4	Milka Krem	3	<p>Utility</p> <ul style="list-style-type: none"> Able to read and write (at least elementary level) Industrious With one (1) year janitorial experience in corporate office. (The experience should be supported by a valid Certificate of Employment that will be subjected for PCC validation. Knowledge in landscaping maintenance Ability to operate/ use grass cutter and other tools and equipment related to landscape maintenance <p>Maintenance of Landscape Areas</p> <ul style="list-style-type: none"> Able to read and write (at least elementary level) Industrious With one (1) year janitorial experience in corporate office. (The experience should be supported by a valid Certificate of Employment that will be subjected for PCC validation. Knowledge in landscaping maintenance Ability to operate/ use grass cutter and other tools and equipment related to landscape maintenance Work Ethic/Attitude
5	Central Dairy Collecting and Processing Facility)	13	<ul style="list-style-type: none"> Able to read and write (at least Junior High School Graduate) Attention to Detail (must pay close attention to every detail) Speed/Efficiency (must be able to not only produce quality products, but do it quickly as well) Ability to ensure that the workplace is clean and organized Work Ethic/Attitude
	Total Number of Personnel	59	

1. SCOPE OF WORK

The service provider should provide regular janitorial maintenance and other related services to PCC for six (6) days. Janitorial works and other related services beyond the required schedule will be subjected to PCC approval. If a legal holiday falls on a regular working day appropriate holiday pay should be provided to its employee and such payment will be billed separately by the supplier to PCC.

Traveling expenses if required shall be approved by the PCC and subject to prevailing traveling expenses rates and shall be billed by the service provider separately.

The service provider shall maintain a satisfactory level of performance throughout the term of the contract based on the prescribed set of performance criteria.

Provision of sanitation, maintenance, janitorial and other related services for the following PCC Buildings and Facilities:

	End-user	Number of Personnel	Area of Assignment
1	Gene Pool and Livestock Biotechnology Research and Animal Facility (Saranay)	30	4 - Milking Parlor 3 - Vermicomposting area 7 - Animal Keeper (Gene Pool) 6 - Animal Facility (LBRAF) 10- Forage area and Maintenance
2	General Services Section	9	3 - Annex Building, Main Admin Building, Main Lobby and Estrada Hall 2 - Livestock Innovation and Biotechnology Building 4 - Landscape areas at PCC Compound
3	PCC Hostel	4	4 - Room Service
4	Milka Krem	3	2- Utility 1-Landscape areas at Milka Krem
5	Central Dairy Collecting and Processing Facility)	13	1 – Machine Operator (Processing) 1 – Machine Operator (Gelato Ice Cream) 1 – Machine Operator (Butter Churner and Fat Separator) 2 – Machine Operator (Pastillas) 8 – Support Staff
	Total Number of Personnel	59	

DUTIES AND RESPONSIBILITIES (GENE POOL AND SARANAY)

NATIONAL WATER BUFFALO GENE POOL

Milking Operation (4)

- Clean and disinfect milking parlor following standard procedure by PCC Gene Pool using prescribed cleaning reagents
- Prepare and clean all tools and equipment used in pre- and post-milking operation
- Drive the animals to holding pen and bath the animal prior to milking
- Milk the animal following standard procedure employed by PCC Gene Pool
- Feed the animal during milking
- Regularly clean the milking parlor and its surrounding area
- Record and submit milk production performance
- Conduct regular disinfection of milking parlor
- Deliver milk produced to Central Dairy Collection and Processing facility (CDCPF)

Vermicomposting (2)

- Maintenance of vermicomposting area
- Feeding of substrate to earthworm (African Night Crawler(ANC))
- Migration of ANC
- Harvest, pack and stack vermicast

Animal Keeper (Animal Management) (7)

- Provide food and water to buffaloes following recommended feeding rations and record the amount of feed offered
- Cleaning and manure scraping of animal barns to include feeding and drinking trough
- Check all animals on a timely basis to be certain they are receiving adequate feed. Be certain clean water is available at all times.
- Assess the animal pens/barn to ensure that the areas remain hygienic, to reduce the risk of injury and disease of the buffaloes and farm workers.
- Use/ operate tools to move feed, animals and other equipment to the appropriate areas on the farm in an efficient manner.
- Feeding and care of the calves
- Regularly monitor the health of the animal and immediately report to the farm veterinarian any signs of disease or changes in the condition of the animal
- Observe signs of estrus (female breedable animals) and report to the farm AI technician
- Assist the farm veterinarian and AI technician in animal health-related activities and animal breeding respectively
- Collect colostrum (milking) from newly parturient animal
- Train calf to feed/ drink milk in the pail or bottle
- Transfer animals to other pen/animal house from time to time
- Ensure that the animals are secured inside the pen/ barn

FORAGE AND PASTURE, MAINTENANCE AND WASTE MANAGEMENT

Forage and maintenance (10)

- Harvesting and hauling of forages to be fed to animals following the prescribed amount
- Grass cutting and cleaning of forage area
- Collecting and recording of forage and legumes samples
- Forage planting material preparation
- Development, planting and maintenance of forage pasture
- Preparation of potting media for grass and legume seedling production
- Harvesting of legumes seeds for legumes production
- Application of fertilizer (organic/ inorganic) to forage area
- Follow scheduled irrigation and maintenance of water pumps
- Maintenance of irrigation canal to prevent clogging
- Care and maintenance of farm equipment assigned (grasscutter, harvester, farm tractor etc.)
- Assist in the harvesting of vermicast
- Assist in the repair of animal pen/barn and farm equipment and tools
- Assist in cleaning of animal pen
- Properly disposed waste materials

LIVESTOCK BIOTECHNOLOGY RESEARCH AND ANIMAL FACILITY (LBRAF)/SARANAY (6)

1. Feeding, care and management of buffaloes
2. Cleaning of animal corrals
3. Grass cutting, harvesting & hauling of forages
4. Assists in baling of rice straw
5. Operates and maintains farm tractors
6. Perform other duties as may be assigned by the GP Coordinator
7. Cutting and preparation of napier planting materials or other forage grasses/legumes
8. Planting of napier or other forage grasses/legumes

DUTIES AND RESPONSIBILITIES (GENERAL SERVICES SECTION)

DAILY ROUTINE SERVICES

Offices

1. Sweeping, mopping, spot scrubbing of all areas including the removal of floor stains on all vinyl areas.
2. Dusting and cleaning of all mirrors, glass tops, inside windows, window edges, blinds and vents of air conditioning units.
3. Disposing and emptying waste receptacle to designated trash bins.
4. Dusting and cleaning of horizontal and vertical surfaces including all office furniture and equipment.
5. Sweeping of cobwebs on walls and ceilings.
6. Watering of existing ornamental plants.
7. Glass cleaning of windows inside and out.
8. Spot cleaning of furniture and doors.

9. Other related utility/messengerial works are subject to completion of the assigned daily janitorial maintenance tasks.
10. Other services such as hauling of furniture and fixtures and others, subject to approved work request.

Building Hallways, Stairways and Lobby

1. Spot clean walls.
2. Sweep/dust mops all floors
3. Clean baseboards, cornices, doors, glass windows and air vents to include lighting diffusers and metal railings.
4. Dusting and cleaning of office furniture's.
5. Empty waste receptacles.
6. Damp mop stairs and clean railings.
7. Spray buff floors.
8. Damp wipe tables and chairs.
9. Clean and mop mats and runners.
10. Vacuum carpets.
11. Spot wash entry glass, inside
12. Wet mop or machine scrub floors.
13. Water existing ornamental plants.
14. Spot clean furniture.
15. Turn Off lights between 12:00 pm-1:00 p.m.or if the area is not in use along hallways as part of Energy Conservation.

Restrooms / Toilets and Bathrooms

1. Clean and disinfect all toilet floors, walls, bowls, urinals, commodes and wash basins.
2. Regularly empty and disinfect all waste receptacles.
3. Clean all glass mirror and window.
4. Spot clean walls on ceramic tiles and metal partition as well as the floors.
5. Refill soap dispensers.
6. Clean exhaust fans, lighting diffusers and doors
7. Dust mop floors.
8. Damp and dry clean mop floors.
9. Cleaning, sanitizing of toilets and restrooms with the use of effective disinfecting chemicals on the wash basins, urinals, toilet bowls and lavatories including fogging of toilets with deodorants.
10. Immediately Report to Administrative and General Services Section of PCC any busted bulbs and lamps including any leaking faucets, water closets and urinals including other unusual findings within the area such as locks of the bathroom doors and cubicles and others.
11. Turn on all Exhaust Fan at 7:30 a.m. and Turn them off at 4:30 p.m.

Conference Rooms

1. Spot clean carpets and furniture.
2. Spot clean walls and doors.
3. Clean all glass windows with glass cleaner.
4. Empty waste containers.

5. Vacuum carpets
6. Dust mop floors (for PSD Conference)
7. Water existing ornamental plants

Landscape Areas

1. Trimming of grasses, shrubs and other ornamental plants
2. Watering of plants and grasses.
3. Sweeping of roads, parking and adjacent areas as needed
4. Collection and disposal of garbage
5. Fertilize plants and grasses as needed
6. Control pest and insects as needed

Other Covered Areas

1. Sweeping of cobwebs on walls and ceilings when necessary
2. Dusting and cleaning of all mirrors, glass tops, inside window, window ledges, blinds and all vents of air-conditioning system

For any areas

1. Sweeping, mopping, spot scrubbing and polishing of all floor areas
2. Sweeping of cobwebs on walls and ceilings when necessary
3. Dusting and cleaning of all mirrors, glass tops, inside window, window ledges, blinds and all vents of air-conditioning system.

Weekly Maintenance Services

1. General cleaning of floor areas and shampooing spot scrubbing and or dry shampooing of carpets as the need arises.
2. General cleaning of toilets and bathrooms. Thorough cleaning and disinfecting of toilet floors, walls, bowls, commodes and wash basins.
3. Cleaning of doors, screens, roofing's and gutters.
4. Dusting of light fixtures suspended from ceiling.
5. Cleaning, waxing and polishing of furniture and fixtures, counters, etc., excluding items of equipment that require specialized maintenance.

Monthly Maintenance Services

1. Shampooing of carpets and furniture with foam cover as warranted.
2. Thorough General Cleaning of all areas covered for maintenance.
3. Scrubbing/ cleaning of outer/ exterior walls, fire exits and other related areas
4. Cleaning and de-clogging of roof decks, gutters and downspouts.
5. Stripping and waxing of vinyl floor areas as the need arise.

Waste Segregation

1. Waste segregation would start at the designated areas of works for all janitorial personnel;
2. All bio-degradable, non-bio-degradable and recyclable waste would be segregated in three trash bag prior to disposal;

3. There would be three (3) designated big trash bins for every office to distinguished the bio-degradable from non-biodegradable.

Other Scope of Services

1. In the exigency of services, janitorial service provider should form part of the emergency response team;
2. Assist the technical personnel such as but not limited to electrical, plumbing and other related services.

Power Conservation

1. Turning off lights from 12:00 to 1:00 p.m. along Hallways, Corridors and offices provided there are no working employees within the area;
2. Scheduled turning on/off of all Air-cons during rainy season and cold months of December-February from 9:00 a.m.-4:00 p.m.;
3. Proper monitoring of all exhaust fan within comfort rooms ensuring operations are confined only within 8:00 a.m.-5:00 p.m. only;
4. Turning off lights along hallways/comfort rooms during summer months to maximize natural lights
5. Properly ensure that all Emergency Exits are all closed to minimize electricity consumption on air-conditioning units.

Water Conservation

1. Regular monitoring of water closets/lavatories for possible leaks & immediately turn off valve /report to Building Maintenance for appropriate action within the day;
2. Proper scheduling & procedures for general cleaning of comfort rooms to maximize the usage of water;
3. Turn off water valve during long weekends to avoid water leaks due to high water pressure.

DUTIES AND RESPONSIBILITIES (PCC HOSTEL)

1. Maintain professional appearance with a positive attitude and adaptable and flexible.
2. Patient, helpful and is interested in the welfare of the guests and staff.
3. Great attention to detail and works well under pressure in fast-paced environment.
4. Follows staff conduct policies and time management guidelines.
5. Multi-task for the benefit of quality services, such us cleaning of training halls, pcc housing, gym and the like.
6. Work efficiently and independently with minimal supervision.
7. Perform any laundry duties.
8. Stock and maintain any housekeeping supply rooms.
9. Ensure high level of customer service is maintained at all times
10. Assist guests with all questions and reasonable requests.
11. Ensure accurate information is provided to all clients with respect.

DUTIES AND RESPONSIBILITIES (MILKA KREM)

Utility

1. Ensures cleanliness and maintenance of Milka Krem Café and Dairy Product Outlet including toilets and stockrooms
2. Cleanliness and Maintenance of CDCPF Hallway and windows including office comfort rooms
3. Maintain store order and cleanliness, which includes workstation, counters, floors, tables, seats
4. Practice good housekeeping and customer service at all time
5. Assist in getting Dairy Products at the cold room/window of CDCPF and arrange them in FIFO order at Milka Krem chillers
6. Welcome customers and answer their queries re: products and other related concerns
7. Serves as messenger with document related to other departments as needed.
8. Serves as a delivery staff in delivering milk and other products inside/outside Manila

Maintenance of Landscape Areas

1. Trimming of grasses, shrubs and other ornamental plants
2. Watering of plants and grasses.
3. Sweeping of roads, parking and adjacent areas as needed
4. Collection and disposal of garbage
5. Fertilize plants and grasses as needed
6. Control pest and insects as needed

Other Covered Areas

1. Sweeping of cobwebs on walls and ceilings when necessary
2. Dusting and cleaning of all mirrors, glass tops, inside window, window ledges, blinds and all vents of air-conditioning system

For any areas

1. Sweeping, mopping, spot scrubbing and polishing of all floor areas
2. Sweeping of cobwebs on walls and ceilings when necessary
3. Dusting and cleaning of all mirrors, glass tops, inside window, window ledges, blinds and all vents of air-conditioning system.

DUTIES AND RESPONSIBILITIES (CENTRAL DAIRY COLLECTIONG AND PROCESSING FACILITY)

Machine Operator (Processing)

1. Operate the overall production processing related machines.

2. Operate the processing of milk products such as Pasteurized milk, Low Fat, Choco Milk, Yogurt, Kesong Puti and other products according to quality standards.
3. Ensure and conduct CIP to the processing equipment; devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Assist and perform monitoring, maintenance and troubleshooting of processing machine related.
5. Assist in milk receiving.
6. Daily fill up related logbook/forms in production (in process monitoring forms of all liquid products)
7. Comply with ISO standards and requirements.
8. Undertake proper housekeeping in assigned areas/work stations.
9. Carry out other duties and responsibilities as identified by Immediate Supervisor.
10. Other: Collect raw milk and delivery of dairy products.

Machine Operator (Gelato Ice Cream)

1. Operate the gelato ice cream machine and other processing related machines such as Pastillas mixer, Batch Pasteurizer and Filling bottle according to quality standards.
2. Process the gelato ice cream products.
3. Ensure that the processing equipment, devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Daily fill up related logbook/forms in production (in process monitoring forms of Ice Cream)
5. Assist in daily receiving of milk, inventory of raw materials and finished goods.
6. Assist in labelling and packaging of bottle and other products.
7. Assist in disinfection of bottle and other materials used in the production.
8. Undertake proper housekeeping in assigned areas/work stations.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Machine Operator (Butter Churner and Fat Separator)

1. Operate the Butter churner and Fat Separator machine and other processing related machines such as Pastillas mixer, Batch Pasteurizer and Filling bottle according to quality standards.
2. Process the butter, low Fat milk and Paneer products.
3. Ensure that the processing equipment, devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Assist in daily receiving of milk, inventory of raw materials and finished goods.
5. Assist in labelling and packaging of bottle and other products.
6. Assist in disinfection of bottle and other materials used in the production.
7. Undertake proper housekeeping in assigned areas/work stations.
8. Daily fill up related logbook/forms in production.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Machine Operator (Pastillas)

1. Operate the Pastillas machine and other processing related machines such as Batch Pasteurizer, Gelato ice cream machine, cooling tank and Filling bottle according to quality standards.
2. Process/ cook Pastillas.
3. Ensure that the processing equipment, devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Assist in daily receiving of milk, inventory of raw materials and finished goods.
5. Assist in labelling and packaging of bottle and other products.
6. Assist in disinfection of bottle, milkcans and other materials used in the production.
7. Undertake proper housekeeping in assigned areas/work stations.
8. Daily fill up related logbook/forms in production.
9. Monitoring of temperature of different storage area inside plant.
10. Comply with ISO standards and requirements.
11. Carry out other duties and responsibilities as identified by Immediate Supervisor.
12. Other: Delivery of dairy products.

Support Staff

1. Assist to operate processing related machines such as Batch Pasteurizer, cooling tank, pastillas mixer and Filling bottle according to quality standards.
2. Filling bottle operator.
3. Ensure that the processing equipment, devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Assist in daily receiving of milk, inventory of raw materials and finished goods.
5. Assist in labelling and packaging of bottle and other products.
6. Assist in disinfection of bottle, milk cans and other materials used in the production.
7. Undertake proper housekeeping in assigned areas/work stations.
8. Daily fill up related logbook/forms in production.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.
11. Other: Delivery of dairy products.

Support Staff

1. Assist to operate processing related machines such as Batch and Continues Pasteurizer, cooling tank, pastillas mixer and Filling bottle according to quality standards.
2. Filling bottle operator.
3. Ensure that the processing equipment, devices and machine are in order and thoroughly clean all the time prior to and after processing activities.
4. Daily receiving of milk, inventory of raw milk and finished goods.
5. Assist in labelling and packaging of bottle and other products.
6. Assist in disinfection of bottle, milk cans and other materials used in the production.
7. Undertake proper housekeeping in assigned areas/work stations.

8. Daily fill up related logbook/forms in production.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. Over all in charge in production inventory forms/ logbook such as Daily Inventory, Production output, Product Disposition, Spoilage logbook and Finished Good Daily Inventory form.
2. In charge in finished goods inventory and product disposition to Mlikakrem.
3. Conduct balance inventory of all finished product.
4. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
5. Assist in weighing of raw materials, packing of yogurt, kesong puti and butter.
6. Assist in labelling, coding and packaging of bottle and other products.
7. Undertake proper housekeeping in assigned areas/work stations.
8. Daily fill up related logbook/forms in production.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in process and packaging of Yogurt Milk Drink.
2. In charge in inventory and utilization of packaging materials.
3. Reliever in weighing of raw materials, logbook inventory and utilization.
4. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
5. Assist packing of kesong puti and butter.
6. Assist in labelling, coding and packaging of bottle and other products.
7. Undertake proper housekeeping in assigned areas/work stations.
8. Daily fill up related logbook/forms in production.
9. Comply with ISO standards and requirements.
10. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in process of Kesong Puti, Mozzarella and Gouda.
2. In charge in weighing of raw materials.
3. In charge in raw materials logbook inventory and utilization.
4. Reliever in production inventory forms/ logbook such as Daily Inventory, Production output, Product Disposition, Spoilage logbook and Finished Good Daily Inventory form.
5. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
6. Assist packing of yogurt and butter.
7. Assist in labelling, coding and packaging of bottle and other products.
8. Undertake proper housekeeping in assigned areas/work stations.
9. Daily fill up related logbook/forms in production.
10. Comply with ISO standards and requirements.
11. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in packing of Pastillas. Quota : Pastillas in box= 110 pieces, Pastillas in packs= 90 pieces
2. In charge in pastillas production output logbook.
3. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
4. Labelling, coding, cutting of packaging materials.
5. Undertake proper housekeeping in assigned areas/work stations.
6. Daily fill up related logbook/forms in production.
7. Comply with ISO standards and requirements.
8. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in packing of Pastillas. Quota : Pastillas in box= 110 pieces, Pastillas in packs= 90 pieces
2. In charge in pastillas packaging materials inventory and utilization logbook.
3. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
4. Labelling, coding, cutting of packaging materials.
5. Undertake proper housekeeping in assigned areas/work stations.
6. Daily fill up related logbook/forms in production.
7. Comply with ISO standards and requirements.
8. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in packing of Pastillas. Quota : Pastillas in box= 110 pieces, Pastillas in packs= 90 pieces
2. In charge in Relative Humidity logbook.
3. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
4. Labelling, coding, cutting of packaging materials.
5. Undertake proper housekeeping in assigned areas/work stations.
6. Daily fill up related logbook/forms in production.
7. Comply with ISO standards and requirements.
8. Carry out other duties and responsibilities as identified by Immediate Supervisor.

Support Staff

1. In charge in packing of Pastillas. Quota : Pastillas in box= 110 pieces, Pastillas in packs= 90 pieces
2. Assist in pastillas output, packaging materials inventory and utilization logbook.
3. Ensure that the storage facilities, processing equipment and devices are in order and thoroughly clean all the time prior to and after processing activities.
4. Labelling, coding, cutting of packaging materials.
5. Undertake proper housekeeping in assigned areas/work stations.
6. Daily fill up related logbook/forms in production.
7. Comply with ISO standards and requirements.

8. Carry out other duties and responsibilities as identified by Immediate Supervisor.

2. MANPOWER QUALIFICATION AND OTHER CONDITIONS

The following information is provided to assist the bidders in understanding the scope of services needed by PCC. As PCC takes pride in providing an exceptionally clean and safe environment at all times for its customers and employees and expects the janitorial services to demonstrate this same pride in their work performed.

1. STAFFING AND EMPLOYEE RECRUITMENT

- 1.1. The Supplier shall provide a total of **Fifty Nine (59)** adequate personnel properly screened, experienced in proper cleaning, janitorial and other related services methods and techniques to properly and satisfactorily maintain the facilities on a day-to-day basis during the scheduled times indicated. A total of **Fifty Nine (59)** personnel shall be provided and provide utility works to concerned departments. The list of personnel shall be submitted to PCC for verification, including the required clearances for approval at least seven (7) calendar days prior to start of work. No janitors will be reporting for work without the necessary approval of PCC and proper orientation with regards to PCC policies and standards.
- 1.2. The Supplier warrants that all personnel that it will supply and hire are healthy (complete medical check-up), reliable, honest, professionally trained, industrious, carefully selected and properly screened, have passed the necessary annual tests such as but not limited to neuro-psychological and drug tests and possessed the necessary latest and valid annual clearances from the National Bureau of Investigation (NBI), Philippine National Police (PNP), Barangay and Health Clearance (Health and Medical Certificate) validated by PCC Health and Safety Office. The said tests and clearances shall be copy furnished to PCC for verification and documentation prior to the start of work.
- 1.3. The Supplier shall provide equally qualified relievers for the absentee personnel. The said relievers should comply with the required qualification requirements and clearances of PCC and are subject to approval of PCC prior to report for work.
- 1.4. The number of personnel maybe increased or decreased whenever the exigency of the service so requires upon written notice to the Supplier, provided that corresponding adjustment in the consideration prescribed shall be affected.
- 1.5. Personnel with any history of drugs, violence of any type including deadly weapons violation, theft of all types, fraud and/or forgery shall not be assigned to work at PCC facility. Violation of this requirement will be a cause for contract termination.
- 2.6 The supplier must demonstrate the ability to provide industrious, trustworthy, reliable employees and shall make in good faith effort to retain the same employees on the same schedule in the same area for as long as possible. If the change of personnel is to occur, the Officer in Charge shall be notified thru written communication before the change of personnel or as quickly as possible thereafter.
- 2.7 All Personnel shall have the ability to read, write and have the necessary public relations skill to deal with employees and customers in a professional, courteous manner. They must understand written and oral rules and regulations and apply them in a tactful and non-confrontational

manner as well as maintain poise, self-control, tact, diplomacy and mature judgment under stress.

2.8 All hired personnel shall have related one (1) year janitorial maintenance and other related services experience in corporate office and physically fit prior to working within the PCC Premises and shall have undergone proper orientation regarding PCC working policies and procedures.

2.9 All equally qualified reliever shall possess the same document and clearance requirements as that of the regular duty personnel.

2. UNIFORM AND APPEARANCE STANDARDS

2.1 The selected Supplier's personnel shall be neat and clean in appearance and shall wear suitably prescribed uniforms with the personnel's name displayed and with appropriate company issued identification cards. The uniforms shall be provided by the supplier at no cost to the personnel.

2.2 All personnel shall wear the prescribed uniform while working in PCC premises. No personnel will be allowed to enter and work within PCC without the appropriate uniforms and identification cards.

3. ASSIGNMENT/REPLACEMENT OF SUPPLIER'S PERSONNEL

3.1 The specific location or assignment of the Supplier's Personnel to be detailed in the premises of PCC shall be determined by the Supplier. The said location or assignment maybe changed whenever the exigency so requires, and is to be approved by PCC. The PCC Officer in Charge shall have the right to inspect at all times the personnel detailed or assigned by the Supplier and request for a change, replacement or substitution of the assigned personnel for legitimate reasons upon written notice to the Supplier by PCC.

3.2 A Monthly Detailed Work Assignment of all personnel within the designated specific area shall be submitted to PCC for approval one (1) week prior to the start of each month. It shall include the names of personnel, times of work and areas of work assignment. Any changes in work assignment thereafter should be properly notified in writing addressed to PCC at least one (1) week before its implementation.

3.3 The Supplier shall ensure that their Personnel are within their respective work assignments during their working hours and should properly inform their supervisors if they will perform other utility works outside their work assignments but within PCC premises. Abandonment of work will be a sufficient ground for the termination of contract.

3.4 The Supervisor shall properly inform and coordinate with the PCC Human Resource Management Section if they will re-assign or require additional manpower to perform an approved PCC Work Request (WR).

4. SUPPLIER'S RESPONSIBILITY

4.1 Being the employer, shall assume full responsibility for the acts of its personnel during the performance of their duties, and the proper maintenance, safekeeping and upkeep of the

required janitorial and related services equipment ensuring that the equipment are properly operating during the duration of the contract.

- 4.2 Shall be responsible for the issuance of the uniforms of its personnel including identification card.
- 4.3 Shall at all times be solely liable and/or responsible for the enforcement and compliance with all existing labor laws, including minimum wage, 13th month pay, holiday premium, SSS/Philhealth /ECC/Pag-ibig premium contributions and other mandatory benefits as prescribed by law for all its employees assigned at PCC if applicable. Non-compliance thereof is a valid ground for cancellation of the service contract. The Supplier shall bind itself to save and hold PCC free and harmless from any and all liabilities arising thereof.
- 4.4 Shall be responsible for all coordination and supervision of personnel associated with the janitorial and other related services at PCC facilities.
- 4.5 Shall recruit, screen, background check and train personnel and ensure that the said personnel comply with the standard qualifications as required by PCC.
- 4.6 Train personnel about PCC's security protocol and procedures including confrontation avoidance; and ensure that employees abide by the said procedures.
- 4.7 Cooperate with PCC AdHoc Committee designated to conduct official investigation of suspected criminal activity in case of theft and burglary in the maintained buildings.
- 4.8 Shall be responsible for the safety of their employees in the conduct of janitorial and other related maintenance services.
- 4.9 Shall submit a monthly progress report to PCC regarding their performance within five days after the end of each month.
- 4.9 Shall ensure that janitorial and other related services personnel working beyond the required schedule are duly approved by the Officer in Charge prior to their start of work.
- 4.11 Shall maintain a satisfactory level of performance throughout the term of the contract based on the prescribed set of performance criteria. The performance criteria to be applied shall include, among others, the following:
 - (i) Quality of Service delivered;
 - (ii) Time Management;
 - (iii) Management and suitability of personnel;
 - (iv) Provision of regular monthly progress report.
- 4.12 Shall provide Biometrics for daily time record for their contracted personnel.

5. EVALUATION OF PERFORMANCE AND INSPECTION

- 5.1 The Performance of the Supplier will be evaluated monthly based on the quality of work accomplished and its compliance with the contract documents.
- 5.2 Monthly Performance Inspection Report will be conducted to assess the performance of the Supplier in terms of Contract Compliance, Manpower Requirements, Supplies Inspection and Compliance, Personnel/Work Performance and other related requirements which will form part of the Performance Review of the Supplier.
- 5.3 The performance criteria to be applied shall include, among others, the following:

- (i) Quality of Service delivered;
- (ii) Time Management;
- (iii) Management and suitability of personnel;
- (iv) Provision of regular progress reports.

6. SCOPE AND METHOD OF PAYMENT

6.1 Billing shall be made on a Semi-Monthly Basis and shall be based on the actual number of personnel deployed as verified and certified by the PCC

6.2 Payrolls of Personnel shall be based on the following cut-off: 1-15th of the month and 16-30th of the month and shall be payable within three (3) working days.

The following are the required attachments duly certified true copy (CTC) for every billing period:

- a) Request for Payment;
- b) Duly Signed Payrolls;
- c) Daily Time Record (DTR) of all personnel;
- d) Affidavit of Payments for Pag-ibig, Phil-health and SSS remittances;
- e) Proof of Payments for SSS, Phil-Health and Pag-ibig monthly premiums and loans for the current billing period; and
- f) Contract Document

7. OTHERS

7.1 Supplier/ Provider preferably ISO Certified (with knowledge on EMS/OHSAS).

7.2 Supplier's Officer/Representative thru the PCC Human Resource Management Section shall meet with the PCC Head/ Officer/s concerned once a month to discuss updates, problems encountered (if any) and the likes.

Prepared by:

Approved by:

CECILIA C. ABO
Head, HRMS
October 30, 2019

ARNEL N. DEL BARRIO
Executive Director