

**TERMS OF REFERENCE
PROCUREMENT OF 2022 JANITORIAL SERVICES
FOR THE MARINA CENTRAL AND SATELLITE OFFICES**

1. BACKGROUND

The Maritime Industry Authority (MARINA) shall engage a contract with a reputable janitorial service provider that will provide efficient janitorial/housekeeping services and has a pool of well-trained personnel who are able to maintain adequate and reliable maintenance services to ensure orderliness and sanitation of the office premises.

2. CONTRACT PERIOD

The contract period shall cover twelve (12) months from January 01, 2022 to December 31, 2022.

3. APPROVED BUDGET OF THE CONTRACT (ABC)

1. The fund for this engagement shall be sourced from the General Appropriations Act (GAA) for the fiscal year 2022 of the MARINA.
2. The ABC for the project is **EIGHT MILLION FOUR HUNDRED THOUSAND PESOS (P8,400,000.00)**, inclusive of all government taxes, other fees and charges.

4. SCOPE OF SERVICE

- 4.1 The **JANITORIAL SERVICE PROVIDER** shall assign housekeeping/janitorial services for the MARITIME INDUSTRY AUTHORITY Central Office with details as follows:

Janitors/Utility Personnel	28	MARINA Central Office A. Bonifacio Drive corner 20th Street, Port Area, Manila
	3	MARINA Satellite Office at SM City Manila, Concepcion corner Arroceros St., San Marcelino, Ermita, Manila
	2	MARINA Satellite Office at PITX, Parañaque City
	1	MARINA Satellite Office at POEA, Ortigas, Pasig
Janitor Supervisor	1	
Total	35	

4.2 The **JANITORIAL SERVICE PROVIDER** shall deploy a minimum of **thirty-five (35) utility personnel including one (1) Supervisor** who shall render eight (8) hours of work everyday from Monday to Friday, from 7:00 am to 4:00 am, 8:00 am to 5:00 pm; 9:00 am to 6:00 pm on shifting schedules applicable to the **MARINA** Central Office or depending on the work assignment of the janitorial personnel of the satellite offices;

4.3 The **JANITORIAL SERVICE PROVIDER** shall employ Janitors/Utility Personnel who will be assigned to perform the following:

4.3.1 DAILY ROUTINE

- 4.3.1.1 Sweeping, mopping and spot scrubbing of all offices and common areas (i.e., hallway, corridors, stairways, and parking areas);
- 4.3.1.2 Cleaning, sanitizing and disinfecting of toilets and washrooms, which includes the use of special sanitizing and disinfecting agents in wash basins, urinals and toilet bowls;
- 4.3.1.3 Dusting and cleaning of horizontal and vertical structure surfaces in offices/units and common areas;
- 4.3.1.4 Dusting and cleaning of all glass panes, windows, doors and window ledges, air vents and partitions, furniture and fixtures which require specialized maintenance;
- 4.3.1.5 Dusting and cleaning of window sills and vacuum cleaning of carpets and draperies;
- 4.3.1.6 Cleaning of trashcans and receptacles in offices/units and common areas;
- 4.3.1.7 Proper disposal of garbage and waste materials
- 4.3.1.8 Spraying of air fresheners and disinfectants in all offices;
- 4.3.1.9 Maintain indoor/outdoor plants.

4.3.2 WEEKLY ROUTINE

- 4.3.2.1 Polishing of floors;
- 4.3.2.2 Carpet shampooing;
- 4.3.2.3 Dusting of lighting fixtures, hanging lamps and electric fans, etc.;

- 4.3.2.4 Washing and cleaning of inside and outside glass windows, glass partitions and doors, including venetian blinds;
- 4.3.2.5 Thorough washing/cleaning/sanitizing and disinfecting of all washrooms and toilet fixtures;

4.3.3 MONTHLY ROUTINE

- 4.3.3.1 Thorough general cleaning by way of scrubbing, spot-checking of damaged tiles, removal of stains and others;
- 4.3.3.2 Thorough cleaning and washing of inside walls and ceilings;
- 4.3.3.3 Vacuum chairs and sofa sets;
- 4.3.3.4 Thorough inspection and removal of stain marks on the floor;
- 4.3.3.5 Washing and cleaning of light diffusers, venetian blinds, screens, etc.;

4.3.4 MISCELLANEOUS ROUTINE

- 4.3.4.1 Report all breakages, electrical malfunctions and others that require immediate attention;
- 4.3.4.2 Provide two (2) roving Coordinators who will work with the supervisor from time to time in monitoring the performance of the personnel deployed;
- 4.3.4.3 Report minor repair and close coordination with maintenance staff;
- 4.3.4.4 Provide other equipment, tools and materials that will be necessary during general cleaning;
- 4.3.4.5 Miscellaneous work such as carrying, transporting or moving of office furniture, equipment, supplies within and/or outside office premises as may be assigned from time to time;
- 4.3.4.6 Rendition of overtime services during emergency situations and/or extraordinary circumstances may be allowed; and
- 4.3.4.7 Report to the Division of Chief of the GSD any damaged/ leaking pipe plumbing, water and toilet facilities, electrical, and any damaged furniture and fixture that will need immediate repair.

- 4.4 The **JANITORIAL SERVICE PROVIDER** shall provide sufficient necessary cleaning equipment and supply of materials for the duration of one (1) year are as follows:

Equipment (to be provided free of charge)

- 6 units - floor polisher
- 10 units - vacuum cleaner

Tools:

- 30 pieces - Stripping pad for floor polisher
- 30 pieces - polishing pad for floor polisher
- 30 units - mop squeezer
- 10 pieces - Caution Signage
- 30 pieces - spatula
- 2 pieces - 12' Aluminum ladder
- 3 units - 30-meter Water Hose
- 20 pieces - plastic pails
- 7 pieces - large plastic container (drum)
- 25 pieces - toilet hand pump
- 25 pieces - toilet bowl hand brush
- 300 pieces - rags for dry wiping/cleaning
- 300 pieces - rags for wet wiping/cleaning
- 300 pieces - soft broom
- 50 pieces - broom stick
- 60 pieces - doormats for comfort room

Materials:

- 36 gal - Liquid disinfectant for comfort rooms
- 48 gal - Muriatic acid
- 24 gal - Air freshener
- 48 gal - Furniture liquid polish
- 36 gal - Liquid stain remover
- 48 gal - Shine polish/wax for vinyl tiles
- 150 gal - Liquid soap for comfort rooms
- 600 pcs - Deodorant cake for comfort rooms
- 240 kg - Detergent powder
- 36 kg - Powder cleanser
- 36 reams - Scrubbing pad
- 36 pcs - Steel wool
- 600 pcs - Toilet tissue paper
- 48 cans - Insecticide
- 36 cans - Metal polish
- 8,400 pcs - Garbage bag (Black, XL)
- 3,600 pcs - Garbage bag (Black, Small)
- 1,200pcs - Garbage bag (transparent, XL)

- 4.5 The **Janitorial Service Provider** shall submit a housekeeping plan tailor fit to the service requirement of MARINA Central Office and its satellite offices (PITX, POEA and SM MANILA) stating/enumerating therein the specific methodology to be employed for the execution of the housekeeping plan.

5. RESPONSIBILITIES OF THE JANITORIAL SERVICE PROVIDER

- 5.1 The Janitorial Service Provider shall provide efficient janitorial and other related services in accordance with the standards prescribed by the MARINA;
- 5.2 The Janitorial Service Provider shall ensure that the duly trained and skilled utility personnel assigned at MARINA are compliant with following qualification requirements:
- 5.2.1 not less than 21 years old, not more than 40 years old;
 - 5.2.2 with good moral character and without criminal or police records;
 - 5.2.3 physically and mentally fit, and with complete medical clearance (including drug test, neuro-psychological test, Hepa B, and COVID 19 RT-PCR Test or inoculated with the COVID 19 vaccine)
- 5.3 The Janitorial Service Provider shall guarantee that its employees are honest, courteous, and of good moral character. The personnel should also be covered by appropriate government clearances such as NBI, Police or Barangay Clearance;
- 5.4 The Janitorial Service Provider shall comply with existing labor laws and standards, rules and regulations of the Department of Labor and Employment (DOLE) on workers or on its employees as to their wages, taxes, SSS premiums, PhilHealth and Pag-IBIG benefits, and other requirements in accordance with Philippine laws on the matter;
- 5.5 The Janitorial Service Provider shall assign an Area Supervisor/Manager from their Main Office, not from among the pool of personnel, who will conduct regular inspection, monitoring and supervision of their personnel. This will be for at least once in every quarter, to ensure performance efficiency;
- 5.6 The Janitorial Service Provider shall evaluate the performance of its personnel semi-annually using the instrument prescribed by the MARINA. This is to determine if they still meet the required standards for performance, including attendance, punctuality and attitude towards work.
- 5.7 The Janitorial Service Provider shall conduct drug testing among its personnel once during the term of the Contract, at its own expense;
- 5.8 The Janitorial Service Provider shall guarantee that its personnel are well-trained. The winning contractor shall see to it that personnel assigned to MARINA shall have received or subjected to appropriate training. This is for them to be equipped with the right knowledge and skills in the performance of their duties and responsibilities.

- 5.9 The Janitorial Service Provider shall supply Personal Protective Equipment (PPE) to its employees, **without** any additional cost to the MARINA.

6. Other Requirements

In addition to the provisions of RA 9184 and its Implementing Rules and Regulations (IRR), the following are the MARINA requirements:

- 6.1 The bidders must have at least three (3) client's satisfaction rating from a government agency or a private corporation with whom the bidder had contract for the past two (2) years or on-going; and
- 6.2 The bidders must have no pending case(s) against the government.
- 6.3 The **MARINA** and the **JANITORIAL SERVICE PROVIDER** must be compliant with the DOLE Department Order No. 18-A, s. 2011 in particular, Place of Work; Compliance with Labor Standards and Occupational Health and Safety, and Administrative Fee which states that:

"The place of work and terms and conditions governing the contracting arrangement, to include the agreed amount of the services to be rendered, the standard administrative fee of not less than ten percent (10%) of the total contract cost shall be provided.

Compliance with all rights and benefits of the employees under the Labor Code and Department Order No. 18-A, Series of 2011, on: safe and healthful working conditions; labor standards such as, service incentive leave, rest days, overtime pay, 13th month pay and separation pay retirement benefits; contributions and remittances of SSS, PhilHealth and Pag-IBIG."

7. RIGHTS OF THE MARINA

- 7.1 Supervise the janitorial services and other related works being rendered by the Service Provider to guarantee maximum efficiency.
- 7.2 Prescribe standard cleaning services checklist and guidelines to ensure the Service Provider's compliance to the Contract.
- 7.3 MARINA shall have the sole option to terminate the contract at any time for violation of any of the terms and conditions thereof and/or, if in its judgment, the service it has rendered is substandard and/or unsatisfactory.
- 7.4 MARINA may change or replace utility personnel at any time whose work it finds or believes to be below standard, or whose conduct is unsatisfactory, or it is prejudicial to its interest.

8. PAYMENT TERMS

Payment to the Janitorial Service Provider shall be made 15 to 30 days after submission of the billing statement to MARINA with documentary requirements.

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