The Health Sciences Center

End-User:

BIDS & AWARDS COMMITTEE 1 (BAC 1)

Proj. Ref. No.: **BAC1-2023-12-0129**

OFFICE AND CUSTODIAL SERVICES

Project JANITORIAL AND OTHER WORKFORCE MANAGEMENT
Title: SERVICES FOR THE PHILIPPINE GENERAL HOSPITAL

Contract: ONE (1) YEAR

| Item No. | Qty. | UOM | Item Description | Unit Cost (PhP) | Quotations (all taxes included) | |
|-------------|---|-----|--|-----------------|------------------------------------|----------|
| | | | • | | in figures | in words |
| 1 | 1 | Lot | JANITORIAL AND OTHER WORKFORCE MANAGEMENT SERVICES FOR THE PHILIPPINE GENERAL HOSPITAL | 117,000,000.00 | | |
| | Total Approved Budget for the Contract: | | Php117,000,000.00 | | | |

TERMS OF REFERENCE

Opening of Bid: 02 February 2024

ABC: PHP117,000,000.00

FOR THE PROCUREMENT AND IMPLEMENTATION OF JANITORIAL and OTHER WORKFORCE MANAGEMENT SERVICES OF THE PHILIPPINE GENERAL HOSPITAL

I. General Description

The Janitorial and Other Workforce Management Services Provider shall cover the management service, necessary personnel, equipment, supplies, and uniforms in carrying out and executing the maintenance of different levels of cleanliness, orderliness, and sanitation in all buildings of the hospital and its surrounding premises, as well as the efficient handling and processing of patient care-related support services.

The maintenance of cleanliness, orderliness, sanitation, and support services shall be integrated, efficient, consistent, cost-effective, and closely coordinated with the Office and Custodial Services. The Service Provider shall be chosen through public and competitive bidding following the provisions of Republic Act No. 91.84 and its implementing rules, regulations, and issuances.

II. General Scope of Work

- 1. Management of Facilities Cleanliness and Sanitation
- 2. Porter Services, Elevator Operatorship and Clerical Support Functions

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| | Dean CHARLOTTE M. CHIONG, MD, PhD |
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Project

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BIDS & AWARDS COMMITTEE 1 (BAC 1)

Proj. Ref. No.: **BAC1-2023-12-0129**

End-User: OFFICE AND CUSTODIAL SERVICES

JANITORIAL AND OTHER WORKFORCE MANAGEMENT SERVICES FOR THE PHILIPPINE GENERAL HOSPITAL

Contract: ONE (1) YEAR

3. Staffing for the above-mentioned services

4. Area of Coverage: PGH Complex

III. Obligations of the Janitorial & Other Workforce Management Services Provider (JOWMSP)

1. The JOWMSP shall perform a due diligence assessment of the covered areas of the contract and the JOWMSP shall submit a Productivity-focused cleaning Program, recommendations of the latest Cleaning and Transport Technological equipment monitoring as well as the recommendations of chemical agents for cleaning approved by the Department of Health (DOH) to PGH as part of the contract requirement.

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- 2. Provide janitorial and other workforce services seven (7) days a week at the Philippine General Hospital (PGH) in conformity with the PGH Location Covered.
- 3. Before the start of the daily deployment, all the janitorial and other workforce services personnel should report to the Office of Custodial Services (OCS) of the Philippine General Hospital (PGH) for monitoring purposes.
- 4. The JOWMSP agrees to reassignment by OCS-PGH of the area of work or services to be performed by the janitorial staff and other workforce staff (in coordination with the Department of Pay Patient Services (DPPS), and other areas of assignment). Likewise, to increase or decrease the number of personnel to be deployed subject to the actual workforce requirement of PGH during the effectivity of the Contract.
- 5. Ensure the availability and deployment of adequately trained and capable janitorial and other workforce services personnel. Only qualified (prescreened/processed) personnel, should be deployed at all times.
- 6. All deployed janitors and other workforce services personnel shall be rotated every six months. The PGH through OCS reserves the right to

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conduct monthly reshuffling of personnel to avoid familiarization with hospital operations and employees.

- 7. Automatically deploy relievers in case of absences. Non-deployment of personnel shall be considered as an abandonment of responsibility by the JOWMSP and shall be grounds for penalties and/or termination of the contract.
- 8. The JOWMSP shall assign a supervisory team that shall oversee the performance of janitorial and other workforce activities included in the scope, prepare reports, and perform representation and coordination work with PGH
- 9. Authorize PGH, where warranted/exigent, to intervene in the supervision of the personnel assigned to PGH during their tour of duty. However, the exercise by PGH of such authority shall neither be deemed not interpreted as the relinquishment of the power/responsibility of the winning JOWMSP as the employer of its personnel assigned to PGH nor be construed as creating any employer-employee relationship between PGH and said personnel of the JOWMSP.
- 10. Assume all accountabilities over all personnel that shall be provided and deployed in PGH.
- 11. Fully guarantee the capabilities, competence, grooming, and proper personnel hygiene of personnel to be assigned to PGH and agree to any personnel replacement that the OCS-PGH shall require in case the individual work performance of personnel falls below work activity expectations.
- 12. The JOWMSP shall provide additional appropriate training to their personnel as may be required for the performance of their jobs or as may be required by PGH.
- 13. Have no derogatory record from past and present clients, as well as other pertinent government agencies.

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IV. Tools, Janitorial Consumables, Equipment, and Personnel Requirements:

- 1. JOWMSP shall provide tools, equipment, and other technical consumables for its employees to perform all services. A list of all supplies, tools, and equipment available for use in PGH must be submitted to the OCS. The latter may inspect the listed equipment, tools, and supplies at the JOWMSP's storage area;
- 2. JOWMSP shall furnish its personnel with supplies, materials, and equipment in quantity and schedule in proportion to its number of personnel and area of coverage.
- 3. All supplies and materials to be provided by JOWMSP for housekeeping should be of guaranteed high-grade quality to ensure and maintain maximum cleaning results. Any supply that is found to be non-effective (not producing the intended effect, i.e., when you try to clean but do not end up cleaning at all) or with a negative report from the end user, shall be replaced by JOWMSP immediately.
- 4. Housekeeping Equipment should be complete, on-site, and in good working condition at all times; with an equipment maintenance program to ensure the reliability of equipment at any given time. In case of a breakdown, the JOWMSP should provide a replacement within the day.
- 5. JOWMSP shall provide timely provision of necessary supplies. In case of unavailability or delay in the provision of supplies and the end-user is constrained to procure the necessary supplies for the period, the amount spent shall be deducted from the Cash Deposit of JOWMSP with an additional 20% penalty charge based on the amount purchased.
- 6. Qualified Staffing: JOWMSP shall provide a skilled workforce to facilitate the services required.

| A. | Janitorial Management: | |
|----|-------------------------------|------|
| | Staff | *No. |
| | Cleaning Supervisors/Cleaners | 255 |
| | Elevator Operators | |
| | Porters/Messengers | |

Dean CHARLOTTE M. CHIONG, MD, PhD
Chairperson

Approved by:

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B. Other Workforce Management:

Staff *No.

DPPS/ER Clerical Services 30

*The number of personnel is flexible to be responsive to the needs of the hospital as determined by the PGH administration (the number will increase or decrease).

V. Daily Operation:

- 1. The JOWMSP will assume sole responsibility for the management, daily operations, and associated costs to provide full janitorial and other workforce services.
- 2. On-site Management
- 3. On-site Staff
- 4. Work Hours: Minimum of 8 hours a day and 7 days a week
 - a. Janitorial Staff Services: 3 Work Shifts (AM, PM, NIGHT), Monday-Sunday; services provided during on-site hours will not result in additional charges for labor
 - b.Clerical Services: Depends on the hospital's operational hours.
 - c. PGH Location Covered:

| *Area of Coverage | | |
|--|--|--|
| Main Building/Administrative Complex (including COA office) | Service Wards (Wards 1-16, Rehab, Nursery, Hema-Oncology) | |
| Central Block Building (Ground floor-7th Floor) | Pay wards (4 th – 7 th Floor) | |
| Emergency Room Complex (DEMS) | Operating Room Complex | |

Approved by:

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Chairperson

(Signature over Printed Name of President / Gen. Manager)

(Name & Address of Company)

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| OBAS | Intensive Care Units |
|-------------------|---|
| Cancer Institute | DOVS-SOJR |
| Spine Building | Department of Outpatient Services Building |
| Property & Supply | Bayanihan Isolation |
| Dietary | Bantay Antayan |
| Purchasing Office | Main Pharmacy |
| BAC Office | Internal Audit Office |

^{*}Area of Coverage includes Hallways and Public Toilets

5. JOWMSP shall ensure that all staff will be accounted for every day. A monthly report/attendance shall be submitted to OCS. If personnel do not meet the above commitment, the corresponding amount will be deducted from the monthly billing due to JOWMSP to be computed as follows:

Salary of concerned employee per day multiplied by the number of days absent = Deduction

VI. Detailed Scope of Services

- 1. Before the start of the daily deployment, all the janitors, porters, and elevator operators must report to the administrative office of the JOWMSP for monitoring purposes. The JOWMSP administrative office personnel is responsible for the following:
 - a) Orients their janitorial and other workforce personnel, and monitors attendance and performance regularly;
 - b) Coordinates with the Office of Custodial Services (OCS) in terms of deployment and supervision of their Janitorial Personnel, Elevator

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Operators, and Porters/Messengers with the Department of Pay Patient Services (DPPS) and other areas of deployment;

- c) Updates and submits the monthly list of their janitorial services and other clerical personnel at least one week before the start of each month to the Office of the OCS Head. The designated OCS Inspection Team shall randomly check and inspect the deployment of janitorial personnel;
- d) Submits to the PGH Internal Audit Office proof of complete vaccination, and other health certificates, including other required documents before deployment of janitorial and other workforce services personnel within one week. Upon request of OCS, provide said documents.
- e) Ensures that all required personnel are full daily, and warrants that absences or suspensions are immediately supplied with relievers and orients new personnel and/or relievers.
- f) Monitors personnel attendance through appropriate recording on Bundy cards, deployment list, and record of daily issuance of colorcoded numbered PGH ID, including a logbook of attendance in respective areas. Submits Bundy Cards to the OCS on the first working day after the cut-off period for verification by the Custodial Staff-in-charge before submission to the JOWMSP Administrative Office for preparation of corresponding billing statement;
- g) Schedules general maintenance per area/office on a per-request basis to avoid conflict with the regular cleaning schedule and monitoring of activities:
- h) Submits monthly accomplishment reports and monthly supply consumption reports to the OCS;

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i) Assists the janitors in the daily cleaning, scheduled general maintenance of areas, and in other related janitorial services, whenever needed.

2. Cleaning Services -

- 2.1 Daily Services (Indoors) should be done regularly within every shift
 - a) Cleaning, sanitizing/disinfection of all horizontal and vertical surfaces such as floors, ramps, walls, windows, window ledges, window panels/mirrors, vertical blinds, railings, doors, ceilings, stairways, hallways, lobbies, corridors, fire exits, bathrooms/washrooms, kitchens/pantries, furniture, equipment and all within the room, etc.;
 - b) Proper collection and disposal of trash following the Healthcare Waste Management (HCWM) guidelines. The plastic trash bags should be color-coded and transported in covered waste bins. These plastic bags should be changed as necessary.
 - c) Keeping stairways, entrances, and fire exits free from obstructions;
 - d) Watering of indoor plants and cleaning of common decorative items;
 - e) Switch off all lighting when not in use and report cases where illumination is necessary;
 - f) Keeping the floor dry and safe at all times. Installation of proper warning signs (example: Caution: Wet Floor);
 - g) Report necessary repair works in their assigned areas through WSP supervisors to respective administrative officers/area managers/head nurses/area representatives;
 - h) Any additional related official housekeeping tasks that may be assigned from time to time.
- 2.2 Daily Services (Clinical and Research Areas) should be done regularly within every shift
 - a) Damp-dusting of ramps, walls, windows, window ledges, window panels, blinds, railings, doors, and other surfaces of patient's rooms, nurse's station, kitchen, and utility rooms;

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- b) Applying a 2-bucket system, color-coded mops, wet mops, and dries floors of patients' areas every shift and as necessary;
- c) Installation of proper warning signs (example: Caution: Wet Floor);
- d) Cleaning, scrubbing, and disinfecting sinks, faucets, and comfort rooms including toilet bowls/urinals and commodes with detergent and appropriate disinfectant every shift;
- e) After a patient is discharged or transferred clean, scrub, and disinfect all vertical and horizontal surfaces of the room including beds, bedside table, and other patient items utilizing the proper techniques, with comfort rooms included:
- f) Proper collection and disposal of trash following the Healthcare Waste Management (HCWM) guidelines.
- g) Proper lining of waste bins with appropriate color-coded plastic bags and transporting them in covered waste bins. These plastic bags should be changed as necessary;
- h) Washing and decontaminating waste bins once daily and as necessary;
- i) Assisting in the materials recovery and disposal of nonhazardous waste at the waste storage areas using appropriate personal protective equipment (PPE) and tools;
- j) Keeping the stairways, entrances, and fire exits free from obstruction;
- k) Keeping the floor dry and safe at all times.

2.3 Weekly Services (Indoors)

a) General cleaning (waxing and polishing, spot scrubbing, dirt, and stain removal) of all horizontal surfaces such as floors, ramps, corridors, lobbies, and stairways including railings).

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- b) Thorough cleaning, scrubbing, dusting, and damp-wiping of vertical surfaces such as walls, partitions, windows, doors, and glass walls.
- c) Thorough cleaning, washing, and scrubbing of all rooms and comfort room facilities. Remove gum plasters, hair, stains, and other foreign substances from the floor.
- d) Vacuuming and shampooing carpets, rugs, and upholstered chairs and furniture.
- e) Damp-wiping and cleaning of all air-conditioning units' exhaust grills and Venetian blinds.
- f) General cleaning and disinfecting of all comfort rooms, toilet bowls, urinal commodores, and wash basins. Remove gum plasters, hair, stains, and other foreign substances from the floor and other fixtures
- g) Thorough dusting-off and cleaning of office furniture and equipment
- h) Cleaning and polishing of internal and external parts of windows and panels, chandeliers, and other lighting fixtures and brass signages.

2.4 Weekly Services in Clinical Areas

- a) Disinfecting, cleaning, scrubbing, and dry vacuuming all floors of wards/units including patients' lobbies, nurses' stations, and utility areas.
- b) Damp wiping and cleaning of electric fans, exhaust fans, Venetian blinds, and refrigerators.
- c) General cleaning, scrubbing, and disinfecting of comfort rooms including toilet bowls, urinals, and commodes. Remove gum plasters, hair, stains, and other foreign substances from the floor and other fixtures.
- d) Cleaning, scrubbing, and disinfecting of sinks and faucets.
- e) Thorough cleaning, scrubbing, and disinfecting of waste bins.
- f) Helping in vector control activities.

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2.5 Monthly Services

- a) Dusting and removing cobwebs from ceilings, walls, and baseboards, including lighting fixtures/diffusers of the premises.
- b) Cleaning of ornamental plants, and chandeliers, wiping frames, and polishing of metal signs.
- c) General cleaning of draperies and blinds. Thorough cleaning of glass windows/doors on both outside and inside surfaces.
- d) Applying insecticides against mosquitoes and other disease-transmitting flying and crawling insects in coordination with the area managers; and,
- e) Disinfecting and sanitizing all bath/comfort rooms.

2.6 Miscellaneous Services

- a) Performing functions during meetings and other special activities such as, but not limited to, cleaning the conference room/venue of activity, assisting in the preparation of meals/snacks, etc.
- b) Carrying, transporting, or moving office furniture, equipment, and supplies within the hospital premises.
- c) Fetching water and filling containers when water is not available.
- d) Cleaning of roof gutters, removal of leaves, and other dehris
- e) Report necessary repair works (e.g. leaking water pipes, broken furniture, fixtures, etc.) in their assigned areas through to respective administrative officers/area managers/head nurses/area representatives, and respective JOSSP supervisor;
- f) Scraping, scrubbing, and hosting of moss on floors, sidewalks, and cement walks;
- g) Other services related to housekeeping tasks as may be determined by the unit and/or hospital administration.

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| | Dean CHARLOTTE M. CHIONG, MD, PhD Chairperson |
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3. Porters/Messengers

- 3.1 Assist the hospital staff in the provision of patient care;
- 3.2 Get instruction from the nurse about any assistance with the provision of patient care service;
- 3.3 Porters during patient discharge, he/she shall not leave the patient without the accompanying responsible guardian/watcher;
- 3.4 Transport of patient to/from a procedure with utmost care for the patient and proper handling of hospital beds/stretchers, including other hospital equipment;
- 3.5 Assist hospital personnel with the transfer of patients to/from stretchers/beds and vice versa with utmost care for the patient and proper handling of hospital beds/stretchers, including other hospital equipment;
- 3.6 Bring specimens/results to/from the laboratory/blood bank, and other supplies to and from the different units of the Hospital;
- 3.7 Assist hospital staff about the use of linen et.al.;
- 3.8 Do cleaning tasks during the night shift and exigency;
- 3.9 Do transport of medical gases;
- 3.10 Make errands and messenger tasks related to the provision of patient care/service (e.g. Deliver patient notes whenever necessary)

4. Elevator Operators

- 4.1 Transports passengers to the right floor of the destination through proper operation of the elevator car;
- 4.2 Cordially greets passengers;
- 4.3 Assists patients on wheelchairs or stretchers during transport;
- 4.4 Ensures that the elevator car is clean, sanitized, and presentable at all times;
- 4.5 Report any defects on the elevator car to the facilities management immediately after the occurrence.
- 4.6 Report to the assigned Housekeeping Supervisor any matter regarding the operation of the elevator.

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5. Clerical Support Services

- 5.1 Receives admitting order from Attending Physician/Surgeon or admission notice from the Emergency Room through the patient or relatives.
- 5.2 Interviews the patient or his representative to obtain identifying information such as the patient's name, address, age, telephone number and occupation, persons to notify in case of emergency; attending physician; and individual insurance company responsible for payment of hospital bill.
- 5.3 Screens financial capability of the patient and gives clearance in case the patient is for operation.
- 5.4 Estimates the procedure that may be done to the patient.
- 5.5 Encodes and print admitting forms and obtains patients' or representatives' signature.
- 5.6 Prepares identification armband for the patient.
- 5.7 Explains hospital regulations relative to visiting hours, charges, and payment of bills.
- 5.8 Explains patient rights and responsibilities.
- 5.9 Distribute and explain the patient's questionnaire to the patient or relatives of the patient.
- 5.10 Explains the necessary benefits such as PhilHealth, Senior Citizen, Discounts, and other acceptable benefits.
- 5.11 Assigns patient to room or ward, based on nature of illness and type of accommodations available or requested.
- 5.12 Escorts or arrange to have the patient escorted to the appropriate room.
- 5.13 Routes admitting forms to the appropriate department.
- 5.14 Maintains an index of assigned and vacant beds.
- 5.15 Prepares daily census reports of hospital patients.
- 5.16 Reports patient to their HMO/Company once admitted to verify coverage and asks for approvals or Letter of Authorization.
- 5.17 Receives requests for accommodations and makes necessary preadmission arrangements.
- 5.18 Arranges for transfer of patients to other accommodation.

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5.19 Does related clerical work that management requires assistance with and as applicable on assigned department.

5.20 Maintain report logs of in-progress and/or completed work;

VII. OTHER REQUIREMENTS

- 1. The JOSSP should provide appropriate uniforms to their personnel to be assigned to PGH which shall be at no cost to PGH and following specifications approved by PGH. Personnel should always be neat and in proper uniform while on duty. All should be properly groomed at standards acceptable to PGH (must be in complete uniform with the required identification, and observe personal hygiene).
- 2. There shall always be automatic relievers for janitorial services personnel within the first hour of every shift.
- 3. There should be a Housekeeping Augmentation Team that should be available for urgent emergencies.
- 4. All janitorial personnel and clerical services staff, through the JOWMSP, should submit to the OCS and PGH Internal Audit proof of compliance with the following requirements during contract implementation:
 - A. a health certificate that all personnel are fit to work issued by the PGH Health Service in coordination with the HMOs contracted by the JOSSP;
 - B. a drug test result issued by a government drug-testing laboratory or government-accredited laboratory;
 - C. neuro-psychiatric test result;
 - D. vaccination on Hepa B, MMR, TDAP, and Varicella;
 - E. full vaccination on Covid-19
- 5. The JOWMSP shall furnish the OCS original copies of NBI and police clearance, with one (1) photocopy to be submitted to the UP-Manila Security Office, before deployment of JOWMSP personnel.

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- 6. All JOWMSP personnel are required to strictly observe Hospital Infection Control Unit (HICU) prescribed protocols.
- 7. Off-duty JOWMSP personnel should not loiter around the hospital premises.

VIII. SAFETY AT WORK

- 1. Personal Protective Equipment (PPE)
 - a. The JOWMSP shall provide its janitorial and other workforce services personnel with proper personal protective equipment (PPE) in their deployment area per DOLE Occupational Safety and Health Center, Section 6 of Department Order No. 13 series of 1998;
 - b. The JOWMSP shall ensure that the janitorial and clerical services personnel comply with the Occupational Safety standards issued by the DOLE.
- 2 JOWMSP personnel shall have undergone the following orientation and training before assuming their duties:
 - a. Infection Control Unit Training, including proper specimen and waste handling, segregation, and disposal.
 - b. Basic Gender Sensitivity and Anti Sexual Harassment Training, including Data Privacy
 - c. Basic Good Customer Service
 - d. Basic Life Support (for Porters/Messengers)
- 3 Other training necessary for them to carry out the assigned functions and cooperate in implementing programs within PGH. This includes, but is not limited to, the following:
 - a. Occupational Health & Safety
 - b. Health Care Waste Management
 - c. Proper Food Handling

| Approved by: |
|-----------------------------------|
| Dean CHARLOTTE M. CHIONG, MD, PhD |
| Chairperson |

The Health Sciences Center

BIDS & AWARDS COMMITTEE 1 (BAC 1)

 Proj. Ref. No.:
 BAC1-2023-12-0129
 Opening of Bid: 02 February 2024

 End-User:
 OFFICE AND CUSTODIAL SERVICES
 ABC: PHP 117,000,000.00

Project JANITORIAL AND OTHER WORKFORCE MANAGEMENT
Title: SERVICES FOR THE PHILIPPINE GENERAL HOSPITAL

Contract: ONE (1) YEAR

IX. LIST OF PERSONNEL & DEPLOYMENT

1 List of personnel

- a. JOWMSP shall submit a complete list of deployment of personnel with respective areas of assignment to the Office of the Deputy Director for Administration within 7 days after the signing of the Contract.
- b. Thereafter, the list shall be submitted at least one (1) week before the start of each month to the OCS.

2 Reporting and deployment

- a. Daily Janitorial Detail shall be submitted by the JOWMSP's housekeeping supervisor to the OCS to counter-check the attendance of the janitorial and porter personnel deployed.
- b. In the wards, offices, and other units, JOWMSP delegated Housekeeping Supervisors shall report and coordinate with the respective Area Managers/Nurses/Administrative Officers within 1 week before each regular monthly deployment, and for instances when temporary deployment or change of deployment is necessary as may be required by the administrative officers in coordination with the OCS Head;
- c. All JOWMSP personnel shall report to the respective Area Managers/Nurses/Administrative Officers before they do their assigned work for the day for verification of attendance.

X. SECURITY INSPECTION AND REQUIREMENTS

- 1. JOWMSP personnel shall undergo security inspection upon entering and leaving the UPM-PGH premises or as necessary for security purposes.
- 2. JOWMSP personnel shall always wear the official uniform with identification cards (ID), color-coded numbered OCS-PGH ID (for janitorial personnel), and PPEs while inside the PGH premises during their tour of duty.

| | Approved by: |
|---|-----------------------------------|
| | Dean CHARLOTTE M. CHIONG, MD, PhD |
| | Chairperson |
| (Signature over Printed Name of President / Gen. Manager) | |

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3. JOWMSP personnel shall register their daily attendance in a logbook provided in their respective work areas.

- 4. Use of cell phones and other personal electronic equipment while on duty is prohibited. Emergency or personal calls shall be coursed through the area managers of respective areas or housekeeping supervisors.
- 5. JOWMSP personnel are not allowed to leave their area of work without the written permission of their immediate supervisor and respective Area Managers/Nurses/Administrative Officers. They shall follow the policy on utilizing personnel outside UPM-PGH premises.
- 6. JOWMSP personnel shall not be allowed to stay on PGH premises after their duty without written authorization.

XI. POINT OF CONTRACT

The JOWMSP will liaise only with the following offices:

- 1. Office of the Deputy Director for Administration, represented by the Deputy Director for Administration;
- 2. Office and Custodial Services, represented by the Head of Office; and
- 3. Department of Pay Patient Services, represented by the Chair, for Porters

All communications and requests are to be directed to the above individuals. The latter may designate a point person of their respective offices to be in charge of all requests and other communications regarding the JOWMSP.

XII. PERFORMANCE REQUIREMENTS

- 1. OCS, DPPS, and PGH Internal Audit will conduct a monthly performance audit based on a service level agreement (SLA) outlining the services to be delivered, quality standards, response times, and key performance indicators the JOWMSP is obligated to meet.
- 2. The Office of the Deputy Director for Administration shall review the compliance of the JOWMSP concerning its Contractual obligations.

| | Approved by: |
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| | Dean CHARLOTTE M. CHIONG, MD, PhD Chairperson |
| Signature over Printed Name of President / Gen. Manager) | · |

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3. Ground for disqualification to participate in bidding for the next three (3) years. If the JOWMSP receives a rating of lower than 85% in any 2 audit periods, the contractor shall be disqualified from participating in bidding for the next three (3) years following the termination of the contract.

XIII. BASIS AND CERTIFICATIONS TO BE SUBMITTED BEFORE PAYMENT

- 1. The JOWMSP shall be paid every month equivalent to one-twelfth (1/12) of the total contract price.
- 2. The SLA and monthly accomplishment reports will used as an attachment for the billing. A satisfactory rating of 85% is required for processing of the audited month.
- 3. Payment shall be made following government auditing laws, rules, and regulations.
- 4. JOWMSP shall submit the statement of account for the first billing of the services rendered with the following documents including but not limited to the following:
 - a) A <u>notarized</u> certification that it has fully paid all wages and benefits of janitors, porters, elevator operators, and clerks for the preceding month in accordance with the provisions of the Minimum Wage Law, the New Labor Code, and other pertinent laws, rules, and regulations. Individual personnel shall sign on the certification issued.
 - b) Summary of DTR with attached photocopy of properly accomplished daily attendance records;
 - c) Paid payrolls for the preceding month signed by the Janitor
 - d) Notice of Award (NOA)
 - e) Notice of Proceed (NTP)
 - f) Performance Bond
 - g) Cost Distribution
 - h) Memorandum of Service Agreement
 - i) Other legal documents as may be required by the PGH

| | Approved by: |
|---|-----------------------------------|
| | Dean CHARLOTTE M. CHIONG, MD, PhD |
| | Chairperson |
| (Signature over Printed Name of President / Gen. Manager) | |

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For the succeeding billings, the JOWMSP shall submit the following supporting documents:

- a) A <u>notarized</u> certification that it has fully paid all wages and benefits of janitors, porters, elevator operators, and clerks for the preceding month in accordance with the provisions of the Minimum Wage Law, the New Labor Code, and other pertinent laws, rules, and regulations. Individual personnel shall sign on the certification issued.
- b) Summary of DTR with attached photocopy of properly accomplished daily attendance records;
- c) Paid payrolls for the preceding month signed by the Janitor
- d) Other legal documents as may be required by the PGH

XV. TERM & EFFECTIVITY

1. This Agreement shall be effective for One (1) Year from the date of receipt by the winning bidder of the Notice to Proceed.

| Approved | by: | | |
|------------|----------|-----------|------------|
| Dean CHA | RLOTTE I | M. CHIONO | G, MD, PhD |
| Chairperso | n | | |