

Proj. Ref. No.: **PUR23-08-0758**

Opening of Bids: **21 December 2023**

End-User: **OFFICE OF THE ENGINEERING & TECHNICAL SERVICES**
Project: **FACILITIES MANAGEMENT SERVICES FOR PGH CENTRAL BLOCK (1ST TO 3RD FLOORS), DEPARTMENT OF EMERGENCY MEDICAL SERVICES, OB-AS, OPERATING ROOM COMPLEX, ORSA, BAYANIHAN ISOLATION FACILITY, DORM 1 INCLUDING OPERATIONAL MANAGEMENT OF GEN SET AND SUB-STATIONS AT POWER HOUSE (SERVICE WING), CHILLER SYSTEM AT CHILLER PLANT AND PUMP SYSTEM AT PUMP ROOMS**

ABC: **PHP42,584,413.00**

Contract: **CONTRACT**

Item No.	Qty.	UOM	Item Description	Unit Cost	Quotations (all taxes included)	
					in figures	in words
1	1	CONTRACT	FACILITIES MANAGEMENT SERVICES FOR PGH CENTRAL BLOCK (1ST TO 3RD FLOORS), DEPARTMENT OF EMERGENCY MEDICAL SERVICES, OB-AS, OPERATING ROOM COMPLEX, ORSA, BAYANIHAN ISOLATION FACILITY, DORM 1 INCLUDING OPERATIONAL MANAGEMENT OF GEN SET AND SUB-STATIONS AT POWER HOUSE (SERVICE WING), CHILLER SYSTEM AT CHILLER PLANT AND PUMP SYSTEM AT PUMP ROOMS	PHP42,584,413.00		
Total Approved Budget for the Contract:				PHP42,584,413.00		

TERMS OF REFERENCE

A. PROJECT TITLE:

Facilities Management Services for PGH Central Block (1st to 3rd Floors), Department of Emergency Medical Services, OB-AS, Operating Room Complex, ORSA, Bayanihan Isolation Facility, DORM 1 including Operational Management of Gen Set and

Approved by:

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Chairperson

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

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**Substations at Power House (Service Wing), Chiller System at Chiller Plant and Pump
System at Pump Rooms**

B. PROJECT DESCRIPTION:

An outsource Service Provider shall cover in general the following:

1. Management of Biomedical and Non-Biomedical Equipment and Devices.
2. Management of preventive master control and technical assistance with renewal, including existing and all new delivered items.
3. Repair and Maintenance of Biomedical and Non-Biomedical Equipment.
4. Preventive Maintenance for Air-conditioned and Mechanical Ventilation System equipment at the Department of Emergency Medical Services, OB-AS, Operating Room Complex and Bayanihan Isolation Facility and Dorm 1.
5. Stand by Generator Set Operatorship and Sub-stations at DEMs and Power House (Service Wing).
6. Dedicated staff for medical equipment transport at 3rd Floor OR Theaters for 2 shifts/day.
7. Inclusion of identified spare parts for facilities management and medical equipment.
8. Staffing for services under Item 1 to Item 7.
9. Facilitation of the current services agreement/contract holders in the repair and maintenance of current and new delivered equipment and facility in coordination with the Office of the Engineering and Technical Services (OETS) and UP-PGH Administration.
10. Area of Coverage: 1st Floor (Radiology Department, Radioisotope Unit, Central Block – Pharmacy, Courtyard, Inner Central Block), 2nd Floor (Inner Central Block excluding

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CENICU), stand by generator sets and sub-stations, Department of Emergency Medical Services, OBAS, 3rd Floor (OR Complex), ORSA and Bayanihan Isolation Ward Department. Also included specifically are the chiller System (at the Chiller Plant) and the Pump System (at the Pump Rooms) and the Atrium.

11. Monitoring, Verification and Acknowledgement of alarm issues with regards to Fire Detection and Alarm System at Department of Emergency Medicine and OBAS.
12. Deployment of administrative staff at OETS that are responsible for clerical works under Medical and Non-Medical Equipment documents.

C. APPROVED BUDGET FOR CONTRACT (ABC)

Forty Two Million Five Hundred Eighty Four Thousand Four Hundred Thirteen Pesos only (Php42,584,413.00) inclusive of tax.

Contract Price includes administrative, supervision, and overhead expenses, spare parts, repair, labor cost, use of facilities, tools and equipment.

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D. DETAILED BUDGET FOR THE ABC:

I	Electro Mechanical Works	9,460,000.00	22.21%
	Management of Facilities Equipment through its life cycle. Implementation of Proper Corrective and Preventive Maintenance Program. Asset Management Implementation to prolong the life of the equipment. 24/7 on duty or 3 shifts per day including Sundays and Holidays. 1 lot of Air Handling Units 1 lot of VRF System at OR Complex 1 lot of VRV System at ER Complex 1 lot of Split Type AC Units at ER, OBAS, Bayanihan Isolation Facility and Ground to 3 rd Floor of Central Block Building 1 lot of Window Type AC Units at ER, OBAS, Bayanihan Isolation Facility and		

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	<p>Ground to 3rd Floors of Central Block Building</p> <p>1 lot of Fire Protection and Alarm System</p> <p>1 lot of Mechanical Ventilation (Exhaust) System at ER, OBAS, Bayanihan Isolation Facility and Ground to 3rd Floors of Central Block Building</p> <p>1 lot of Vertical Lift System at Ground to 3rd Floors of Central Block Building</p> <p>1 lot of Chiller System at Ground to 3rd Floors of Central Block Building</p> <p>1 lot of Chilled Water and Pump System at Ground to 3rd Floors of Central Block Building</p>		
II	Medical Equipment	7,996,000.00	18.78%

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	<p>Management of medical equipment through its life cycle.</p> <p>Implementation of Proper Corrective and Preventive Maintenance Program.</p> <p>Incoming inspection and testing activity of new delivered equipment.</p> <p>Management of hazard recall and alert of medical equipment.</p> <p>Technical assessment and recommendation for medical equipment.</p> <p>Transport of Medical Equipment within the OR Complex.</p> <p>24/7 on duty or 3 shifts per day including Sundays and Holidays</p>		
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Available biomed staff on site for faster response time.		
Anesthesia, Vaporizer, No Exchange Cycle		
Anesthesia, Ventilator		
Aspirator, Emergency		
Aspirator, Low Volume		
Bed, General Care, Electric		
Continuous Positive Airway Pressure Unit		
Defibrillator/Monitor, Automatic Dental		
Delivery Unit		
Electrocautery Unit		
Electro-surgery Unit		
Incubator, Neonatal		
Incubator, Neonatal, Transportable		
Laryngoscope, Video		
Light, Exam		
Light, Surgical, Ceiling Mounted		
Monitor System, Central Station		
Monitor System, Module Rack/Display		
Monitor System, Module, Multi-parameter		
Monitor System, Module, Non-Invasive		
Blood Pressure/Pulse Oximetry		
Monitor, Fetal		
Monitor, Physiological, Multi-parameter		
Nebulizer, Pneumatic		

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	Oxygen Concentrator Pump, Infusion, Module Pump, Infusion, Single Channel Pump, Infusion, Syringe Rad Unit, Dental, Panoramic Refrigerator/Freezer, Lab Scale, Electronic Scale, Mechanical Scale, Neonatal Sphygmomanometer, Manual, Aneroid Sterilizer, Steam, Small Table, Surgical Ultrasound, Diagnostic, General Purpose Ultrasound, Diagnostic, OB Ventilator, Adult Ventilator, Adult, with Compressor Ventilator, Transport Warmer, Neonatal		
III	Electrical Works	5,976,000.00	14.03%
	Management of Facilities Equipment through its life cycle. Implementation of Proper Corrective and Preventive Maintenance Program. Asset Management Implementation to prolong the life of the equipment. This shall		

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	<p>be made available on real time to the OETS and Property and Supply Division.</p> <p>24/7 on duty or 3 shifts per day including Sundays and Holidays</p> <p>1 lot of Electrical System at the Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3rd Floors of Central Block Building including the Operating Room Complex and ORSA</p> <p>1 lot of Electrical Transformer System at Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3rd Floors of Central Block Building including the Operating Room Complex and ORSA</p> <p>1 lot of Electrical Panel System at Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3rd Floors of Central Block Building including the Operating Room Complex and ORSA</p>		
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	1 lot of Stand-by Generator Set at the Department of Emergency Medical Services and the Power House		
IV	Water System and Plumbing Works	4,982,000.00	11.70%
	<p>Management of Facilities Equipment through its life cycle.</p> <p>Implementation of Proper Corrective and Preventive Maintenance Program. Asset Management Implementation to prolong the life of the equipment.</p> <p>24/7 on duty or 3 shifts per day including Saturdays, Sundays and holidays.</p> <p>1 lot of Potable Water System at Department of Emergency Medical Services, OB-AS, Bayanihan and Ground to 3rd Floors of Central Block Building including the Operating Room Complex and ORSA</p> <p>1 lot of Water Pump System at the Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3rd Floors of Central</p>		

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	Block Building including the Operating Room Complex and ORSA 1 lot of Sewerage System at Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3 rd Floors of Central Block Building including the Operating Room Complex and ORSA 1 lot, Sewer Ejector Pumps at Department of Emergency Medical Services		
V	Ground Maintenance, Building Facility Repair, Maintenance and Civil Works	4,000,000.00	9.39%
	Management of Facilities Equipment through its life cycle. Implementation of Proper Corrective and Preventive Maintenance Program. Including proper hauling and disposal of garbage, debris from Correction and Preventive Maintenance. 24/7 on duty or 3 shifts per day including Saturdays, Sundays and Holidays. 1 lot, Maintenance Activities and Minimal		

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	Repairs for the Department of Emergency Medical Services, OB-AS, Bayanihan Isolation Facility and Ground to 3 rd Floors of Central Block Building including the Operating Room Complex and ORSA 1 lot, Maintenance Activities and Minimal Repairs for Atrium		
VI	Annual Maintenance Services Contract	5,590,220.00	13.13%
	1 lot, Maintenance Services for Fire Detection and Alarm System (FDAS) at DEMs 1 lot of Comprehensive PM for VRF at OR Complex 1 lot of Comprehensive PM for VRV at ER Complex Inclusive of Management of Proprietary Equipment Includes proper coordination with vendor for required maintenance implementation Facilitation and implementation of vendor contract and renewal Coordination and technical acknowledgement of services of vendor	360,000.00 800,000.00 1,600,000.00	

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	Monitor and adherence to regulatory and statutory requirements Accommodate and assist vendor during Repair and Maintenance 24/7 on duty or 3 shifts per day including Sundays and Holidays for FM and HTM		
	Sub Total (PM Maintenance)	38,004,220.00	
VII	Spare Parts Allocation for HTM	3,140,193.00	7.37%
VIII	Consumables	1,440,000.00	3.38%
	TOTAL (VAT Inclusive)	42,584,413.00	

E. CONTRACT DURATION

The Contract for the whole of the works shall be for **Three Hundred Sixty-Five (365) Calendar Days** from ONE WEEK upon the receipt of Notice to Proceed by the winning bidder.

F. SELECTION OF Third-Party Service Provider (TPSP)

The selection of the Third-Party Service Provider (TPSP) shall be in accordance with existing government laws, rules, and regulations on open competitive bidding/public bidding. The bidder should have the following qualifications:

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1. Notarized certifications stating that the prospective bidder is in the business in the Philippines and other countries for at least ten (10) years. Notarized certification that the company has managed Biomedical Engineering Services in hospitals with local, regional, and global presence.
2. Notarized certification that the company has managed at least 500,000 equipment items.
3. Notarized certification that the company has specialization in providing biomedical and facilities management for at least two (2) years in the Philippines.
4. Notarized certification from present or existing client of performance evaluation.
5. Provide a list of the Key Personnel to be involved in the project including Curriculum Vitae stating their Qualification, Training Certification, and Technical Training.
6. Able to conduct a preliminary inspection of equipment and facilities in UP-PGH prior to the bidding process.

G. DEFINITION OF TERMS

Facilities Management Services – Management, supervision, and oversight of all biomedical and non-biomedical equipment and devices (including building and grounds) of stated areas which house the facilities and equipment, to achieve maximum efficient utility and performance for each. This includes, among others, selection planning for acquisition, inspection, acceptance, repair and preventive maintenance and eventual retirement of equipment.

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1. Proprietary Equipment – Biomedical and non-biomedical equipment manufactured and distributed by the vendor, which the after sales supply of parts (if any) and services (including specialized tools) are available only to their authorized service contractors, including access to the operating software system, password protection which remains the Intellectual Property of the manufacturer.
2. Self-performed Equipment – Equipment identified by the Out-source Service Provider and will be carried out for corrective repair and schedule preventive maintenance.
3. Inventory Management – Asset Management which identifies the procurement dates, installation and turnover dates, locations, technical descriptions, category, classification, criticality, and life cycle.
4. Operational Management – Managing the day to day operations such as staff and workload scheduling, materials requirement, and tools to accomplish a work order.
5. Preventive Maintenance (PM) – Systematic inspection, detection, correction, and prevention of incipient failures, before they become an actual or a major failure. This being a regular schedule of activities to check the equipment and replace necessary preventive maintenance (PM) parts (kits).
6. Planned Maintenance – A defined schedule conduct/perform the Preventive Maintenance.

H. LIST OF FACILITIES AND EQUIPMENT

See Annexure B for the list of facilities, biomedical and non-biomedical equipment. The full list shall include all equipment in **PGH Central Block (1st to 3rd Floors), Department of Emergency Medical Services, OB-AS, Operating Room Complex, ORSA, Bayanihan Isolation Facility, Dorm 1, Power House (Service Wing), Chiller Plant and Pump Rooms** and shall include all future acquisitions.

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I. DETAILED SCOPE OF WORK

1. *Biomedical Management Services*

- 1.1. Inventory management
- 1.2. Management of Facilities and Biomedical equipment warranty.
- 1.3 . Management and administration of service contracts with the Original
Equipment Manufacturer (OEM)/Supplier:
 - 1.3.1. Record keeping
 - 1.3.2. Review and recommendation
 - 1.3.3. Monitoring of expiration of contracts
 - 1.3.4. Facilitation of contract renewal
- 1.4. Management and tracking of all maintenance requirements and services:
 - 1.4.1. Spare parts
 - 1.4.2. Consumables
 - 1.4.3. Accessories
- 1.5. Provision of on-site program services:
 - 1.5.1. Operational management
 - 1.5.2. Devices and equipment repair
 - 1.5.3. Risk based corrective and preventive maintenance

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- 1.5.4. Equipment calibration recommendation
- 1.5.5. Parts expense and incidental damage
- 1.5.6. Acceptance testing, inspection, management of the installation of new equipment and end-user's application training
- 1.5.7. De-installation of minor equipment and decommissioning of End of Useful Life
- 1.6. Planned Maintenance (PM) to be performed at the frequency recommended by the OEM.
- 1.7. The Department-End-user, Supplier and TPSP must jointly approve any deviation from OEM/Supplier Specification including the performance of PM less frequently than OEM/Supplier recommendation/requirement.
- 1.8. Strategic Equipment Replacement Planning
- 1.9. Equipment utilization analysis for purchase consideration.
- 1.10. Management reporting to the appropriate committees such as Safety Committee or Infection control.
- 1.11. Monitoring and reporting: activities, Service Level Agreements (SLAs), Key Performance Indicators (KPIs).
- 1.12. Biomedical equipment budgeting and Capital Expenditure (CAPEX) planning.
- 1.13. Management assistance in complying with local authorities, manufacturer hazard alerts, product recalls and mandated update.

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Chairperson

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End-User: **OFFICE OF THE ENGINEERING & TECHNICAL SERVICES**
Project: **FACILITIES MANAGEMENT SERVICES FOR PGH**
CENTRAL BLOCK (1ST TO 3RD FLOORS).
DEPARTMENT OF EMERGENCY MEDICAL SERVICES.
OB-AS, OPERATING ROOM COMPLEX, ORSA,
BAYANIHAN ISOLATION FACILITY, DORM 1
INCLUDING OPERATIONAL MANAGEMENT OF GEN
SET AND SUB-STATIONS AT POWER HOUSE
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- 1.14. Coordination with the end-user and OETS on equipment procurement evaluation and selection.
- 1.15. Management for diagnostic imaging devices/equipment: Glassware shall be included and shall be defined as X-ray tubes, image intensifiers, camera ick-up tubes, computed radiology detectors, crystals on nuclear medicine cameras, CRT tubes on monitors and all laser tubes.
- 1.16. All software-operated equipment shall reviewed as recommended by the equipment supplier to the end-user and OETS.

2. ***Operating Room Custodian Services*** include management and performance of user operational checks to all medical equipment in the Operating Room to ensure proper functionality prior and after use.
 - 2.1. Manage equipment inventory and track all Preventive Maintenance, Calibration and repair activities.
 - 2.2. Manage medical equipment inventory through monitoring of PM and Calibration Plan schedule.
 - 2.3. Interface with Doctors and Nurse Managers for Medical Equipment needed on the operating procedure.
 - 2.4. Coordinate with technical personnel to carry out PM/Calibration as scheduled.
 - 2.5. Secure a copy of all Service reports for documentation completion of maintenance activities
 - 2.6. Record keeping of documents for ISO audit purposes.
 - 2.7. Ensure that all medical equipment have updated PM/Calibration stickers

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- 2.8. Manage medical equipment asset inventory with the use of Computerized Maintenance Management System. Accommodate emergency assessment during ongoing procedure.
- 2.9. Movement and transport of mobile medical equipment within Third (3rd) Floor Operating Room Theaters. Planned Maintenance to be performed at the frequency recommended by the Original Equipment Manufacturer (OEM).
- 2.10. Management and tracking of all included maintenance parts and installation.
- 2.11. Replenishment of Anesthesia machine consumables such as sodasorb, water trap and bag.
- 2.12. Dedicated staff for medical equipment transport at 3rd Floor OR theaters
- 2.13. Biomedical equipment budgeting and CAPEX planning.
- 2.14. Management reporting to the appropriate committees/units such as Safety Committee or Hospital Infection Control Unit.
- 2.15. Monitoring and Reporting; activities, SLAs, KPIs.
- 2.16. Need full-time employees that will cover three (3) shifts 24/7 including holidays.

Redundancy equipment should be available as needed.

3. ***Facilities Management Services*** (include facilities equipment and assets such as, but not limited to, air-conditioning and ventilation system, electrical, plumbing, fire equipment, painting, carpentry, and telephone limited to hardware).

- 3.1. Inventory management
- 3.2. Management of facilities equipment warranty.
- 3.3. Management and administration of service contracts with the Original

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Equipment Manufacturer (OEM)/Supplier

- 3.3.1. Record keeping
- 3.3.2. Review and recommendation
- 3.3.3. Monitoring of expiration of contracts
- 3.3.4. Facilitation of contract renewal
- 3.4. Management and tracking of all maintenance requirements and services
 - 3.4.1. Spare parts
 - 3.4.2. Consumables
 - 3.4.3. Accessories
- 3.5. Provision of on-site program services:
 - 3.5.1. Operational management
 - 3.5.2. Infection Control compliance to Cleanliness and Sanitation
Management in coordination Hospital Infection Control Unit,
OETS and UP-PGH Administration.
 - 3.5.3. Devices and equipment repair
 - 3.5.4. Risk based corrective and preventive maintenance
 - 3.5.5. Parts expense and incidental damage
 - 3.5.6. Acceptance testing, inspection, management of the installation of
new equipment and end-user's application training
 - 3.5.7. De-installation and decommissioning of End of Useful Life
 - 3.5.8. Maintenance and repair of all facilities of the Department including
rooms and hallways covering plumbing, carpentry, painting,
ventilation, Air- Conditioning Units (Air Handling Units) and electrical.

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- 3.6. Planned Maintenance (PM) to be performed at the frequency recommended by the OEM.
- 3.7. The Department-End user, Supplier and TPSP must jointly approve any deviation from OEM/Supplier Specification including the performance of PM less frequently than OEM/Supplier recommendation/requirement.
- 3.8. Strategic Equipment Replacement Planning.
- 3.9. Equipment utilization analysis.
- 3.10. Monitoring and reporting: activities, SLAs, KPIs.
- 3.11. Non-biomedical equipment budgeting and CAPEX planning.
- 3.12. Management assistance in complying with local authorities, manufacturer hazard alerts, product recalls and mandated update.
- 3.13. Coordination with the end-user on equipment procurement evaluation and selection.
- 3.14. All software-operated equipment shall reviewed as recommended by the equipment supplier to the end-user and OETS.

4. Air-Conditioning Units Maintenance

- 4.1 Visually inspect all internal sub-assemblies and major components.
- 4.2 Record indicator readings of temperature and humidity.
- 4.3 Clean any foreign materials and dust from internal components.
- 4.4 Thorough inspection of the accuracy and integrity of electrical connections.

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- 4.5 Checking cables and miscellaneous materials such as nuts, bolts, screws and connectors for connection tightness and inspecting for broken, damaged or burned components, and replacement as needed.
- 4.6 Cleaning or replacement of air filters, whichever is applicable.
- 4.7 Assessment and adjustment of fan belt tensions when necessary.
- 4.8 Check for possible defective or worn-out electrical components and replace as deemed necessary.
- 4.9 Check for possible defective or worn-out mechanical components and replace as deemed necessary.
- 4.10 Check the normal operation of the system and recommended appropriate action as needed.
- 4.11 Check and record the compressor suction and discharge pressure for each compressor.
- 4.12 Observe the equipment operation for any sign of abnormality and recommend necessary corrective action.
- 4.13 Submission to OETS the Monthly Monitoring Report of PM included in the above aforementioned/Repair/Status of each air-conditioning unit for Energy Audit submission, monitoring and compliance purposes. Clean and pressure wash condenser coils.
- 4.14 Return unit to operational service with normal load, and then verify the output as needed.
- 4.15 Replacement of consumable items such as oil, refrigerant, fan belts and air filters as needed within the duration of the maintenance service.
- 4.16 All items of work necessary to satisfactorily complete the work.

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4.17 To submit planned maintenance schedule for each equipment/unit as per manufacturer's recommendation.

5. Gen-Set Operatorship

- 5.1 Observe, test, and inspect Generator equipment and systems for proper operation in coordination with OETS.
- 5.2 Vendor Management and assurance of Contract Implementation and compliance shall be monitored.
- 5.3 Perform minor repairs and services on all makes and models of generator sets; report any needs for major repair/s to OETS.
- 5.4 Perform weekly Inspections, start-up, and shut down.
- 5.5 Perform Load Testing at least once a month.
- 5.6 Assistance in troubleshooting equipment and servicing generator components, including alternators, wiring harnesses safety devices, shutdown switches, and battery systems by the Certified Diesel Generator Contractor.
- 5.7 Comply with all working procedures, quality control procedures and rules; comply with all company safety, health and environmental policies to ensure a safe work environment.
- 5.8 Supervision with OETS during the inspection, disassembly, failure analysis, assembly, diagnosis, and engine operating performance tests by the Certified Diesel Generator Contractor.

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- 5.9 Provide recommendation in the identification of the root cause of failure through logical troubleshooting steps; determine corrective action through diagnostics and inspection of failed parts.
- 5.10 Record and compile operational data, completing and maintaining forms, logs, and reports in compliance to any regulatory requirement.
- 5.11 Assistance in preventive maintenance activity by the contractor as scheduled.
- 5.12 Assurance that all equipment and connected accessories related to Electrical Powerhouse (Service Wing) shall be maintained properly and become available when emergency power is needed.
- 5.13 A qualified Electrical Engineer with experience in Healthcare Environment must be available to oversee and supervise their staff detailed at the Powerhouse.
- 5.14 Staff to be assigned must be 24 hours on duty or three (3) shifts 24/7 including Saturdays, Sundays and holidays.
- 5.15 Staff to be assigned must possess a Master Electrician Certification and is capable of Operation and Maintenance of PGH Power House.
- 5.16 Collaboration and close coordination with OETS engineers and Electrical staff will be required.

6. Chiller Operatorship

- 6.1. Observe, test, and inspect Chiller equipment and systems for proper operation in coordination with OETS.

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- 6.2. Vendor Management and assurance of Contract Implementations and compliance shall be monitored.
- 6.3. Perform daily inspection during start-up.
- 6.4. Record and compile operational data, completing and maintaining forms, logs, and reports.
- 6.5. Perform minor repairs and services on all makes and models of Chiller Units; provide written report/recommendation on major repair/s.
- 6.6. Assistance in troubleshooting equipment and servicing Chiller components, including chilled water pumps, condenser water pumps and cooling towers by the Certified Contractor.
- 6.7. Comply with all working procedures, quality control procedures and rules; comply with all company safety, health and environmental policies to ensure a safe work environment.
- 6.8. Provide recommendation in the identification of the root cause of failure through logical troubleshooting steps; determine corrective action through diagnostics and inspection of failed parts.
- 6.9. Assistance in preventive maintenance activity by the contractor as scheduled and preparation of outsourced contract.
- 6.10. Assurance that all equipment and connected accessories related to Chiller System of PGH will be maintained properly and become available for hospital operation, which will be included in the Monthly Report.
- 6.11. Qualified technical manpower to be assigned will cover (3) shifts 24/7 including Sundays and holidays.

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- 6.12. Qualified Staff to be assign should have a TESDA Certification of RAC Servicing (DomRAC) NC II who are capable of Operation and Maintenance of PGH Chiller Plant.
- 6.13. Collaboration and close coordination with OETS engineers and mechanical staff will be required.

7. Pumps Operatorship

- 7.1. Observe, test, and inspect Pumps equipment and systems for proper operation in coordination with OETS
- 7.2. Vendor Management and assurance of Contract Implementation and compliance shall be monitored.
- 7.3. Perform minor repairs and services on all makes and models of pump sets; report any needs for major repair/s.
- 7.4. Perform daily inspection during start-up and must be submitted to OETS.
- 7.5. Record and compile operational data, completing and maintaining forms, logs, and reports as part of attachment to the billing.
- 7.6. Assistance in troubleshooting equipment and servicing pump components.
- 7.7. Comply with all working procedures, quality control procedures and rules; Comply with all regulatory and statutory safety, health and environmental policies to ensure a safe work environment.

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- 7.8. Provide recommendation in the identification of the root cause of failure through logical troubleshooting steps; determine corrective action through diagnostics and inspection of failed parts.
- 7.9. Assistance in preventive maintenance activity by the Contractor as scheduled.
- 7.10. Assurance that all equipment and connected accessories related to Pump System of PGH will be maintained properly and become available for hospital operation.
- 7.11. Qualified technical manpower to be assigned must be for three (3) shifts 24/7 including Saturdays, Sundays and holidays.
- 7.12. Technical manpower to be assigned should be experienced plumber technicians who are capable of operation and maintenance of PGH Pump Room.
- 7.13. Collaboration and close coordination to OETS engineers and mechanical staff will be required.

8. Clerical Staff

- 8.1. Perform administrative works and secretarial functions, i.e. answer telephone calls and act/endorse concerns; check, classify and forward documents to superiors for proper action.
- 8.2. Perform clerical works i.e. prepare monthly reports, correspondences, memo, circulars, transmittals, other reports required by management and client.

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- 8.3. Perform proper filing, sorting and arrangements of reports and documents.
- 8.4. Coordinate with various departments on various project concerns as necessary
- 8.5. Prepare memoranda and other reports required by management and client
- 8.6. Prepare request for office supplies and other supplies.

9. Repairs

The UP-PGH shall authorize the Third-Party Service Provider (TPSP) to conduct repair/rehabilitation, provided, however, that all necessary documents such as the Field Service Report (FSR), Quotation/Repair Proposal, Pre-repair Inspection Report, and Waste Disposal submitted by TPSP shall have been verified, checked and inspected and approved by the appropriate UP-PGH units.

The repairs shall be covered by the following:

- 9.1. Minor repair:
 - 9.1.1. No additional charges for:
 - 9.1.1.1. Minor repairs if done by the engineers and/or TPSP employees provided that the amount for the spare parts and supplies required in the repairs do not exceed **Php 120,000.00 per month**, which shall be carried over to the succeeding month, or **Php 1,440,000.00 per annum**; this

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shall include collection, hauling and disposal of debris as result of the repair and maintenance activities.

9.1.1.2. Consumable parts is only for immediate repair/restoration of works. The original receipt of payment with the work Order Report shall be submitted every billing.

9.1.2. Labors and materials which shall be needed for minor repair, which TPSP certified as not available will be subject to usual procurement process.

9.2. Required response time on devices/equipment/facilities service requests should be within 30 minutes by telephone and within 2 hours on-site.

9.3. Parts for down devices/equipment will be expedited with "fastest available" designation at no additional cost to the UP-PGH; and received on-site within thirty-six (36) hours from the time the need for part(s) is identified, unless otherwise a longer amount of time is needed for which a written justification from TPSP should be provided.

10. Inclusion of Annual Contract Services

- 10.1. Preventive Maintenance of Elevators (Passenger Elevators 1, 2, 3, 7 and 8)
- 10.2. Preventive Maintenance Service for Gen Set System at Power House (Service Wing) and DEM.
- 10.3. Preventive Maintenance of Chillers System at Chiller Plant

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- 10.4. Preventive Maintenance of Low Voltage Switchgear at Power House (Service Wing)
- 10.5. Preventive Maintenance Services Water Treatment and De-scaling Services
- 10.6. Preventive Maintenance Services for Fire Detection and Alarm System (FDAS) at DEMs
- 10.7. Comprehensive PM for VRF at OR Complex
- 10.8. Comprehensive PM for VRV at ER Complex

11. Spare Parts Allocation

Minor repairs if done by the biomed engineers and/or TPSP employees if the amount for the spare parts and supplies required in the repairs **shall not exceed Php 3,140,193.00** until the end of the term. **See Annexure A.**

A Monthly Inventory Report (electronic copy and hard copy) will be provided and included in the Monthly Governance Meetings.

Tools, Equipment and Staff Requirements

- 11.1. TPSP shall provide tools, equipment and other technical consumables for TPSP employees to perform all services.
- 11.2. Qualified Staffing: TPSP shall provide skilled manpower to facilitate the above project.

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11.2.1. Biomedical Technologies Management Staff:

Staff	No.
BMET Working Supervisor	1
BMET III	2
BMET II	3
BMET I	2
OR Custodians (PORTERS)	2

11.2.2 Facilities Management Staff:

Staff	No.
Electromechanical Technician	9
Master Electricians (Gen-set operatorship)- Shifting	4
Chiller Operators - Shifting	3
Electrician	3
Plumber Technician (Pump Operatorship) - Shifting	4
Plumber Technician	2
Carpenter	4

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INCLUDING OPERATIONAL MANAGEMENT OF GEN
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Painter	4
Helper	2
Clerical staff	2

11.3. Daily Operation:

11.3.1. TPSP will assume sole responsibility for the daily operations and associated costs to provide a fully operational Biomedical, NonBiomedical, and Facilities Management Department to include:

11.3.1.1 On-site Management;

11.3.1.2 On-site biomedical, non-biomedical, and facilities technicians

11.3.1.1. All required equipment

11.4. On-site hours of operation:

Facilities Management: 24 hours, Monday through Sunday, services provided during on-site hours will not result in additional charges for labor. Except: Chiller Operators as Chiller operation is only from 6am to 10pm.

11.5. Biomedical Engineering Management:

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Chairperson

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(Name & Address of Company)

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End-User: **OFFICE OF THE ENGINEERING & TECHNICAL SERVICES**
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CENTRAL BLOCK (1ST TO 3RD FLOORS).
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Emergency Department: Two (2) shifts (6am to 2pm and 2pm to 10pm), 6 days a week

Operating Room: Two (2) shifts (6am to 2pm and 2pm to 10pm), 5 days a week.

12. Regulatory, Documentation, And Reportorial Requirements

12.1. General Regulatory Requirements

12.1.1. TPSP shall ensure that equipment programs and covered equipment performance comply with all regulatory agencies' requirements, including but not limited to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO); the Department of Health requirements, the PhilHealth Requirements, ISO requirements. TPSP shall be available and present for all Agency inspections to immediately provide information and/or documentation pertaining to the equipment as requested.

12.1.2. TPSP will manage equipment recall program to include but not limited to alert monitoring, notification, take appropriate action, and maintain documentation required to meet regulatory requirements.

12.1.3. TPSP is responsible for the management of all equipment operation and service manuals and is required to leave said manuals on site upon request and upon contract termination.

12.1.4. TPSP will maintain an accurate equipment inventory and advising the end user proactively of any equipment removed from facility.

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12.1.5. TPSP will have a well-defined missing equipment process.

12.1.6. TPSP must have an established process that clearly demonstrates how equipment abuse is defined; identified, reported and the education program used to minimize expenses in the area of physical abuse.

12.2. Performance Requirements

12.2.1. TPSP will be required to disclose the names of third parties and/or sub-contractors utilized by TPSP to meet the requirements of the contract.

12.2.2. Service level agreements outlining all performance requirements and financial penalties associated with TPSP will be reported and non-performance will be negotiated as part of the contract. Service level agreements shall be agreed on by both parties.

12.3. Documentation Requirements

12.3.1. TPSP will ensure that all maintenance, repairs, and associated expenses are properly documented with copies of the documentation maintained by TPSP; provided to the user department on request; and maintained in the UP-PGH's equipment inventory database.

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12.3.2. TPSP will provide in a timely manner reports on key quality, cost and performance indicators. TPSP reports at a minimum shall include:

12.3.2.1. Improvement initiatives

12.3.2.2. Safe practices

12.3.2.3. The number of planned and corrective maintenance issues completed on time and number of items scheduled for completion during the monitoring period.

12.4. TPSP shall provide service, preventive maintenance and repair expense history information of any facility participating in the contract for reasons that may include annual operating and capital budget processes. Service history information shall be provided as a written report broken down by the hospital cost center and include recommendations for equipment replacement. This shall form part of submissions required for billing and documentation purposes.

12.5. Factors influencing the recommendation of TPSP for replacement and included in its reports may include, but will not be limited to, equipment age, frequency of repair, non-availability of parts, lack of supplier support, and safety considerations, which will be listed in report provided by TPSP.

12.6. TPSP will provide a complete "asset management program" that will track all equipment within the UP-PGH's facilities. This program will include a complete and comprehensive inventory of all equipment in use. The inventory will include, at a minimum: equipment description; Supplier; model, serial number; original purchase reference including acquisition date (manufacturing date if the equipment is used when purchased); warranty

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information; and location (physical and financial, by customer's cost center number).

12.7. TPSP will provide a management information system designed and structured to meet the UP-PGH's specific documentation and reporting requirements.

12.8. *Ad-hoc* reporting requests from the UP-PGH to TPSP must be met within 24 hours from the time of reporting request.

12.9. The management information system will monitor all activities for each piece of equipment including, but not limited to, warranty information, planned maintenance, corrective maintenance, additions, and deletions to equipment inventories, equipment uptime, service performance, service call response times, and repair costs.

12.10. TPSP may be required to participate in hospital committees that discuss issues related to equipment services. Participation in committees may include preparing and providing reporting, documentation or follow-up actions from meetings as needed, provided that such actions are within the Scope of Work.

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Annexure A

Asset Description	Common Replaceable Parts	Qty.	TOTAL (VAT Ex)
Defibrillator	Battery	8	391,071
	Paddle	1	200,893
	ECG cable	5	69,196
	Adult plate	5	93,750
	SpO2 cable	5	87,054
	NIBP	5	20,089
Anesthesia Machine	Battery	5	142,857
	Flow sensor	5	290,178
	Oxygen sensor	5	156,250
	D fend water trap	5	89,286
Surgical Light	Light engine	1	133,929
	Battery	4	196,429
Surgical Microscope	Microscope lamp	2	550,714
	Battery	1	40,639
Patient Monitor	ECG Cable	3	34,286
	Pulse Ox Sensor	3	77,143
	NIBP	3	16,875

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OR Table	Battery	4	151,786
OR Light Source	Xenon Lamp	4	397,768
TOTAL			3,140,192.86

J. CHANGE OF SCOPE

If UP-PGH Administration requests for a change in the Scope of Work, changes the conditions for performance of the Scope of Work, or transfers additional services to the TPSP, and such changes in Services result in an increase or decrease in costs to the TPSP, the Parties shall agree in writing on such change and adjust the Contract Price accordingly, provided that the same shall be in accordance with the provisions of Republic Act No. 9184 and its implementing rules and regulations.

K. RESPONSIBILITY

All personnel of the TPSP shall strictly follow the rules and regulations of the UP-PGH. Malpractice/errors/misbehavior towards staff shall be properly documented and reported directly to the UP-PGH authorities. The TPSP shall be responsible for all illegal acts such as theft, robbery, damage to property, injuries or deaths resulting from the negligence of its personnel.

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L. GENERAL SAFETY

The END USER shall not be held responsible for any injury to employees, staff, and survey subjects, as well as damage to any of its property that shall result from any failure or malfunction of any equipment of the TPSP.

M. TERMS OF PAYMENT

The TPSP shall send a monthly written request for payment with original billing invoice, accomplishment report with photocopy of official Daily Time Record of TPSP Technical staff, original official receipts for spare parts and consumable items purchased and used for repairs and maintenance – in two (2) sets. Other pertinent documents be required to substantiate payment due and payable.

SUBMISSION OF REPORTS:

1. Monthly accomplishment based on number of JOR submitted to OETS and the JOR immediately responded from end users call.
2. Monthly accomplished Preventive Maintenance Report (PM) from the submitted target schedule of PM. This shall include reports under Item 12.4.
3. Photocopy of Official Daily Time Record of Technical Staff for the month
4. Summary of Recommended Condemned Equipment signed by head of Office.
5. Attachment of Feedback Certification for the biomedical equipment request for Exclusivity Repair Services
6. Summary of Findings and Recommendation for the encountered problems and concerned.
7. Original official receipts for spare parts and consumable items purchased and used for repairs and maintenance

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8. Minutes of the meetings and some photos of work done.

Equal monthly service payments of Three Million One Hundred Sixty-Seven Thousand Eighteen Pesos and 33/100 (Php3,167,018.33) plus actual cost of spare parts and consumables for repair and maintenance shall be made to the TPSP.

N. NO EMPLOYER-EMPLOYEE RELATIONSHIP

The relationship of UP-PGH to the TPSP is that of an independent contractor. Nothing shall be construed as creating an employer-employee relationship between the UP –PGH and the TPSP, its sub-contractors, employees, agents, or workers.

O. PRE-TERMINATION OF CONTRACT

The Contract may be pre-terminated for any of the following reasons:

1. Violation of any provision of the approved contract
2. Failure to provide satisfactory services.

ADDITIONAL TERMS AND CONDITIONS

18.1 Project implementation shall be in coordination with the Office of Engineering and Technical Services, Property and Supply Division, Office and Custodial Services Division.

18.2 Comply with the security, safety, UP-PGH house rules, and plans for maintaining continued job site cleanup.

18.3. Investigation and submission of report/s to UP-PGH for any accident or untoward incident that may occur at the site for the duration of the project.

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18.4. Assume all responsibility for injuries to persons and damages to UP-PGH and other property caused by the execution of the works and shall be liable for any claims against UP-PGH on account of such injury and/or damage.

18.5. Provide necessary protection to all properties of UP-PGH from theft due to the performance of work.

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