



23PMO-0985



UNIVERSITY OF THE PHILIPPINES MANILA
TECHNICAL WORKING GROUP (TWG)
FOR SECURITY SERVICES CONTRACT

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22 September 2023

CARMENCITA D. PADILLA, MD, MAHPS
Chancellor
University of the Philippines Manila

Through: **ARLENE A. SAMANIEGO, MD**
Vice Chancellor for Administration

GERARDO D. LEGASPI, MD
Director, Philippine General Hospital



Dear **Chancellor Padilla**:

We are submitting the attached Terms of Reference with Annexes (as enumerated below) for the Procurement and Implementation of UP Manila Contract for Security Services. This covers deployment of security personnel at the Philippine General Hospital, Central Administration Offices, Academic Units and the National Institute of Health and School of Health Sciences in Baler, Aurora.

Annexes:

- A. Campus Maps of UP Manila Main Campus and SHS Baler Campus
- B. Deployment of Security Personnel
- C. Performance Evaluation Tool

Thank you.

Very truly yours,

JOSCEL EBSATE, Chair

IGNATIUS H. VINZONS, Vice Chair

FEVITO A. OBIDOS, JR., Member

RIZZA D. FLORENTINO, Member/Secretary

MARICAR B. PARAS-ONG, Member

Republic of the Philippines
UNIVERSITY OF THE PHILIPPINES MANILA

TERMS OF REFERENCE

**FOR THE PROCUREMENT AND IMPLEMENTATION
OF THE UP-MANILA CONTRACT FOR SECURITY SERVICES 2023-2024**

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1. GENERAL DESCRIPTION

The UP Manila (UPM) Campus is a 14 – hectare space which includes the Philippine General Hospital, different colleges, institutes, and units.

The overall provision of security and order is the primary responsibility of the UP-Manila Police Office which has direct control and supervision of the Security Service Providers (SSPs).

The SSP for the different Areas of Responsibility (AOR) is chosen through public and competitive bidding in accordance with the provisions of Republic Act No. 9184.

The SSP shall discharge its responsibilities in accordance with this Terms of Reference (TOR), and strictly implement security-related policies issued by the University in such a manner as to ensure an integrated, quick-response, cost- effective and efficient approach to security management.

2. AREA OF RESPONSIBILITY (AOR)

- 2.1. Philippine General Hospital (see attached map)
- 2.2. other areas within UP Manila; (see attached map)
- 2.3. SHS Extension Campus in Baler, Aurora (see attached map)

3. SCOPE OF OBLIGATIONS/RESPONSIBILITIES

The SSP shall:

- 3.1. Maintain peace and order within its AOR as defined above.
- 3.2. Preserve the integrity of UPM – PGH premises and secure all the properties including buildings, offices, equipment, vehicles, electric lines and cables, streets, parking spaces, trees, vacant lots within AOR;
- 3.3. Protect the employees, faculty and students, patients, guests and other constituents of UPM – PGH;
- 3.4. Assist in the orderly and safe passage of vehicles and pedestrians in and out of the AOR;
- 3.5. Implement the campus Security Plan under the supervision of the UPM Police Office and the UP Manila – Health and Safety Committee (UPM – HSC).
- 3.6. Strict compliance of issued health protocols is mandatory to ensure the health safety of employees, faculty and students, patients, visitors and other constituents of UPM – PGH. The UPM – HSC is responsible for laying down the policies of UPM – PGH relating to health and safety concerns including the monitoring and compliance in the implementation of issued health protocols in the AOR.

4. SECURITY PERSONNEL

The SSP shall:

- 4.1. Provide the following number of security personnel:
 - 4.1.1. Philippine General Hospital - 126
 - 4.1.2. CAD Offices, Academic Units, and NIH - 70
 - 4.1.3. SHS Baler Aurora Campus - 5
- 4.2. Provide at least 2 security supervisors at all times, which will be paid by and for the account of the Security Agency for operational efficiency
 - 4.2.1. One (1) Detachment Commander
 - 4.2.2. Two (2) Assistant Detachment Commanders (1:00 a.m. and 1:00 p.m. shift)
- 4.3. Names of the new incoming security guards who are not part of the previous SSP should be submitted as one of the technical bid documents.
- 4.4. The Chancellor, PGH Director and the UP Manila Police may request to retain not more than 10% of existing security guards.

5. ADDITIONAL SECURITY SERVICES

The SSP shall provide the following additional services:

- 5.1. VIP Escort when required within the premises of UPM - PGH
- 5.2. Specific security plans for events conducted within UPM - PGH
- 5.3. Surveillance, investigation and referral to the Manila Police District (MPD) of incidents within UPM - PGH, at the expense of the SSP; and

6. SECURITY AND OFFICE EQUIPMENT

- 6.1. The SSP shall provide and show proof of provisions during the post-qualification of the following:
 - 6.1.1. Security equipment with valid licenses – the SSP shall provide at all times, at its own expense, the following equipment with valid licenses as may be required by laws, rules and regulations
 - 6.1.2. Appropriate firearms per post/station (30 posts) – at least twenty-eight (28) 9mm pistols and four (4) 12 – Ga. Shotgun
 - 6.1.3. Basic guard equipment (i.e. nightstick or club, whistle, flashlights, tickler, raincoats, rain boots, first-aid kit, etc.)
 - 6.1.4. Log book and pens for each post and including roving guard.
 - 6.1.5. One handheld radio transceiver (walkie – talkie) for all duty personnel (118 posts) of good reputable brand of radio in the market, functional with sufficient reserves of battery packs, ear pieces and chargers for handheld, and one (1) radio base; which can clearly communicate or relay messages in at least ten (10) kilometer

radius. One handheld radio transceiver per guard on duty in all posts

- 6.1.6. Complete set of clean and well – ironed uniforms for the security guards on actual duty
- 6.1.7. At least two (2) Asian Utility Vehicle (AUV) preferably pick-up type, with siren, blinker, signage of Agency and equipped with firefighting equipment, to be stationed at the UPM Police Office, subject to the rules on the use of vehicles of the UPM – PGH
- 6.1.8. At least four (4) gas – fed brand new motorcycle to be stationed at the UPM Police Office, subject to the same rules on the use of vehicles of the UPM – PGH
- 6.1.9. At least twelve (12) units of handheld metal detectors on all entry posts
- 6.1.10. At least twelve (12) sets of Guard Tour (Watchman Clock) System (eight (8) units for PGH and four (4) units for UP Manila). They must be of good reputable brand in the market, with provision for preventive maintenance (PM), with memory storage that is adaptable to the computer system for purposes of printing the time punching. Moreover, they must be in good working condition throughout the duration of the contract and if there are non – functional unit or part thereof, the same must be repaired within twenty – four (24) hours and such fact should be included in the regular reporting
- 6.1.11. At least seven (7) under chassis mirrors for all entry gates
- 6.1.12. At least two (2) sets of traffic vests and gloves per post (31 posts) (for those areas involving traffic management) (see attached). The vest must be reflectorized and must bear the name of the security agency.
- 6.1.13. At least twelve (12) units crowd dispersal control equipment (to include shield, helmet and truncheon)
- 6.1.14. At least five (5) tire clamps
- 6.1.15. Two (2) units of K – 9 sniffing dogs. One (1) trained for bombs and another one (1) for drugs, which can be used in UP Manila colleges and hospital activities as per schedule. They must be provided with license certificates
- 6.1.16. One (1) unit walk-through metal detector for each main entrances of each building (PGH - 5, Academic and other buildings - 10). The equipment should be ensured by the SSP to be always available, and operational.
- 6.1.17. Minimum of 5 Megaphones

6.2. Office equipment – the SSP shall provide within the first week after the effectivity of the contract the following office equipment to be installed and for use of the UPM Police Office:

6.2.1. Two (2) digital cameras for documentation

6.2.2. One (1) Biometrics system and its peripherals to record guards' attendance for submission to the Accounting Offices of UPM and PGH

7. SECURITY PLANS

7.1. General Security Plan - the SSP shall submit a comprehensive Security Plan to secure its AOR, safeguard persons and properties, and maintain the orderly safe passage of vehicles and persons in and out of the AOR.

7.1.1. The General Security Plan shall be submitted by the prospective SSP as part of its Technical Proposal.

7.1.2. The General Security Plan shall contain, among others, the following:

7.1.2.1. Emergency procedures for the following:

7.1.2.1.1. Natural disasters such as earthquakes, typhoons, flood

7.1.2.1.2. Man-made calamities such as fire, bomb threats or actual bombing, armed encounters and incidents, mass activities necessitating security measures to protect the safety of faculty, students and other university personnel and guests.

7.1.2.2. Pre – deployment action plan: Fixed and flexible deployment at posts

7.1.2.3. Access Control procedures for vehicles, personnel and packages/baggage

7.1.2.4. Car park procedures

7.1.2.5. Individual post – assignment job descriptions

7.1.2.6. Number and location of watchman's chips around the campus/hospital

7.1.2.7. Mobile patrol system and plan

7.1.2.8. Schedule of the K – 9 dogs

7.2. Special Security Plans

7.2.1. The SSPs shall submit special security plans at least a week before the activity or immediately, as soon as the need for special security precautions is apparent, or as directed by the UPM-Police Office and officials of UP Manila.

7.2.2. Activities and conditions necessitating the formulation of special security plans:

- 7.2.2.1 Regular university activities such as Foundation days, Graduation days, Lantern parades and other regular university or college activities.
 - 7.2.2.2 Special activities of units and colleges needing special security plans as requested by the heads of units and colleges or by the UPM-Police Office.
 - 7.2.2.3 Contingency plan during health emergencies and period of quarantine;
 - 7.2.2.4 Visits of local, national and international dignitaries and officials.
 - 7.2.2.5 Areas where there are security breaches such as thefts or crimes against persons and properties, within 48 hours after the reported incident and submitted to the UPM-Police Office;
 - 7.2.2.6 Security plan for VIP, detainees/prisoners confined at the hospital
- 7.3. As may be necessary and in coordination with the UPM-Police Office, the SSP shall request assistance and coordinate with security forces from other government agencies such as the Philippine National Police (PNP), Department of National Defense (DND), the Manila Government and Metro Manila Development Authority (MMDA) is sought by the University.

8. COMPANY PROFILE AND COMMAND RESPONSIBILITY

- 8.1. The bidder must submit in its technical proposal, the following documents certified by the head of the SSP:
 - 8.1.1. Company Profile
 - 8.1.2. Company Organizational Chart
- 8.2. Certificate of Satisfactory Performance from the biggest client named in the Certificate of Single Largest Completed Contract.
- 8.3. Command Responsibility Flow
 - 8.3.1. The SSP shall submit a clear command responsibility flow (organizational structure) from the highest officer of the agency to the lowest security officer
 - 8.3.2. The chart should include a list with brief description of all units needed to manage the security operations, such as:
 - 8.3.2.1. Physical office (Head Office)
 - 8.3.2.2. Accounting Office
 - 8.3.2.3. Training Center
 - 8.3.2.4. Clear Supervision and Management Process
 - 8.3.2.5. Administrative staff and officers who will be assigned in UPM - PGH
 - 8.3.2.6. UPM - PGH Satellite Office

9. SERVICE CAPABILITY

Whether the SSP has the organizational capability to deliver the services and to provide assistance and support. The SSP must be able to qualify accordingly to the following:

- 9.1. Proof that the SSP had in the past shown security capability
- 9.2. At least five (5) years in actual operation reckoned from the starting date of its first contract. (Proof is a certified copy of the first contract)
- 9.3. Deployment of a complement of at least 200 guards for all ongoing contracts; (Proof are copies of the on-going contracts showing deployments)
- 9.4. At least one hundred (100) guards contracted by a single government agency, hospital or schools, both private and public; (Proof is a copy of the contract.)
- 9.5. Investigation and surveillance services training of supervisors assigned to UP Manila (Proof are the certificates of training).

10. SSP CAPABILITIES AND SERVICES

The SSP must be able to undertake the following capabilities and services:

- 10.1. Security and safety survey – at least once a year, preferably mid – year of the Security Services Contract implementation in terms of guards' strength or positioning and if there is a change in the physical set up of the campus. Security and safety survey to be submitted to UP Manila
- 10.2. On – call 24/7 – members of the operation staff must be on call for 24 hours, 7 days of the week for assistance or any other requirements by UPM – PGH
- 10.3. Liaison services – Liaison services to all pertinent government agencies or local government units (LGUs) as needed by UPM – PGH
- 10.4. Monthly meetings – Monthly meetings with SSP's head of operations or his representative
- 10.5. Other services as may be deemed necessary for the enhancement of the security services as directed by the UPM-Police Office.

11. QUALIFICATIONS AND REQUIREMENTS FOR SECURITY GUARDS

The SSP shall provide licensed security guards/officers having the minimum qualifications provided by RA 5487 and its IRR and any of its amendments. In addition, the SSP shall submit original or certified true copies of the following documents:

- 11.1. Barangay Clearance
- 11.2. National Police Clearance
- 11.3. NBI Clearance
- 11.4. Metropolitan Trial Court Clearance

- 11.5. Regional Trial Court Clearance
- 11.6. Clearance from the Prosecutor's Office
- 11.7. Neuropsychiatric clearance/evaluation indicating fit for work as security guards/officers.
- 11.8. Negative drug test result issued by any laboratory accredited by the NBI.
- 11.9. Must have certificates or licenses on the following trainings completed after the effectivity of the contract (Submission of which are indicated per item):
 - 11.9.1. **Basic Life Support** - 1st quarter
 - 11.9.2. **Crowd Control** - 1st quarter
 - 11.9.3. **Bomb Detection and Identification; Bomb Threat and Management** - 1st quarter
 - 11.9.4. **Search and rescue for disaster** - given by Disaster Risk and Management- drills/quarterly from UP PGH - 1st quarter
 - 11.9.5. **Good Customer Relations** - to be coordinated by the SSP with the UP-Manila Staff Development Committee under the Vice Chancellor for Administration - 1st Quarter
 - 11.9.6. **Anti - sexual harassment and gender sensitivity awareness including Data Privacy** - conducted by UPM CGWS - 2nd quarter
 - 11.9.7. **Restraining Agitated Persons** - conducted by Department of Psychiatry and Behavioral Medicine - 2nd quarter
- 11.10. Must be clean – cut with good personal hygiene and without visible body piercing or tattoos.
- 11.11. Courteous and with good customer service.

12. SUBMISSION OF DOCUMENTS AND EVALUATION

- 12.1. Security guards shall, through the SSP, submit the necessary and pertinent supporting papers and documents to the UPM Police Office.
- 12.2. Those who have successfully completed the submission of the required documents, as stated above, must individually present themselves to the office designated by UPM – PGH for taking photo, fingerprinting and further evaluation to ensure compliance prior to their deployment for actual duty.
- 12.3. Security guards on duty shall have valid licenses. The SSP shall ensure that all security personnel deployed have valid licenses.
- 12.4. The SSP shall only deploy security guards who have their written consent in favor of UP Manila to verify with the appropriate agencies regarding the authenticity and status of the licenses and other documents they have submitted.

13. SUPERVISION AND CONTROL OVER SECURITY MATTERS

- 13.1. The UP Manila Police Office is primarily responsible for the security of the UP Manila and shall closely coordinate, monitor and supervise the SSP through its Detachment Commander & Assistant Detachment commanders who shall be responsible for the over – all supervision and control of its security guards and other personnel assigned to the AOR.
- 13.2. UPM – PGH Oversight Committee – The UPM – PGH designated Oversight Committee to be constituted annually by the Office of the Chancellor in close coordination with the UP Manila Police Office shall oversee and monitor the actual delivery of security services by the security guards and other personnel assigned to their respective posts, and may demand from the SSP improved operations and management procedures to ensure the quality, efficiency and effectiveness of security services to the University. To ensure participation of the UP-Manila Community, the Committee shall have one representative each from the two duly recognized unions, and the University Student Council
- 13.3. Detailed Schedule and Program for Supervision – The SSP must submit to the Dean/Head of Office (for building posts) and to UPM – PGH PO a written and detailed schedule and program of activities on how to conduct daily supervision of its guards within one week before the start of each month/rotation
- 13.4. Daily briefing and orientation – the SSP's designated Assistant Detachment Commander (AM & PM) shall conduct daily briefing and orientation during formation, strategic supervision and daily monitoring and inspection. He shall submit a daily report to the Chief of the UPM Police Office
- 13.5. The SSP shall install and maintain a biometric - based recording of the attendance of security guards, at its own expense, which shall be submitted to the Accounting Office every 15 days to form part of the requirements for payment.

14. DEALING WITH TRESPASSERS AND ILLEGAL VENDORS

The SSP shall be responsible for guiding and orienting the assigned security guards and employees on how to humanely deal with the problem of trespassers and illegal vendors on UP property. Accordingly, if a security guard of the SSP is found to be tolerating or conniving with illegal vendors, the SSP shall be liable and meted with the appropriate penalty.

15. LOGBOOK

The SSP shall:

- 15.1. Adopt a Monitoring System to keep track of the daily ingress/egress of vehicles in its AOR in a logbook
- 15.2. Ensure that each post is equipped with a logbook on which shall be recorded all material data/entries relevant to the maintenance of the security in the area on a 24 – hour basis, and signed, at every end of entry for each shift, by the assigned security guards at the end of each tour of duty
- 15.3. Certify as to the correctness of the entries in the logbooks, which shall be consecutively paged by rubber stamp and verified by the UPM – PGH Police Chief.
- 15.4. Submit the logbooks to the UPM Police Office, every end of each month and upon completion and/or termination of the Contract for Security Services.

16. DETAILED COMPUTATION OF SALARY

The SSP must submit Certified True Copy of detailed computation of salary per day of each guard, with night shift differential and compensation package, attaching an original payroll and individual pay slip, reflecting the following mandatory deductions:

- 16.1. SSS Contributions
- 16.2. Pag – Ibig Mutual fund contributions
- 16.3. PhilHealth contributions
- 16.4. Employees' compensation
- 16.5. The SSP shall promptly remit to the proper government agencies the above contributions. Official Certifications/receipts from the appropriate government agencies concerned should be attached to the monthly billing statement.

17. MAXIMUM HOURS OF DUTY

Except in times of emergency or force majeure when relievers are not immediately available, no guard must be permitted to render service beyond a period of twelve (12) hours continuously.

18. COMPLIANCE WITH THE REQUIRED DECORUM

18.1. Public presence

18.2. Professional Conduct – the SSP must ensure that security guards must conduct themselves in a professional and polite manner befitting his/her function

18.3. Visibility – guards must always be visible in the premises being guarded

18.4. Uniforms

18.4.1. The SSP must ensure at all times that every guard on duty shall be in proper uniform and shall provide a complete set of uniforms with complete paraphernalia and PPE: barong for roving guards and those assigned to UPM – PGH's VIP and classic security outfit for guards assigned to other areas. The corresponding uniform allowance shall be given upon submission of actual billing at the rate of Php 1,200.00 per guard at the first month of the contract.

18.4.2. A guard's uniform must be clean and tidy, buttoned, with the shirt tucked – in except for those in barong.

19. SECURITY GUARD PARAPHERNALIA

The SSP must provide all guards on duty at all times the following equipment/paraphernalia at no cost to the guards: flashlight, nightstick, whistle, handcuff, rain boots, raincoat, pen, tickler, manual and other necessary equipment including a First Aid kit alcohol (40ml), betadine (25ml), latex gloves (1 pair), 4x4 gauze pad (3), 2 inches' elastic rolled bandage (1), functioning radio handset (1) and non - contact infrared thermometer (1).

20. OBSERVANCE OF UNIVERSITY POLICIES

Guards must observe existing University policies.

21. RECREATIONAL OR PERSONAL ELECTRONIC DEVICES

21.1. Guards are prohibited to use and must not bring to their posts recreational or personal electronic devices not related to their duty as guards such but not limited to mobile phones, iPads, laptops, radios and the like.

21.2. Personal electronic devices owned by the guards should be kept in their detachment office while on duty.

21.3. Two – way radios and other electronic gadgets forming part of the paraphernalia of guards must not be used for personal purposes.

22. ALERTNESS

- 22.1. Guards must be alert at all times
- 22.2. No guard shall sleep on duty
- 22.3. Guards must always be ready to render a report on the conditions of their post
- 22.4. Guards shall execute the standard salute as a sign of respect to university officials and guests

23. MEAL AND NATURE BREAKS

- 23.1. Eating in post is prohibited.
- 23.2. The SSP should make arrangements with the Dean or Administrative Officer for the assignment of a member of the latter's staff to temporarily man the security post while a security guard is taking meal breaks and rest room necessity.

24. DEALING WITH FRIENDS, FAMILY AND OTHER PERSONS

- 24.1. Guards must not engage in unnecessary chatting and conversing with other persons while on duty.
- 24.2. Except in emergency cases, friends, family members, guests, ambulant vendors, off - duty guards and the like should not be allowed by the guards to hang around their guarding post
- 24.3. For visitors with official business, the guards on duty shall refer them to the proper offices without leaving their posts.
- 24.4. Guards shall see to it that the premises they are guarding are free of ambulant and illegal vendors, vagrants and loiterers.
- 24.5. Rumor -mongering, gossiping and similar forms of irresponsible chatter are absolutely prohibited.
- 24.6. Couples (regardless of marital status or biological sex), siblings, or relatives within 3rd civil degree of affinity or consanguinity should not be assigned to the same AOR and shift.
- 24.7. No guard who is a relative of the detachment officer, supervisor and UPM - PGH employees/officials, within the 3rd civil degree of affinity or consanguinity shall be hired or assigned as guard in the AOR.

25. BUSINESS TRANSACTIONS

No guard is allowed to conduct business transactions of any form, such as money - lending, buy - and - sell and the like with other guards or with the general public, within the University premises, whether the guard is on or off - duty.

26. CLEANLINESS

Guard posts, security and detachment offices shall at all times be kept tidy, sanitary and free from unsightly fixtures, garbage, dust, deleterious substances, alcoholic beverages, and substances that emit foul odor.

27. PETS AND ANIMALS

Guards must not bring pet dogs, cats and other animals in their posts or anywhere in their AOR. Not included in the prohibition are hand – held and trained canines classified under the "K – 9" group and drug – sniffing dogs used in patrol and police work.

28. COMPLIANCE WITH LAWS

The SSP must comply with all government laws, rules, regulations and issuances, including international treaties on occupational health and safety, labor, human, and animal rights, wherein the Philippines is a signatory.

Validated report against the SSP of failure to comply or culpable violation of said laws, rules, regulations, issuances, or international treaties, shall be a ground for UP Manila to initiate the immediate termination of the contract emanating from this Terms of Reference, without prejudice to the filing of appropriate charges in appropriate jurisdiction, to the concerned party/parties.

29. TRAINING

29.1. The UPM- PGH Police shall properly orient the security guards in the overall security management of UP Manila.

29.2. The Security Guards should have completed the following training within the first quarter from the date of the Notice to Proceed or assumption of duty:

29.2.1. Basic Life Support - 1st quarter

29.2.2. Crowd Control - for mass gatherings - 1st quarter

29.2.3. Bomb Detection and Identification; Bomb Threat and Management - 1st quarter

29.2.4. Search and rescue for disaster - given by Disaster Risk and Management- drills/quarterly from UP PGH - 1st quarter

29.2.5. Anti – sexual harassment and gender sensitivity awareness and Data Privacy - conducted by UPM CGWS - 2nd quarter

29.2.6. Restraining Agitated Persons - conducted by Department of Psychiatry and Behavioral Medicine - 2nd quarter

- 29.2.7. Good Customer Relations (GCR) - to be coordinated by the SSP with the UP-Manila Staff Development Committee under the Vice Chancellor for Administration - 1st Quarter. The training on GCR shall emphasize on proper and polite communications especially on reception, conveyance, send-off, and in handling of inquiries and complaints by the public: guests, patients, students, staff, and faculty;
- 29.2.8. All expenses that shall be incurred for the training shall be the responsibility of the SSP.

30. UPM POLICE OFFICE

- 30.1. The UPM Police Office shall oversee the daily activities of the security guards.
- 30.2. Regular formation of all duty guards, roll call and briefing shall be conducted at the assigned time and place prior to posting.
- 30.3. Inspection of guards on duty may be conducted at any time at the discretion of the Chief of the UPM Police Office or his duly authorized representative.
- 30.4. Inspection reports must be submitted immediately after tour of duty.
- 30.5. A security guard Detachment Office shall be provided by the UPM - PGH to ensure proper supervision and control, and to expedite coordination.

31. STANDARD OPERATING PROCEDURE ON DUTY

- 31.1. Upon report for duty, the incoming duty - guard together with the outgoing duty - guard shall conduct an inspection of the post and the AOR to detect irregularities, hazards, disorders and unusual objects, events, which were logged - in/recorded and report these events and conditions to their superiors
- 31.2. The outgoing duty - guard shall turnover the firearm, radio, other equipment and the entire post to the incoming duty - guard by having him sign in the Log Book
- 31.3. In the turnover of the firearm, the magazine shall be ejected if it is a pistol, or in case of a revolver, the ammunition should be removed from the cylinder by opening it, and in case of a shotgun by removing ammunition from the tubular magazine. No ammunition shall be left inside a gun's chamber while handling the same over to the incoming duty guard.
- 31.4. Roving patrol shall be conducted 24/7 in the AOR for prevention and detection purposes.

- 31.5. The security guard shall render an hourly report to the Detachment Office through radio, telephone or by any means of communication, all conditions and events prevailing in the AOR, even if normal.
- 31.6. All reportable cases, incidents, accidents, events, especially those which need police attention must be reported immediately by the fastest means of communication to the UPM – PGH Police Office.
- 31.7. Area Patrols shall likewise render periodic reports, always giving their specific locations, after identifying themselves and their intended route, destination and log – in their watchman's equipment at the chips located at designated areas.
- 31.8. While approaching suspicious – looking persons and vehicles at a safe distance, report the matter immediately to the radio operator who must be notified and advised about that fact of approach and the progress and result of such action.

32. REPORTING INCIDENTS

- 32.1. Verbal reports to the UPM Police Office and the Detachment Office must always be confirmed by a written report.
- 32.2. All incidents and activities which affect or may affect the peace and order, and the security and safety of any personnel, students, guests and persons as well as properties within their AOR shall be reported immediately to the UPM Police Office in writing duly signed by the Detachment Commander.
- 32.3. All reports must be direct, concise, factual and shall be coursed through proper channels.
- 32.4. In reporting, always be guided by the five (5) "W's" and one (1) "H": What? When? Where? Why? and How? for a complete report.
- 32.5. When a UPM – PGH Police Inspector or a Detachment Officer on duty arrives, the guard must approach, salute and report the Conditions of his post and repeat the salute when the Inspector departs. The report shall include whatever defects he has observed such as, but not limited to exposed or hanging electrical wires, electrical sparks, unplugged appliances/fixtures after office hours, open office door after office hours, abandoned or suspicious vehicles, tall grasses, etc.
- 32.6. Each guard must have a pocket notebook to serve as his personal record of his activities and the events transpiring while on duty. This pocket notebook shall be kept separate from the logbook.
- 32.7. In all cases, the official log book shall be open and made available for inspection by the UPM – PGH Police on duty. The Official Log Book must contain the time of inspection of every roving patrol, among others. Official log books shall be made available to all UPM – PGH Officials/ Administrative Officers for inspection upon written request to UPM Police

Office.

- 32.8. The Shift – in – Charge (SIC) shall submit a daily deployment plan and operational report to the UPM – PGH Police Supervisor in the proper form provided, one hour before formation.
- 32.9. Assigned guards shall record the plate numbers of all vehicles entering and exiting at their posts, as well as record in the logbook other relevant observations that, in their discretion, may be useful for the future monitoring and security – plan evaluation.

33. ELEVEN GENERAL ORDERS COMPLIANCE

The stipulation provided in the Eleven General Orders must be religiously observed.

34. PROHIBITED ACTS AND OFFENCES

For the purpose of these guidelines the following acts as defined shall be prohibited.

34.1. Light offences

- 34.1.1. Improper/Incomplete Uniform – is wearing of the uniform worn not in accordance with that prescribed by regulations of the Security Agency and Guard Supervision Division (SAGSD), Philippine National Police (PNP) and the Agency or otherwise, uniform that is not buttoned or tucked – in, incomplete, or where any of the uniform paraphernalia including cap, belt, nightstick, flashlight and I.D. are not worn bodily; dirty, worn – out and shabby uniforms are considered improper. Security guards should maintain their uniforms while on duty and within their AOR. Off duty security guards should not loiter around the AOR.
- 34.1.2. Untidy and unsanitary guard posts and detachment office – untidy, unsanitary posts and office with unsightly fixtures, garbage, dust, deleterious substances, alcoholic beverages and substances that emit foul odor.
- 34.1.3. Keeping pets and animals – keeping of pets and animals in the posts, office or anywhere in their AOR.
- 34.1.4. Non security related activity – is any form of non-security related activity on or off – duty within UPM – PGH Campus premises are prohibited.
- 34.1.5. Laxity – is inattention to duties while on post through texting unofficial messages, reading newspapers and the like, unofficial or prolonged telephone conversations, prolonged sitting and

other acts which deviate attention from the state of alertness.

- 34.1.6. Unprepared to render a report – failure by the guard to render a report on the conditions of their post immediately when the inspector arrives.
- 34.1.7. No pocket notebook for personal record of his activities and the events transpiring while on duty.
- 34.1.8. Lack of respect – failure to snappily execute the standard salute as a sign of respect to university officials and guests including disrespectful attitude and behavior against UP Manila constituents
- 34.1.9. Eating in public view unless there are no available administrative personnel who can temporarily man the post during meal break.
- 34.1.10. Failure to render a follow – up written report for verbal reports of incidents to the UPM Police Office and the Detachment Office within 24 hours after the verbal report.
- 34.1.11. Failure to immediately report all incidents and activities which affect or may affect the peace and order, and the security and safety of any personnel, student, guest and person as well as property within their AOR.
- 34.1.12. Failure to record the plate numbers of vehicles entering and exiting at their posts, as well as record in the logbook other relevant observations that, in their discretion, may be useful for future monitoring and security – plan evaluation.
- 34.1.13. Failure of Area Patrols to render periodic reports, or in giving their specific locations, after identifying themselves and their intended route, destination and log – in their watchman's equipment at the chips located at designated areas.
- 34.1.14. Failure to immediately report to the radio operator while approaching suspicious – looking persons and vehicles
- 34.1.15. Simple negligence – is any unintentional act or omission or the failure to do something required or expected, resulting in a loss or damage not exceeding P5,000.00 or slight physical injury as defined by the Revised Penal Code.
- 34.1.16. Other light offences analogous to the above in violation or breach of standard operating procedures, UPM rules, regulations and policies.

34.2. Less grave offences

- 34.2.1. Sleeping on Post (SOP) – sleeping or napping while on duty.
- 34.2.2. Unaccounted/Unlocated for less than fifteen minutes is a situation where a guard cannot be located in his/her AOR despite efforts exerted by an Inspector in a span of less than fifteen (15) minutes.
- 34.2.3. Discourtesy to officials– is an act of disrespect committed against guests and officials of the University.
- 34.2.4. Insubordination – is any act of defiance, disobedience, insolence, disrespect or utterance of invectives against a supervisor, UP Manila and PGH officials
- 34.2.5. Use of recreational or personal electronics devices – use or bringing on post of recreational or personal electronic devices not related to their duty as guards.
- 34.2.6. Improper use of two – way radios and other electronic gadgets forming part of the paraphernalia of guards while on duty.
- 34.2.7. Negligence – is any unintentional act or omission or the failure to do something required or expected, resulting in loss or damage exceeding P5,000.00 but not more than P20,000.00 or less grave physical injury as defined by the Revised Penal Code.
- 34.2.8. Other less grave offences analogous to the above in violation or breach of standard operating procedures, UPM – PGH rules, regulations and policies, and laws.

34.3. Grave offences

- 34.3.1. Abandonment of Post (AP) – is the act of leaving by the guard his/her AOR despite efforts exerted by an inspector in a span of more than fifteen (15) minutes.
- 34.3.2. Drinking Alcoholic/intoxicating Beverage – is the act of drinking alcoholic intoxicating beverages or otherwise exhibiting or appearing the condition of being drunk, tipsy or reeking of alcoholic beverage while on duty or within the AOR.
- 34.3.3. Illegal Discharge of Firearm – is the unwarranted firing of a firearm, even as a warning shot, in a populated area and in the absence of imminent danger to life.
- 34.3.4. Sale, Possession, Use of Prohibited Drugs – is the possession, sale and use of prohibited drugs prohibited by existing laws, rules and regulations.
- 34.3.5. Provoking and/or engaging in verbal or physical fight – between and among detachment members, students, faculty and administrative personnel, including patients, guests and

visitors.

- 34.3.6. Gross discourtesy to superiors – is an act of gross and belligerent disrespect committed against guests and officials of the University.
- 34.3.7. Gross Insubordination – is any act of defiance, disobedience, insolence, disrespect or utterance of invectives against a superior.
- 34.3.8. Gross negligence – is any unintentional act or omission resulting in loss or damage exceeding P20,000.00 or grave physical injury as defined by the Revised Penal Code.
- 34.3.9. Immorality – detachment personnel (officers and guards) who have illicit relationships among themselves shall be guilty of immorality.
- 34.3.10. Gambling – is the act of engaging in any game of chance using money or representation thereof as bet.
- 34.3.11. Improper grievance – being instrumental or having participated in any form of redress against the SSP conducted within the AOR or otherwise put the University in a bad and compromising situation.
- 34.3.12. AWOL - unjustified leave
- 34.3.13. Going on duty with no or expired licenses.
- 34.3.14. Non-submission of valid Barangay, National Police and NBI Clearances
- 34.3.15. Other grave offences analogous to the above in gross violation or breach of standard operating procedures, UPM – PGH rules, regulations and policies and laws.

35. PENALTIES

The SSP and the security guard shall be jointly and severally liable for violation of the prohibited acts and offences.

35.1. Light Offences

- 35.1.1. Sleeping on post, Abandonment of Post, under the influence of Liquor, smoking cigarette, no/expired/fake security license and using cellphone while on duty:
 - 35.1.1.1. First Offence – Seven (7) days suspension without pay from duty
 - 35.1.1.2. Second Offence – Fifteen (15) days suspension without pay from duty
 - 35.1.1.3. Third Offence – relief from duty at UP Manila and

PGH and completely banned from returning.

35.2. Less grave offences

35.2.1. First Offence – Three (3) days suspension without pay from duty

35.2.2. Second Offence – Seven (7) days suspension without pay from duty

35.2.3. Third Offence – Fifteen (15) days suspension without pay from duty

35.2.4. Fourth Offence – relief from duty at UP Manila and PGH and banned from returning.

35.3. Grave Offence

35.3.1. Relief from duty at UP Manila and PGH and banned from returning.

35.3.2. Using of cellphone on duty will result in the immediate relief from duty at UP Manila and PGH upon first commission in compliance to the UPM Memo Order No. CCDP 2014 – 008.

36. MONITORING AND EVALUATION OF PERFORMANCE

36.1. Probation period – The initial three (3) months of the contract shall be probation period at the end of which the performance of the SSP shall be evaluated.

36.2. Regular Evaluation – The UPM, through the Office of the Vice Chancellor for Administration, shall conduct a quarterly evaluation or as often as may be necessary, of the performance of the SSP.

36.3. UPM Internal Audit Office and PGH Internal Audit Special Services Staff shall collate and analyze all reports from unit heads and the UPM – PGH Police Office and rate the overall performance of the SSP as “Outstanding”, “Very Satisfactory”, “Satisfactory”, “Fair” or “Poor” in any quarter of the contract period.

37. TURN - OVER

- 37.1. The SSP shall vacate the premises upon the termination or any pre - termination of the contract and to peacefully turn over the premises to the incoming security SSP that UPM - PGH will choose in accordance with law. There shall be a transition period for the incoming security agency which shall start from the day following the notice of award until the actual date when it will assume each responsibility as the SSP.
- 37.2. For this purpose, the SSP shall designate UPM as its Attorney - in - Fact to effectuate the aforesaid purpose expressly authorizing UPM - PGH to take over possession of the premises, if still with the SSP at the time the contract expires, and to remove, take - out or otherwise cause to be transferred to any suitable storage space outside the premises subject of the contract at cost to the SSP, the belonging to the SSP.
- 37.3. The sum of one thousand pesos (P1,000.00) shall be deducted from any amount due or outstanding to the SSP for each day beyond the expiration of the contract that they unlawfully withhold the premises or delay in voluntarily removing said personnel, equipment, facilities, fixtures and other movable property from the premises of UPM - PGH.
- 37.4. Transition Period - from the time of Notice of Award until the date of takeover by the new SSP as stated in the Notice to Proceed. The new SSP shall designate its Detachment Commander to coordinate with the UPM Police in order to verify the following:
 - 37.4.1. Finalization of the general security plan
 - 37.4.2. Submission of at least 95% of the names of the security guards and their deployment.
 - 37.4.3. Valid and existing License to Operate of the SSP
 - 37.4.4. Certified True Copies by SPP of licenses of firearms
 - 37.4.5. Valid and existing licenses of security guards
 - 37.4.6. Schedule of orientations and trainings
 - 37.4.7. Provision of UPM and PGH hard copies of relevant policies and procedures.

38. PERFORMANCE EVALUATION

38.1. The performance evaluation criteria shall likewise be discussed during the transition period for any queries or clarification which the SSP might have.

RECOMMENDING APPROVAL


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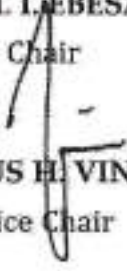
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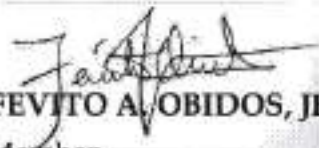

CARMENCITA D. PADILLA, MD, MAHPS
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Submitted by the Technical Working Group for the review of the Terms of Reference for the procurement of the UP-Manila Security Services Provider:


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