

**TERMS OF REFERENCE: JANITORIAL/HOUSEKEEPING SERVICES
(for CAVITE STATE UNIVERSITY)**

1. BACKGROUND

The Cavite State University (CvSU) is in need of manpower to perform Janitorial and Housekeeping Services for the upkeep and maintenance of its grounds, buildings and other facilities both in the main campus and the branch campuses. The university wants to acquire a reputable service provider, which will provide efficient janitorial/housekeeping services performed by pool of trained janitorial personnel. These personnel are expected to provide the university adequate and reliable maintenance services to ensure orderliness and sanitation during its day to day operation.

2. AREAS OF COVERAGE

1. CvSU Main Campus
2. CvSU Cavite City Campus
3. CvSU Carmona Campus
4. CvSU Imus City Campus
5. CvSU Silang Campus
6. CvSU Trece Marties City Campus
7. CvSU Gen. Trias City Campus
8. CvSU Tanza Campus
9. CvSU Bacoor City Campus
10. CvSU CCAT Campus
11. CvSU Naic Campus

3. GENERAL SCOPE OF WORK

1. Provision of manpower to perform Janitorial/Housekeeping Services to the University to maintain the cleanliness, orderliness, and aesthetics of all facilities of the University to include but not limited to buildings (all spaces inside the buildings) grounds, landscape and road networks.
2. Provision of one (1) Service Supervisor who will perform the day-to-day monitoring of the work performance of the housekeepers. The Service Supervisor shall submit to the Director for Administration of the University a monthly accomplishment report and Summary of Deployment, as attachment to the billing.
3. Provisions of brand new cleaning equipment, tools, supplies and materials necessary in the performance of janitorial and housekeeping services.

3.1 SPECIFIC JANITORIAL/HOUSEKEEPING ACTIVITIES

- 3.1.1 Sweeping, damp mopping, scrubbing, and spray buffing of all floor spaces to maintain luster and shine at all times;
- 3.1.2 Shampooing of carpets and furniture in fabric quarterly or as may be indicated by CvSU;
- 3.1.3 Cleaning of interior glass panels and its appurtenant steel or aluminum frames through scrubbing and wiping by application of cleaning solutions to remove dust, soot and grime;
- 3.1.4 Cleaning of ceilings of the buildings;

- 3.1.5 Cleaning, dusting and damp wiping of office furniture, fixtures and equipment and application of appropriate furniture polish to maintain luster and shine at all times;
- 3.1.6 Remove all finger marks and smudges from vertical surfaces, to include doors, door frames around light switches, entrance glass and partitions;
- 3.1.7 Keeping stairways, fire exits, and entrances clean and free of obstruction at all times;
- 3.1.8 Cleaning, sanitizing and disinfecting comfort rooms, urinals, lavatories, toilet bowls, and wash room basins;
- 3.1.9 Checking and reloading of required liquid hand soap and other toilet supplies;
- 3.1.10 Cleaning of wastebaskets and vertical and horizontal blinds;
- 3.1.11 Sweeping of driveways and surroundings
- 3.1.12 Reporting to the Deans/Directors and other responsible officers of any building defects such as busted bulbs, leaking faucets and toilet bowl/tanks, cracked wall plaster, unsafe conditions within the building and its surroundings;
- 3.1.13 Rearrangement and movement of furniture, equipment, supplies, and materials as may be necessary, and only upon the instruction of the Deans/Directors, Supply and Property Officer and other responsible officers;
- 3.1.14 Collection and disposal of trash and other trash materials in methods compliant with RA No. 9003 (Ecological Solid Waste Management Act) and existing policies/guidelines of the University;
- 3.1.15 General cleaning of the assigned areas/units/offices during Fridays
- 3.1.16 Cleaning and de-clogging of decks, gutters, downspout, storm drain
- 3.1.17 Protect CvSU properties from damage and destruction in connection with janitorial activities rendered.
- 3.1.18 Preserve confidentiality of cvSu records and documents;
- 3.1.19 Perform such services usually necessary or desirable for the maintenance of the office premises to the personal comfort, convenience, or safety of CvSU officers, employees, students and visitors.

3.2 GROUND MAINTENANCE

- 3.2.1 Watering of plants in the vicinity of the building where they are assigned;
- 3.2.2 Bringing out to sun potted indoor plants as necessary;
- 3.2.3 Sweeping of grounds and parking areas of dust and litter;
- 3.2.4 Mow and trim lawns and shrubbery, using mowers and hand powered trimmers, and clear debris from grounds;
- 3.2.5 General cleaning and washing of parking areas of accumulated dust and old stain; and

3.2.6 Grass cutting

3.3. FUNCTIONS OF THE SERVICE SUPERVISOR

- 3.3.1 Supervise the work of the janitorial/ housekeeping personnel to ensure faithful performance of their tasks;
- 3.3.2 Prepare work assignments and manpower schedule and submit to the Director for Administration every first Monday of the month;
- 3.3.3 Represent the agency and be responsible for all instructions, complaints and requests from the University;
- 3.3.4 Must ensure implementation, enforcement and compliance with the CvSU rules, regulations and standards relative to the maintenance of cleanliness and sanitation of the covered areas;
- 3.3.5 Must make rounds to check janitorial/housekeeping personnel's assignment in designated work areas;
- 3.3.6 Must provide special cleaning instructions and/or assignments to the janitorial personnel, and ascertain compliance to directives;
- 3.3.7 Conducts inspection to check cleanliness and orderliness of the premises, and informs subordinates of necessary corrections;
- 3.3.8 Prepare daily comfort room checklist and ensure that janitors adhere to the checklist;
- 3.3.9 Train subordinates on proper cleaning methods, use of equipment, safety practice and work regulations;
- 3.3.10 Must ensure that the quality of all expected deliverables are acceptable by the University;
- 3.3.11 Evaluate and verify employees performance through a review of completed work assignments; The service supervisor must submit to the Director for Administration quarterly performance evaluation of the janitorial staff;
- 3.3.12 Ensure the correctness of the daily log entries of all janitorial personnel.
- 3.3.13 Must conduct investigation and immediate resolutions of complaints;
- 3.3.14 Perform other functions that shall ensure effective compliance of duties and conditions in the Contract;

3.4 STANDARDS OF WORK

- 3.4.1 Office Rooms. Well-polished floors, shiny and showing evidence of having been stripped and waxed: dust-free and no litter: and furniture is dust-free: all waste cans are emptied; tabletops are polished and properly aligned: filing cabinet tops are dust-free. Walls, windows and ceilings are properly cleaned, with daily spray of air freshner. All lighting fixtures shall be operational;
- 3.4.2 Corridors, Hallways, Lobbies, Stairways, Walls and Handrails, Counters, Ceilings, and Window Glass; Floors are well polished, free of chewing gum and smudges: no litter, no cigarette butts, no cobwebs, no stains,

shiny window glass, and windowpanes. All lighting fixtures shall be operational;

3.4.3 Comfort Rooms/CR Fixtures/Pantries. All comfort rooms are well scrubbed, free from grime, dirt and yellowish substances: walls and floors are free from stain, and tiles and bowls are odor-free. Regular application of toilet disinfectant is undertaken. All lighting fixtures are operational;

3.4.4 All open areas including premises and Parking Areas. Litter free, no cigarette butts, candy wrapper, dried leaves, etc.

3.4.5 Well-maintained grounds and its landscape with grasses properly and regularly trimmed and plants are regularly maintained.

3.5 EQUIPMENT, TOOLS, SUPPLIES AND MATERIALS TO BE USED IN DAILY OPERATIONS

3.5.1 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall provide brand new equipment, tools, supplies and materials to CvSU. Those must be of guaranteed high quality to ensure maximum performance and cleaning results.

3.5.2 The following equipment, tool, supplies and materials must be provided by the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER within five (5) calendar days upon deployment of janitorial personnel to CvSU:

A. To be replenished at least annually and maintained in good working condition throughout the term of this agreement and to be replaced immediately once defects are observed or become unserviceable:

Item/Description	Units	Quantity
Kawasaki Grasscutter, heavy duty	units	6
Leaves blower with spare battery and charger	units	2
Kawasaki Pressure water sprayer with hose and wheels, HD	units	2
Vacuum cleaner, HD, wet and dry	units	3
Bolo, binakoko, HD	units	6
Bolo straight, tramontina, HD	units	6
Grab hoe, HD	units	6
Hedge shear, HD	units	2
Mattock with handle, HD	units	6
Panggamas siete, HD	units	6
Leaves rake with handle	units	6
Tornado mop, heavy duty, big	units	72
Garbage bin, with wheels, 120 L	units	6

B. To be delivered to CvSU on annual basis, specifically within five (5) calendar days upon deployment of janitorial personnel to CvSU:

Item/Description	Units	Quantity
Liquid soap dispenser, 500ml	units	200
Drain snake clog remover, 12 ft	units	2
Pail, 16 liters, orocan	units	20
Dipper	units	50
Ceiling broom	units	36
Brush with long plastic handle	units	36
Dustpan, non rigid, plastic, HD	units	36

Mop handle, screw-type, HD	units	36
Toilet bowl bump	units	36
Spray bottle, 500 ml	units	36
Rubber boots	pairs	6
Rain coats	units	6
Grasscutter trimmer head, diamond	units	40
Gloves, rubber palm coated	pairs	72
Toilet bowl brush with handle	units	72
Rubber squeegee	units	72
Mop head refill for tornado mop	units	72
Emergency kit bag with medicine	unit	1

- C. To be delivered to CvSU on a monthly basis, specifically, every first Monday of the month:

Item/Description	Units	Quantity
Glade Air Freshner, Lavender, 320ml	btls	18
Greencross, alcohol, 70%, 1 gallon	btls	36
Pledge furniture polish, 330ml	btls	36
Baygon Insecticide, 500ml, odorless	btls	18
Lysol disinfectant spray, Early morning breeze, 340ml	btls	36
Tide/Surf detergent soap, single	pcs	72
Surf detergent powder, 65g	pcs	144
Zonrox bleaching solution, 500ml	btls	72
Zim glass cleaner, 500ml	btls	18
Albatross, big	pcs	72
Domex toilet bowl cleaner, 500ml	btls	36
Joy dishwashing liquid, 500ml	btls	36
Lysol disinfectant liquid, 500ml	btls	36
Antibacterial liquid hand soap, 500ml	packs	36
Downy fabric softener, 36ml	packs	36
Pledge floorwax, liquid, 500ml	btls	2
Chlorine powder, 1/4kg	packs	4
Doormat braided	pcs	36
Garbage bag, XL, transparent	packs	20
Garbage bag, L, transparent	packs	20
Garbage bag, M, transparent	packs	20
Garbage bag, S, transparent	packs	20
Nylon cord for grass cutter, 350mm	rolls	25
Rags, round, white	kgs	20
Mop head, rayon for ordinary mop handle	pcs	20
Scouring pad with foam, 3M	pcs	18
Scouring pad, 3M, big	pcs	18

- D. To be delivered to CvSU on quarterly basis, specifically, every first Monday of the first month of the quarter:

Item/Description	Units	Quantity
Soft broom, thick	units	48
Stick broom, thick	units	54
Flannel rags	units	54
Rubber gloves, HD	pairs	48

- 3.5.3 The equipment, tools, supplies and materials shall be received by the Supply and Property personnel for proper recording and shall be turned over immediately to the supply and property custodian of janitorial supplies and equipment. Undelivered items/portion of the items shall be recorded and corresponding amount shall be computed. Such amount shall be deducted to the claims of the service provider during the next billing month.
- 3.5.4 CvSU shall provide a space where aforementioned equipment, tools, supplies and materials that will be provided by the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall be stored. CvSU shall also provide inventory custodian for safekeeping of the equipment, tools, supplies and materials. Said equipment, tools, supplies and materials shall become the property of the CvSU once delivered and cannot be pulled-out from the university even after the termination of contract.

4. TIME SCHEDULE / PROGRAM OF SERVICE

- 4.1.1 Janitorial/housekeeping services shall be five (5) days a week from Monday to Friday or other days when necessary provided that it will constitute to five (5) working days. Each janitor shall be required to render a minimum of eight (8) hours of service daily, from 7:00am to 4:00pm. However, as the need arises, the Service Provider shall provide additional personnel or reduce the number of personnel assigned, upon request of the University under the same rate and manner of payment;
- 4.1.2 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER obligates itself to replace every absentee or assign a reliever; otherwise, a corresponding reduction in the monetary obligation of the University shall be made;
- 4.1.3 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall submit to the Director for Administration in the main campus, and to the Campus Administrators in the satellite campuses, for approval and proper coordination the program/schedule of janitorial/housekeeping services. There will be a rescheduling for day off (Monday to Friday) for those janitors who need to render their services on Saturday.
- 4.1.4 The janitors/housekeepers shall cover forty (40) hours per week at an average of eight (8) hours per day using a Bundy clock for the attendance monitoring.
- 4.1.5 No work shall be rendered or performed by the janitors/housekeepers during legal or special non-working holiday except otherwise requested and approved by the University.

5. WORK FORCE AND WORK WEAR

- 5.1 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall at all times provide one hundred seventeen (117) well trained/experienced janitorial personnel, honest, competent, courteous, efficient, dependable, and well - groomed, and shall at all times comply with the safety and security regulations of CvSU.
- 5.2 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall provide one (1) Service Supervisor.
- 5.3 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall provide, on its own account, proper uniforms to its personnel assigned in the CvSU, complete with identification cards which shall be worn during work hours and at all times that

said personnel is within the CvSU PREMISES. Wearing of proper uniform and ID is mandatory for proper identification;

5.4 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall provide protective/safety gears to protect workers while performing delicate tasks.

6. TERMS OF PAYMENT

Payment shall be made on a monthly basis for twelve (12) months subject to the submission by the service provider of monthly billing statement together with copies of remittances for the mandatory contribution to SSS, Pag-ibig, and Philhealth, summary of daily time records (DTR), monthly accomplishment report and summary of deployment. Services shall only be billed based on the actual services received by the university, hence may be computed by a fraction of a month. Should the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER failed to comply, CvSU shall withhold the payment for the current month until the the provider had complied with the subject requirements

7. TECHNICAL REQUIREMENTS

The prospective bidder shall submit the following documents as part of their technical proposal:

- 7.1 Organizational set-up of the firm
- 7.2 Number of years in the business (At least 5 years in janitorial services)
- 7.3 Proposed Organizational and Functional Chart for the Housekeeping program offered specifying designations of Supervisors to supervise and monitor the service partners to be assigned at CvSU.
- 7.4 Number and kind of equipment and supplies
- 7.5 Number of Janitors and Supervisors
- 7.6 Recruitment and Selection Criteria
- 7.7 Photos of Uniform and Paraphernalia

8. FINANCIAL REQUIREMENTS

All bid prices for a duration of one (1) year shall be fixed and shall not be adjusted during contract implementation, except for the following:

- 8.1 Increase in minimum daily wage pursuant to law or new wage order issued after date of bidding;
- 8.2 Increase in taxes;
- 8.3 If during the term of the contract, the CvSU sees the need for increase or decrease in the number of service partners, the resulting cost of said increase or decrease, provided that the ABC for the relevant year is not exceeded.
- 8.4 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall make prompt payment to all janitors/housekeepers assigned such as remuneration and benefits accordance with existing minimum wage rates, and shall make timely and immediate remittances of all amounts due to SSS, Philhealth, PAG-IBIG or such

other related government agencies or private entities where the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER is bound to make the remittances for the benefit of the assigned janitors/housekeepers;

- 8.5 To ensure the religious implementation of the above conditions, the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall submit a certificate of bank deposit (savings, time or demand type of deposit) upon receipt of the Notice to Proceed, equivalent to one half (1/2) of the total monthly billing less agency charges based on his submitted financial proposal. Said deposit shall be used to pay the salaries of the service partners every payroll period and shall be renewed or replenished prior to subsequent billings. Evidence of renewal or replenishment deposit such as deposit slips, etc., shall be attached to the following and subsequent billings as proof that they had complied with the requirement.
- 8.6 CvSU shall have the sole option to cancel/terminate the contract at any time for violation of any of the terms and conditions thereof and/or if, in its judgment, the service that has been rendered is substandard and/or unsatisfactory. The CONTRACTOR shall maintain a satisfactory level of performance throughout the term of the contract based on the following performance criteria: (i) quality of service delivered, (ii) time management, (iii) management and suitability of personnel and (iv) provision of regular progress reports.

9. OTHER REQUIREMENTS

- 9.1 Janitorial Services Plan (To be submitted 15 days after the issuance of Notice of Award)
 - a. Housekeeping plan
 - b. Grounds and Garden Maintenance Plan
 - c. Preventive Maintenance Plan
 - d. Waste Management/Garbage Disposal Collection Measure
 - e. Safety Measures/Program
 - f. Orientation and Training Program for Janitors
- 9.2 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall submit the following credentials of the janitorial personnel to be deployed to CvSU: (To be submitted 15 days before the contract implementation)
 - a. Janitor's resume
 - b. NBI Clearance (must be valid for one year issued during the current year)
 - c. Police Clearance (must be valid for one year issued during the current year)
 - d. Medical Certificate (Fit to work)
 - e. Drug Test Result (must be valid for one year issued during the current year)
 - f. Vaccination Card

10. DEPLOYMENT OF PERSONNEL

The deployment of personnel will be as follows:

Janitors/housekeepers:

Main Campus -	60		
Satellite Campuses:			
Cavite City	7	Imus	12
Silang	10	Carmona	6
Bacoor	8	Rosario/CCAT	6
Naic	2	Tanza	2
Gen. Trias	2	Trece	2

Supervisors:

Main Campus	1
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11 OBLIGATION OF THE JANITORIAL SERVICE PROVIDER TO ITS EMPLOYEES

Aside from paying its employees the proper wages and benefits, the JANITORIAL SERVICE PROVIDER shall:

- 11.1 Notify the janitors, at the time of hiring, as to the wages (rate, computation, deduction, etc.) and working conditions under which they will be working;
- 11.1 Provide the janitorial personnel with at least two (2) sets of appropriate uniforms, and protective/safety gear (when necessary). The JANITORIAL SERVICE PROVIDER shall not deduct from the salary or claim from the janitors the cost of uniforms and protective gears;
- 11.2 Issue Identification Card to all the janitors at no cost;
- 11.3 Ensure that janitors always observe proper personal hygiene and appear neat and clean;
- 11.4 Orient janitors on the company rules and regulations most particularly on recruitment of personnel, salaries, attendance and leave credits, performance standards, sanctions for violations of company rules and regulations and duties/functions and responsibilities of janitors/personnel;
- 11.5 Provide training to janitors to ensure that the janitorial personnel are equipped with skills to perform their tasks;

12 OTHER TERMS AND CONDITIONS

- 12.1 CvSU reserves the right to request the immediate replacement of the janitors/housekeepers who may be found incompetent, dishonest or whose continued engagement is deemed prejudicial to the interest of the University;
- 12.2 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall act within two (2) working days on the report of the University on erring janitors/housekeepers;
- 12.3 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall submit the list of its personnel per shift to the Head of Civil Security Services for security and monitoring purposes;
- 12.4 CvSU reserves the right to accept or deny the deployment of any personnel recommended by the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER;
- 12.5 Should there be any wage or mandatory benefits (i.e. SSS, PAG-IBIG and Philhealth) increase in favor of the assigned janitorial personnel subsequent to the execution of the contract pursuant to a Law, Executive Order, Decree or Wage Order, the JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall inform CvSU in writing to allow the latter to undertake appropriate measures to address the same before its implementation, subject to accounting and auditing rules and regulations and upon showing evidence of actual payment made to their employees;
- 12.6 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall provide official cellphone with load allowance to the service supervisors for ease of communication with the CvSU personnel;
- 12.7 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall follow the strict implementation of University's health protocols for their janitors/housekeepers who will enter the University premises (all campuses);
- 12.8 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall be liable for all losses and/or damages to CvSU properties caused by or arising out of the performance of janitorial services through negligence, dishonesty, inefficiency and/or such other faults of its employees;

- 12.9 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER and its service partners shall at all times comply with all regulations of the University;
- 12.10 It is expressly understood that no employee-employer relationship exists between the parties and their employees, representatives and agents. CvSU shall not be responsible for any claims or general injury, including death sustained by the janitorial personnel or any third person arising out of or during the performance of their functions;
- 12.11 The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER and its janitorial personnel shall undergo periodic performance evaluation which shall serve as the basis of continuation of service;
- 12.12 Extension of the Contract is subject to the provisions of RA No. 9184 and its IRR. The extended term shall automatically terminate upon effectivity of new contract.

13 PERFORMANCE CRITERIA

The JANITORIAL/HOUSEKEEPING SERVICE PROVIDER shall maintain satisfactory level of performance through the term of the contract based on the set of performance criteria as defined in RA 9184 such as quality of service delivered, management and suitability of personnel, contract administration and management, time management and provision of progress report. Evaluation of service provider shall follow the procedure developed by the Outsource Services Evaluation Committee of the university.

14 DURATION OF CONTRACT


The duration of the contract shall be one (1) year.

Prepared by:


ROSALIE A. PELLE
End-User

Certified Correct: .


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Member, TWG Security, Janitorial and Consulting Services


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FINANCIAL BID FOR JANITORIAL/HOUSEKEEPING SERVICES OF CvsU

Covered Period: August 1, 2022 to July 31, 2023

AGENCY SPECIFICATIONS		BIDDER'S STATEMENT OF COMPLIANCE	BIDDER'S ACTUAL OFFER	
			GROUP A: Indang, TMC, Tanza, Gentri, Silang, Carmona, Rosario, Cavite City, Naic, Carmona	GROUP B: Bacoor and Imus
Number of Personnel			97	20
Number of work hours per day	8			
Number of days per week	5			
Average Number of days per month	22			
Daily Wage (DW)				
A. Direct Labor Cost				
a. Average Pay/Month (DW x Ave. No. of days /mo)				
b. 13th Month Pay (Average pay per month/12)				
c. 5 days Incentive Leave (DW x 5/12)				
Total Amount Directly to Janitor				
B. Indirect Labor Cost				
a. SSS Premium				
b. Philhealth				
c. PAG-IBIG				
d. State Insurance Fund				
Total Amount to Government in favor of Janitor				
C. Total (A+B)				
D. Administrative Overhead and Profit Margin				
E. TOTAL				
F. VAT (12% OF E)				
G. Contract rate per month per janitor (E+F)				
H. Total minimum contract rate per group				
I. Total minimum contract rate per year				
a. Equipment, tools, supplies and materials (ABC)		1,800,000.00		
APPROVED BUDGET FOR THE CONTRACT (ABC)				

I hereby certify that the statement of compliance to the foregoing technical specifications are true and correct. Otherwise, if found false either during bid evaluation or post qualification, the same shall give rise to automatic disqualification of our bid.

Name of Company

Signature over Printed Name
of Authorized Representative

Date