TERMS OF REFERENCE

A. SCOPE OF SERVICES

The Service Provider shall provide Janitorial and Clerical Personnel for the following services:

1. The Contract for 2022 Janitorial and Clerical Services of Mactan Economic Zone shall be for a period of one (1) year subject to the following conditions:

    1.1 The Contractor shall maintain a satisfactory level of performance throughout the term of the contract based on a prescribed set of performance criteria which includes the following:
    - 1.1.1 Quality of service delivered
    - 1.1.2 Time Management
    - 1.1.3 Management and suitability of personnel
    - 1.1.4 Contract administration and management
    - 1.1.5 Provision of regular progress reports

2. The Contractor, through its janitors, shall maintain the cleanliness of the offices/premises within their areas of assignment and for the encoders to perform all reasonable clerical and encoding tasks assigned to them by their unit heads, and garner a quarterly average rating of very good in the monthly performance monitoring sheet. Moreover, the provision of goods as stipulated in the Summary on Tools/Equipment, Implements for Cleaning and Consumable Supplies and Materials must be completely and regularly provided to PEZA following the checklist of materials delivered, as per the attached Delivery Checklist and Schedule.

3. The Contractor shall consult with PEZA on the mode of deployment of its janitors and encoders following their area of assignments and their work schedules, provided that janitors shall report to work six (6) days a week at eight (8) hours duty per day while clerks/encoders shall report for six (6) days per week at eight (8) hours duty per day. The number of days and/or hours of work per day may be extended during emergencies, special occasions, and as may be necessary, subject to overtime compensation.

    The Contractor shall provide a biometrics machine for their personnel's attendance logs at no cost to the PEZA.

4. All extra hours of work (overtime) shall be subject to the approval of the Administrative Services Division as recommended by their unit heads prior to the rendition of overtime work.

5. The Contractor undertakes to employ the existing service personnel of the current service contractor who may be recommended by the PEZA.

6. The Contractor shall ensure that all deployed personnel were carefully screened, in good health, and with pertinent mandatory clearances. They shall wear the uniform provided by the Contractor (office attire for encoders; upper portion only and polo shirt for janitors) and must abide by the PEZA Dress Code policy, including the wearing of their IDs at all times when inside the office premises.

7. PEZA reserves the right to demand the permanent replacement of any of the Contractor's personnel at any time for any justifiable reasons, and such replacement shall be carried out within twenty-four (24) hours from receipt of the demand.

8. The Contractor shall ensure the availability of relievers and/or temporary replacements within hours (4) hours from receipt of notice to ensure continuous and uninterrupted services in cases of absences/emergency situations. The said relievers must be qualified to perform the duties stipulated herein as functioned by the person being relieved/replaced.

9. The Contractor shall assign its own organic personnel who will conduct periodic ocular inspections of the areas of assignments of the janitors and encoders and closely coordinate with the assigned supervisor among the said janitors and encoders for administrative and operational concerns.

10. The Contractor is the sole employer of all the janitors and encoders assigned under this Contract and shall be solely responsible and liable for strict compliance with all pertinent labor legislations, rules, and regulations. The Contractor shall hold PEZA absolutely free and clear from any liabilities or responsibilities on any claim or claims which may be filed by any of the said janitors/encoders for any reason whatsoever.

11. The Contractor shall pay the salaries, allowances, and other statutory monetary benefits of all janitors/encoders assigned under this Contract in accordance with existing laws, rules, and regulations governing the employment of labor.

12. Should the Contractor fail to pay the salaries, wages, and other statutory monetary benefits of its janitors/encoders as scheduled, on account of force majeure or circumstances beyond the Contractor's control, the latter hereby authorizes PEZA to pay directly the Contractor's janitors/encoders of their salaries, wages and other statutory monetary benefits using as a basis the latter's payroll computation of the immediately preceding pay period. Such direct payments made by PEZA shall be deducted from the Contractor's billing for the subject pay period.

13. The Contractor shall submit to PEZA its monthly billing rate within ten (10) calendar days of each following month from which the services were rendered, together with the following documents:

8.1 Sworn statement showing actual services have been rendered by the janitors/encoders for the billing period claimed.

8.2 Sworn statement showing proof of payment of the salaries, wages, and/or benefits of all its personnel for the previous billing period.

8.3 Sworn statement showing proof of remittances of SSS, PhilHealth, HDMF premiums/payments, and other deductions/contributions mandatorily required by law.

14. Based on PEZA's assessment, it may pre-terminate the contract for failure by the Contractor to perform its obligations herein following the procedure prescribed under the Guidelines on Termination of Contracts issued by the GPPB under Resolution No. 018-2004 dated 22 December 2004.

15. The Contractor must have completed, within the period specified in the Invitation to Bid, a single contract that is similar to the contract to bid, and whose value adjusted to the current process using the Philippine Statistics Authority consumer price indices, must be at least fifty percent (50%) of the ABC.

16. For a single proprietorship, the latest/current clearance/certification of good standing and compliance with statutory obligations from DTI must be submitted.

For corporations and partnerships, the latest/current clearance/certification of good standing and compliance with statutory obligations from the SEC must be submitted.

17. Contractor must have a functional Occupational Safety and Health (OSH) policy and program which will cover its employees deployed in PEZA and meet the requirement as provided in the CSC-COA-DBM Joint Circular No. 1, s.2017-14 dated June 15, 2017, as amended by CSC-COA-DBM Joint Circular No. 1, s.2018. (*See CSC-COA-DBM Joint Circular No. 1, s.2017 dated June 15, 2017, Rules and Regulations Governing Contract of Service and Job Order Workers in the Government as amended by CSC-CAO-DBM Joint Circular No. 1, s.2018)*

18. Contractor must ensure that emergency OSH related services will be provided its employees such as but not limited to first aid, emergency medical supplies and emergency hospitalization assistance, confinement and other related expenses, and such account shall be borne by the said Contractor; while COVID-19 testing and financial assistance to employees who contracted COVID-19 shall follow the DOLE COVID-19 Related Issuances.

19. The Contractor must have or should have an established and functional office within Cebu Province to manage their administrative and operational support services.

B. SCHEDULE OF REQUIREMENTS

The Contractor shall provide PEZA with qualified janitors and encoders to be deployed in the following areas of assignment, with stipulated duties and responsibilities:

A. JANITORS

Areas of Assignment	No. of Janitors
[Ground Floor] ➢ Zone Administrator's Office *[Second Floor]* ➢ Office of the Zone Administrator, Conference Room ➢ Office of the Deputy Zone Administrator ➢ Director General's Office	1
[Ground Floor] ➢ Comfort Room in ZA's Office *[Second Floor]* ➢ Male and Female Comfort Rooms inside OZA Records Room ➢ OZA Records Room ➢ Small Waiting Area between ASD and OZA	1
[Second Floor] ➢ ASD Office ➢ Male and Female Comfort Rooms near ASD Office ➢ Staircase leading to OZA and ASD ➢ Staircase leading to ASD Office [near Waiting Area] ➢ Document Control Room/ASD Records Room [Ground Floor)	1
[Ground Floor] ➢ EHSD Office ➢ EHSD Records Room ➢ Hallway from Entrance to Ramp Area [near COA's office] ➢ MIS Office	1
[Ground Floor] ➢ EMD Office ➢ EMD Records Room ➢ Office of the Dept. Manager, Operations ➢ Male and Female Comfort Rooms	1
[Ground Floor] ➢ EAD Office ➢ EAD Records Room ➢ Breastfeeding/Lactation Room ➢ Waiting Area outside including ramp	1

[Ground Floor] ➢ FSD Office ➢ FSD Records Room ➢ Office of Dept. Manager, Support Services ➢ Cashier's Office ➢ COA Office and COA Records Room	1
➢ MEZ Police Headquarters and surrounding areas	1
➢ JPCO Sub port of Mactan Office [*near MEPZ Coop Office]* ➢ Fire Control Unit incl Comfort Room *[near the Staffhouse]*	1
➢ Staff house	1
➢ MEZ II-SEZ Office	1
➢ CLIP II-SEZ Office	1
TOTAL JANITORS	**12**

JANITORS' DUTIES AND RESPONSIBILITIES

- **Daily Activities/Tasks**
  - Sweeping, damp mopping with on floor areas, stairways, corridors/hallways, comfort rooms and washrooms; polishing/buffing of floor areas as needed;
  - Cleaning, dusting, damp wiping and/or polishing of furniture, counters, fixtures, walls, vertical and horizontal surfaces;
  - Keeping the stairways and entrances free of obstructions;
  - Washing all comfort rooms, toilet bowls, urinals, commodes and wash basins with detergent or cleanser;
  - Checking of toilet paper and other supplies at the comfort rooms;
  - Emptying, collecting and/or disposing of receptacles for trash garbage and waste containers;
  - Picking up of loose papers, match sticks, candy wrappers and loose trash;
  - Reporting to the Administrative Services Division any busted bulbs and lamps as soon as noticed by the janitors;
  - Reporting to the Administrative Services Division any leaking faucets in the comfort rooms and washrooms;
  - Reporting to the Administrative Services Division any unusual activity within the area of assignment;
  - Vacuuming upholstered office chairs
  - Cleaning of interior glasses, walls and decors;
  - Watering and maintenance of indoor plants.
  - Performing other reasonable tasks as may be assigned by the immediate superior from time to time

- **Weekly Activities/Tasks**
  - General cleaning of floor areas;
  - General cleaning of comfort rooms with thorough cleaning and disinfecting of toilet bowls, urinals and wash basins;
  - Thorough cleaning of walls, partitions and other vertical surfaces;
  - Thorough cleaning and dusting of offices furniture, tables and fixtures;
  - Re-applying of furniture wax on all office furniture; and

- **Monthly Activities/Tasks**
  - Washing of woodworks, doors, partitions and walls of comfort rooms
  - Pruning of indoor plants
  - Preparation of monthly consumption report and status of supplies report (by Janitorial Supervisor)

- **Semi-Annual Activities/Tasks**
  - Cleaning of all light diffusers, ventilation ducts and other overhead fixtures (as instructed by designated PEZA personnel); and
  - Shampooing of upholstered furniture and carpets

B. ENCODERS

Areas of Assignment	No. of Encoders
➢ Office of the Zone Administrator	1
➢ Administrative Services Division – HR Unit	1
➢ Administrative Services Division – Supply Unit	1
➢ Engineering and Maintenance Division/OBO	2
➢ Environment, Health and Safety Division	1
➢ Enterprise Assistance Division	2
➢ Finance Services Division	2
➢ MEZ Zone Police Unit	1
➢ Visayas IT Office	1
➢ PEZA Davao Office	1
➢ JPCO Subport of Mactan	1
TOTAL ENCODERS	**14**

ENCODERS/CLERKS' DUTIES AND RESPONSIBILITIES

- Typing/encoding letters, correspondences and other documents
- Receiving and recording, filing and maintenance of copies of incoming and outgoing documents
- Delivery/Transmittal of outgoing letters and communications to other divisions/units
- Receiving telephone calls and referring the same to the concerned persons
- Handling of files, supplies, equipment of the assigned units and assist in the monitoring and maintenance of the same
- Delivery and/or retrieval of files/records from/to storage areas of offices/departments/units
- Encoding of PEZA Forms in the Accountable Form Recording System for those assigned in the Enterprise Assistance Division

- Preparing and assists in releasing of PEZA Accountable forms, PEZA seals and boat notes for those assigned in Administrative Services Division (Supply Unit)
- Encoding of Daily Monitoring Log sheet in the Electronic Import Permit System for those assigned in the JPCOs
- Preparing of simple reports/presentations/communications as required by the unit heads
- Performing other reasonable tasks as may be assigned by the immediate superior from time to time

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