

Terms of Reference

1. Provision of Janitorial Services

- a. The Service Provider shall deploy fifty-two (52) janitorial personnel, including one (1) working Janitorial Supervisor who will be responsible for monitoring and supervising janitorial attendants. The personnel shall meet the following qualifications:
1. Possess good moral character and have no criminal or police records;
 2. Be fit to work, as evidenced by a medical certificate issued within the last two (2) months (specify that the janitorial personnel is fit to work).

Provision of fifty-two (52) janitorial personnel

Place of assignment	No. of personnel
PSA Headquarters	36
11 th Floor Centris 5	3
12 th Floor Centris 5	3
CVEA Building	1
TAM Building	2
CRS-ITP2 Building	2
PSA Complex	2
Jacala Warehouse	3

- b. Within three (3) calendar days from receipt of Notice to Proceed, the Service Provider shall submit an employee file for each janitorial personnel. The file must include complete attachments, such as a resume, training certificates, government-mandated clearances, and a valid medical certificate.
- c. The Supervisor shall oversee the performance of the janitorial attendants and periodically consolidate daily timecards in preparation for the monthly billing to the PSA.
- d. The janitorial personnel shall perform the following duties:
- 1.0 Maintain the cleanliness and orderliness of the office premises in compliance with the Service Standards and Conditions provided by the Service Provider as part of the technical documents. This shall include:
 - i. Protecting Philippine Statistics Authority (PSA) properties from damage or destruction during janitorial activities;
 - ii. Preserving the confidentiality of PSA records; and
 - iii. Ensuring proper collection and disposal of garbage.
 - 2.0 Perform miscellaneous services as required, such as providing logistical assistance during meetings and conferences, hauling office furniture, fixtures, and

equipment, and handling other errands within PSA premises.

2.0 Provision of Cleaning Tools/Equipment and Supply

- a. The Service Provider shall provide, at the minimum, the following equipment and supply which are brand new or in good condition, and good quality:

Description	Unit	Quantity
Air Freshener, 320ml	pcs	500
Bleach	gals	500
Carpet Stain Remover	pcs	105
Cleanser	pcs	100
Deodorant Cake, 50 gms	pcs	4,800
Disinfectant spray, aerosol	can	1,100
Door Mat, braided	pcs	120
Dustpan	pcs	67
Floor Polishing Liquid Concentrate	gals	240
Furniture Polish	pcs	650
Glass Cleaner	pcs	100
Gloves Latex Disposable	pairs	10,302
Hand soap, 1 gallon	gals	500
Insecticide, aerosol spray	can	100
Liquid Laundry Detergent	gals	100
Liquid Fabric Conditioner	gals	50
Microfiber Cloth	pcs	200
Mop Handle	pcs	100
Mop Head	pcs	100
Mop Pin	pcs	5
Polishing Pad, white	pcs	50
Powder Soap	kilos	500
Push Brush	pcs	120
Scouring Powder	pcs	150
Soft Broom	pcs	97
Toilet Bowl Cleaner	gals	300
Trash Bag, Large (Black XXL)	pcs	30,000
Walis Tingting	pcs	200
Waste Basket, plastic	pcs	30

Description	Unit	Quantity
Aluminum Ladder (10 ft)	pc	1
Floor Polisher, heavy duty	pcs	10
Garbage Carrier	pcs	4
Glass Wiper, 6 inches & 12 inches w/ handle	pcs	4
Grass Cutter, scissor type, heavy duty	pcs	2
Pruning Scissor (garden scissor)	pcs	4
Push Cart Platform, heavy duty	pcs	2
Shovel	pcs	2
Spatula	pcs	10
Vacuum Cleaner, Heavy duty	pcs	10
Electric Pressure Washer, portable	pc	1

3.0 Service Standards and Conditions

Deployed janitorial personnel shall be professional, courteous and sensitive to the client’s needs at all times. The following service standards and conditions are expected:

a. Office Areas:

- 1.0 All Surfaces, fixtures and fittings should be free from dust, stains and debris;
- 2.0 All waste receptacles should be emptied regularly.

NOTE: Paper, files and electronic equipment shall not be removed or adjusted during cleaning unless prior permission has been obtained from the employee concerned.

b. Wash room and Toilet Areas

- 1.0 All surfaces, fixtures and fittings should be free from dust, stains and debris;
- 2.0 All sanitary fittings should be free from grime, dirt, and smear.

c. Each area shall be cleaned according to the services specifications, as detailed but not limited to the table below:

AREAS	DESCRIPTION OF TASK	FREQUENCY
OFFICES/ RECEPTION AREAS/ HALL AND STAIRWAYS/FIRE EXIT	Empty waste bins and wash out, if required	Daily
	Water indoor plants	Daily
	Bring out indoor plants	Once a week
	Machine scrub and buff hard floors	Once a week
	Wipe/clean window shades; clean inside windows; clean door jams/balusters/ handrails; clean glass walls/ Partitions	Twice a week
	Machine scrub and buff hard floors	Once a week
	Remove cobweb (ceiling, lighting fixtures, etc.)	Once a month
	Wash walls with dirt and stain mark	Once a month
	Wet cleaning/ dusting/ vacuuming upholstered furniture/office chairs	Once a month
	Dust Mop/Spot Mop/Buff the floors;	Once a month
OFFICE SPACES	Damp wipe office tables and chairs	Daily
	Damp wipe office equipment i.e. computer screens, keyboards, calculator; telephone, desk lamp, filing cabinets, etc.	Daily
	Remove cobweb (ceiling, lighting fixtures, etc.)	Once a month
	Wash walls with dirt and stain mark	Once a month
	Wet cleaning/ dusting/ vacuuming upholstered furniture/office chairs	Thrice a week
	Dust mop/spot mop/buff floors	Once a month
MEETINGROOMS / FUNCTION ROOMS/SPORTS FACILITY/ HOSTEL/ LIBRARY/DAY CARE ROOM	Empty paper/waste bins, wash out if required	Daily
	Damp dust tabletops, re-arrange chairs	Daily
	Machine scrub and buff hard floors	Once a week
	Wipe/clean window shades, Inside windows, door jambs, glass walls / partitions	Once a week
	Remove cobwebs on ceiling, lighting fixtures, etc.	Once a month
	Wash walls, window sills, surrounds and other vertical ledges with dirt and stain marks	Once a month

	Wet clean, dust and vacuum upholstered furniture	Thrice a week
	Dust mop/spot mop/buff floors	Once a week
WASHROOMS AND TOILETS	Mop clean, disinfect and dry floor	Daily
	Wash, clean and disinfect Urinals and toilet bowls	Daily
	Empty and wash waste bins	Daily
PANTRY	Mop clean, disinfect and dry floor	Daily
	Damp wipe and polish with dry cloth the refrigerator, oven, etc.	Once a week
	Disinfect floors, pantry sink and pantry cabinets	Once a week
	Dust mop/spot mop the floors, pantry sink, and pantry cabinets	Once a week
RECORDS AREA / STOCKROOMS	Clean the floor and remove dusts from equipment and files	Once a week
PSA GROUNDS/ SORROUNDINGS	Clear rubbish from path walks, driveways, parking areas, park, etc.	Daily
	Water outdoor plants	Twice daily
	Trimming of plants	Twice a month or as necessary

4.0 General Conditions

- a. The deployed personnel shall work eight (8) hours a day, six (6) days a week from Monday to Saturday. However, the personnel may be requested to provide assistance outside the regular working hours or during weekends or holidays, upon the written approval of the duly authorized representative.
- b. The PSA has the right to effect changes in the assignment/deployment/schedule of the janitors at any time during the contract period through a written notice to the Service Provider.
- c. The Service Provider shall not reshuffle personnel without the prior clearance/approval of the General Services Division (GSD) which hereby reserves the right to reject any proposal to reassign personnel if such reassignment is found to pose an imminent danger or prejudice to the service. It is however understood that on matters of disciplinary action toward the personnel of the Contractor, the GSD shall cooperate with the Contractor or vice versa by means of mutual consultation.

- d. The Service Provider shall always ensure the availability of relievers or replacements to maintain continuous and uninterrupted services.
- e. The Service Provider agrees that the PSA, through the GSD, reserves the right to screen, accept or reject the deployment of any personnel recommended by the Service Provider.
- f. The Service Provider shall pay its personnel at least the minimum wage and provide all benefits mandated by applicable laws, rules, and regulations. The Service Provider shall issue monthly pay slips to janitorial personnel, containing all necessary information. Additionally, the Service Provider shall comply with the laws governing labor standards and employee compensation and a corresponding certificate of compliance shall be required.
- g. The Service Provider shall provide personnel with appropriate uniforms and protective gear, as necessary, and ensure that they maintain proper personal hygiene, appearing neat and clean at all times.
- h. The Service Provider shall prioritize safety in the performance of its functions and take measures to prevent the creation of safety hazards both in the work environment and during work activities.
- i. The Service Provider shall maintain five (5) relievers available at all times for the PSA to replace personnel in case of absence, at no additional cost to the Department. Trainees shall not be permitted to act as a relievers, even if identified and authorized as such.
- j. The Service Provider shall ensure the confidentiality of information.

5.0 Payment Terms

- a. The Service Provider shall submit, along with the monthly service invoice, billing summary, Daily Time Records (DTR), payroll summary, Government Remittances (SSS, PhilHealth, Pag-IBIG, and ECC as proof of remittances of employer’s and employees’ contributions for SSS) and the monthly checklist within five (5) calendar days after every month/cut off.
- b. The Service Provider shall secure and maintain, at its own expense, all registrations, licenses, and permits required by law in the performance of its services and shall comply with all applicable rules and regulations. The Service Provider’s

personnel shall take all necessary precautions to ensure the safety of all persons and properties within or near their work area and shall adhere to all established safety standards, regulations, rules, and practices.

6.0 Performance Review and Assessment

- a. The Service Provider shall maintain a satisfactory level of performance throughout the Contract period based on the following set of performance criteria:

	Performance Criteria	Weight
I	Conformity to Technical Requirements	(25)
II	Timeliness in the Delivery of Services	(25)
III	Behavior of Personnel (Courteous, Professional and Knowledgeable)	(20)
IV	Response to Complaints	(20)
V	Compliance with set office policies for such services	(10)
Performance Rating Passing rate: 80 points		

- b. The Service Provider shall be subject to periodic review based on the aforementioned criteria to ensure compliance with the technical specifications and other terms and conditions set forth by the PSA during the contract period.

Further, a mid-term assessment or evaluation of the performance of the Service Provider’s performance shall be conducted. Based on this assessment, the PSA reserves the right to terminate the contract if the Service Provider fails to fulfill its obligations.