

TERMS OF REFERENCE FOR SECURITY SERVICES AT GENERAL SERVICES DEPARTMENT

(January to December 2021)

Procurement of general support services, including non-personal or contractual services, such as security and janitorial services falls under the definition of goods per Section 5 (h) of R.A. 9184 and reiterated in Section 5 (r) of its Implementing Rules and Regulations (IRR).

For purposes of bidding in the procurement of **Security Services** for **General Services Department** of ZCWD, the winning bid shall be determined by the lowest calculated and responsive bid. For efficient procurement of ZCWD's requirements for security services, the Bids and Awards Committee (BAC) pursuant to **Guidelines on the Procurement of Security and Janitorial Services**, shall also take into consideration, aside from cost, other factors in determining the winning bid, such as, but not limited to, **contracts with other clients, standards of internal governance, adequacy of resources, levels of training, and adherence to labor and other social legislation.**¹

The minimum requirements prescribed in this Terms of Reference shall be used as basis in evaluating the technical proposal of the bidder. Compliance of the bidder to the said minimum requirements shall be determined using a "pass-fail system", provided, however, that the BAC may require additional documents or materials as part of the bidder's technical proposal to substantiate the bidder's compliance to the set of parameters enumerated.

The instant procurement of security services shall be for a period of **one year**. The Approved Budget for the Contract (ABC) shall be **Six Million Sixty Two Thousand Five Hundred Eight Pesos (P6,062,508.00)**.

The Financial Proposal shall contain a breakdown of all costs, including cost of supplies and equipment, necessary for the execution of the contract.

The winning bidder is expected by ZCWD to maintain a satisfactory level of performance throughout the term of the contract based on the performance criteria which shall include, among others,

- (i) quality of service delivered;²
- (ii) time management;³
- (iii) management and suitability of personnel;⁴
- (iv) contract administration and management; and

¹ paragraph 2 Policy Statement of Guidelines on the Procurement of Security and Janitorial Services

²⁻⁵ paragraph 5.4 Guidelines on the Procurement of Security and Janitorial Services

- (v) provision of regular progress reports on the status of **Main Office, Motorpool, Field Offices, Asphalt Batching Plant, PVC Stockpile, Sand and Gravel stockpile, and Ayala Sub-Office** in terms of security in accordance with the security plan.⁵

Before end of each year, ZCWD or its authorized representative shall conduct an assessment or evaluation of the aforementioned performance criteria. Based on the assessment, ZCWD may pre-terminate the contract for failure of the service provider to perform its obligations thereon following the procedure prescribed under the Guidelines on Termination of Contracts issued by the Government Procurement Policy Board under Resolution No. 018-2004.

SECURITY SERVICES

I. SCOPE OF SERVICES/REQUIREMENTS

a. Security Agency

- i. The Security Agency must be duly licensed, registered, and a member of PADPAO with proper operating permits and other statutory requirements. It must have been engaged in the business for at least **five (5) years**.
- ii. The proof of paid remittances for the following (concerned) government agencies: SSS, PHILHEALTH and PAGIBIG will be in the form of a certification issued by the said agencies. Same shall be submitted during post-qualification.
- iii. The Security Agency will provide **Twenty-Nine (29) security guards** who will render duty at Main Office, Motorpool, Field Offices, Asphalt Batching Plant, PVC Stockpile, Sand and Gravel stockpile, and Ayala Sub-Office.
- iv. The Security Agency will provide consistent and quality service through qualified, licensed, bonded, uniformed, trained and armed security guards, and one (1) Head Guard. Security guards shall watch and protect their respective Area of Responsibilities (AOR) including ZCWD properties within the area. Security guards shall be posted and distributed in accordance with the ZCWD schedule of posting of guards (Security Detail Order).
- v. The Security Agency shall secure the structures/office premises through monitoring and conduct of reasonable check on persons and properties for purposes of ensuring safety and security against unauthorized persons, vehicles, and/or things or materials.
- vi. The Security Agency shall station security guards at designated area of assignment based on the approved detail order, as well as roving guards to ensure that no trespassing or other illegal activities are conducted within their respective AORs.
- vii. The Security Agency shall immediately make the necessary reports of any incident to ZCWD management and/or to other concerned authorities for purposes of police and other official investigations.
- viii. The security guards assigned shall be provided with proper agency uniforms and visible identification badges. They must also be duly licensed.

- ix. The security guards shall be equipped with original, branded, well-conditioned and duly licensed firearms and ammunitions necessary in the course of their security enforcement and maintenance of peace and order within respective AORs and its immediate vicinity.
- x. The Security Agency shall provide the communication equipment enumerated in this Terms of Reference
- xi. The Security Agency shall be required to submit the following documents during the post-qualification-
 - 1. Private Security Agency regular license to operate
 - 2. Certificate of Registration from DOLE
- xii. The Security Agency shall submit latest Drug Test of its Security Guards (at least one month old or recent) including its neuro/psychiatric result, NBI clearance and Bio Data two (2) weeks before its deployment.
- xiii. The Security Agency shall request from the proper authority exemption from prohibition to possess high- powered firearms. As soon as exemption is granted the Security Agency shall provide the needed high powered firearms at high risk areas;
- xiv. The Security Agency shall initiate mandatory in service training among its security personnel within six months from its assumption and shall ensure that the cost of training shall be reasonable. The training shall include training/lectures about basic security guard its importance and its enforcement.
- xv. The Security Agency shall conduct test firing of its firearms during the implementation of the contract. Test firing will be conducted on **the first month** after the implementation of the contract. *The cost of firing will be borne by the Security Agency and shall not be charged to its security personnel;*

B. Security Personnel

1) The assigned security guards must have previous experience of at least 2-years and with adequate knowledge in communicating either in English, Filipino or local dialect. He/she must be reliable, honest, and courteous.

2) The security guards must undergo and pass the required psycho-neuro examination and drug test conducted by a reputable Philippine National Police (PNP)/National Bureau of Investigation (NBI) accredited testing agency.

3) The security guards must be ready to perform other tasks as may be required by ZCWD management, related to security, safety, monitoring and protection of AOR.

II. POSTING OF GUARDS

POST	DUTIES & RESPONSIBILITIES	TIME/SHIFT	Number of Guards	Remarks
Main Office	Security agency in charged, reliever for skeletal break time.	8:00am-12:00nn 1:00pm-5:00pm	1. H/G	Day Shift
Information Area	To see to it all visitors, customers and ZCWD officials were properly log in;	8:00am-12:00nn 1:00pm-5:00pm	2. L/G	Day Shift
→	To see to it all in coming telephone calls & queries were properly address;			
→	To see to it that no firearms, bladed weapons & explosive ordnance allowed inside the bldg.;			
→	To see to it that the setting of Biometric system is always in correct position;			
→	Implement office policy, rules & regulations & report that violated order.			
Entrance Door Collection	To properly checked and see to it that no firearms, bladed weapons & or explosive ordnance allowed inside the bldg.;	8:00am-12:00nn 1:00pm-5:00pm	3. S/G	Day Shift
→	To assist & guide customer's/concessionaire's regardless of their concerned;			
→	To issue a sequence number for complaint & applicant for water connection;			
→	To control the crowds for paying customer's;			
Pilar Parking area	To see to it only paying customers/concessioners are allowed to parked;	8:00am-12:00nn 1:00pm-5:00pm	4. S/G	Day Shift
→	To take charged & assist all paying customers leaving /arriving the area and checks all types of vehicles.			
Panigayan Parking area	To see to it that only AGM'S & GM are allowed to park and to assist upon arriving /leaving the area.	8:00am-12:00nn 1:00pm-5:00pm	5. S/G	Day Shift
Corcuera Parking area	To see to it only ZCWD personnel's are allowed to parked their vehicle inside the said area;	7:00am – 4:00pm	6. S/G	Day Shift
→	To assist personnel entering and or leaving;			

→	To take charged all service vehicles parked inside.			
Main office	To see to it all in coming telephone calls & queries were properly address;	4:00pm-12:00mn	7. S/G	Afternoon Shift
→	Conduct routinary roving inspection & Monitor CCTV room all the time.	4:00pm-12:00mn	8. S/G	Afternoon Shift
	- DO -	12:00mn- 8:00am	9. S/G	Night Shift
	- DO -	12:00mn- 8:00am	10. S/G	Night Shift
MOTORPOOL FRONT GUARD HOUSE				
	Guard House – Information/Perform tasked according to SOP.	8:00am-12:00mn 1:00pm-5:00pm	11. S/G	Day Shift
		4:00pm-12:00mn	12. S/G	Afternoon
		12:00mn- 8:00am	13. S/G	Night Shift
FALCATAN FIELD OFFICE (TETUAN)				
	Guard House – Information/Perform tasked according to SOP.	8:00pm - 4:00pm	14. S/G	Day Shift
		4:00pm-12:00mn	15. S/G	Afternoon
		12:00mn -8:00am	16. S/G	Night Shift
SAN ROQUE FIELD OFFICE				
	Guard House – Information/Perform tasked according to SOP.	8:00pm - 4:00pm	17. S/G	Day Shift
		4:00pm-12:00mn	18. S/G	Afternoon
AYALA SATELITE OFFICE				
	Information/Perform tasked according to SOP.	8:00pm - 4:00pm	19. S/G	Day Shift
		4:00pm-12:00mn	20. S/G	Afternoon
		12:00mn -8:00am	21. S/G	Night Shift
PVC STOCKPILE CABATANGAN (LUPONG)				
	Information/Perform tasked according to SOP.	8:00pm - 4:00pm	22. S/G	Day Shift
		4:00pm-12:00mn	23. S/G	Afternoon
		12:00mn -8:00am	24. S/G	Night Shift
SAND & GRAVEL STOCKPILE (UWAK)				
	Information/Perform tasked according to SOP.	8:00pm - 4:00pm	25. S/G	Day Shift
ASFHALT BATCHING PLANT (MERCEDES)				
	Information/Perform tasked according to SOP.	8:00pm - 4:00pm	26. S/G	Day Shift
		4:00pm-12:00mn	27. S/G	Afternoon
		12:00mn -8:00am	28. S/G	Night Shift
KCC COLLECTION CENTER				
	Information/Perform tasked according to SOP.	9:00am-6:00pm	29. S/G	Day Shift
				Afternoon
			29 - Total	

**I. APPROVED BUDGET FOR THE CONTRACT OF ONE YEAR
(Computation for One (1) Year Contract)**

NO. OF SECURITY SERVICES	29 PERSONNEL
CONTRACT DURATION	12 MONTHS
EMR FACTOR	396.8 DAYS
A. AMOUNT PAYABLE TO GUARD	
1 Applicable Daily Rate	316.00
2 Equivalent Monthly Rate (EMR)-ADRx396.80/12	10,449.07
3 13th Month Pay (316x365 days/12/12)	800.97
4 Service Incentive Leave Pay (ADRx5/12)	131.67
5 Night Shift Differential Pay (10%)	1,044.91
6 Retirement Benefits per RA 7641 (ADRx22.5/12)	592.50
TOTAL AMOUNT DUE TO GUARD	13,019.12
B. EMPLOYER'S CONTRIBUTION TO GOV'T IN FAVOR OF GUARD	
a. SSS Contribution	960.00
b. Phil-Health Contribution	143.67
c. State Insurance Fund	10.00
d. Pag-Ibig Contribution	100.00
TOTAL	1,213.67
C. TOTAL AMOUNT PAYABLE TO GUARD & GOV'T (A + B)	14,232.79
D. AGENCY'S ADMINISTRATIVE OVERHEAD MARGIN (20%)	
E. BASIC CONTRACT RATE (C + D)	
F. VALUE ADDED TAX (12%)	
G. MINIMUM CONTRACT RATE PER GUARD (E + F)	
ROUNDED TO	
H. TOTAL ANNUAL CONTRACT PER GUARD	
TOTAL AMOUNT (H x 29 Security)	

LIST OF EQUIPMENT TO BE SUPPLIED BY THE SECURITY AGENCY

A. Firearms, Ammunition and Accessories

15	units	12 gauge Shotgun
750	Rds.	Shotgun ammunition
15	units	Shotgun bullet lobe
4	units	9mm pistol
8	units	9mm magazine

100	Rds.	9mm ammunition
4	Pcs.	9mm holster

B. Communication Equipment to Be Supplied by the Security Agency

6	units	Rechargeable Walkie Talkie
1	unit	Radio Transceiver VHF BASE with complete accessories.
15	units	Radio Transceiver VHF (handheld) w/ Charger and one (1) spare battery pack each unit.

C. Other Miscellaneous Requirements

5	Pcs.	Tears Gas Canister
5	Pcs.	Traffic Vest
15	Pcs.	Rain Coat
15	Pairs	Rain Boots
5	sets	Handcuff
8	Pcs.	Night Stick STEEL
15	units	Rechargeable (LED) Emergency Lamp with Torch
9	Pcs.	Firearm Cabinet
20	Pcs.	Umbrella
5	units	Metal Detector
3	Pcs.	Inspection mirror with handle for vehicle..

SET OF MINIMUM REQUIREMENTS
Technical Parameters

1. Stability

- a. Years of Experience
 - i. at least FIVE (5) years
- b. Liquidity of the Contractor
 - i. Net Financial Contracting Capacity (NFCC) at least equal to ABC
- c. Organizational Set-up

2. Resources

Bidder must be able to provide all the required equipment mentioned above during contract implementation.

3. Security Plan


- a. Detailed measures and innovations to ensure that there will be zero incident within their respective AOR;
- b. Measures in apprehending violators of unlawful activities;
- c. Procedures on **SPECIAL OPERATIONS/Surveillance**– re: conduct of special monitoring procedure aimed at investigating, inspecting and apprehending suspected unlawful activities such as robbery, damage to property and person and other similar incident;
- d. Detailed actions and innovations to be undertaken to ensure that entry and exits of personnel are monitored, loss of equipment and valuables are minimized, and threat to property and personnel are secured.
- e. For bomb threat, forest fire, water poisoning, robbery, hostage situation & natural calamities
- f. VIP protocol

Security Plan shall be submitted before award of contract.

Other Factors

- g. Recruitment and Selection Criteria
 - i. neuro/psychiatric and drug tests with proof of certificate from government accredited granting office
- h. Completeness of Uniforms
- i. Original licensed of the Security Guards must be presented during post-qualification.
- j. Original licensed of firearms will also be checked during post-qualification.
- k. Proof of payment of SSS, PHILHEALTH and PAGIBIG will be in the form of a certification issued by the said agencies. Same shall be submitted during post-qualification.
- l. Underpayment/none payment or violations of SSS, PHILHEALTH and PAG-IBIG will be a ground for disqualification.

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