

TERMS OF REFERENCE (TOR)
OUTSOURCING MAINTENANCE SERVICES (PLUMBER AND AIRCON
TECHNICIAN) FOR PROVINCIAL HOSPITAL (GENERAL EMILIO
AGUINALDO MEMORIAL HOSPITAL (GEAMH) AND KOREA
PHILIPPINES FRIENDSHIP PROJECT (KPPF)

I. BACKGROUND

Due to lack of manpower in aircon technician and plumber and adding the huge quantity of aircon to be maintained and plumbing works in the hospital (GEAMH/KPPF), the Provincial Government resorts to outsource the Plumbing and Aircon Maintenance through competitive bidding.

II. OBJECTIVE

1. MAIN OBJECTIVE

1.1 To meet the outsourcing requirements for maintenance services (aircon technician and plumber) with a Specialized Service Provider.

2. SPECIFIC OBJECTIVES

2.1 To establish a partnership with a Service Provider who has the capacity, expertise and resources necessary to carry out the Maintenance services (aircon technician and plumber) required by the Provincial Government of Cavite (PGC) for the Provincial Hospitals (GEAMH and KPPF);

2.2 To ensure that the hospital facility are properly maintained and the continuous quality services are provided to the Patients;

2.3 To lessen the expense in salary or wages of the Provincial Government for additional manpower for the maintenance;

III. PROVISIONS

1. That the "outsourced maintenance service unit" shall provide the hospital of maintenance services daily, reliever should be provided in the absence of the assigned plumber and /or aircon technician;
 - Two (2) plumbers
 - Two (2) aircon technicians
2. That the "outsourced maintenance service unit" shall provide only qualified, skilled, trained and equipped aircon technician and plumber;
3. That the "outsourced maintenance service unit" shall perform additional works as may be requested by the "Hospital" related to the scope of services.

4. Provision on Loss or Damage of Hospital's properties or assets:

-That the "outsourced maintenance service unit" shall assume full responsibility for the loss or damage that may occur by its assigned plumber and aircon technician to the Hospital's assets, properties while in the performance of their duties provided that the said loss or damage can be attributed to act, omission, direct negligence or fault of the assigned aircon technician and/or plumber;

5. Provision on Employees:

-That the hired aircon technician and/or plumber by the "outsourced maintenance service unit" shall have no Employee-Employer relationship with the Hospital; therefore claims shall be primarily against the "outsourced maintenance service unit" and the Hospital is free from all liabilities especially with respect to the Labor Code, SSS and other existing rules and regulations;

-That the "outsourced maintenance service unit" shall provide the Hospital copies of the following: health certificate, required licenses, certificate of trainings, SSS and Philhealth membership and other needed documents;

-That the "outsourced maintenance service unit" shall exercise absolute and sole disciplinary authority over their staff and shall be responsible for the proper performance of duties of the provided however, that the Hospital have the secondary authority in supervising, monitoring the hired aircon technician and /or plumber of the proper execution of their duties;

-That the "outsourced maintenance service unit" shall be responsible regarding hiring, wages, working conditions, disciplinary actions as well as termination of work.

-That the "outsourced maintenance service unit" has to abide with all existing rules, regulations and policies being implemented by the Hospital;

-That the "outsourced maintenance service unit" shall likewise assign its own supervisor or coordinator to oversee the works to be performed by its employee;

-That the "outsourced maintenance service unit" shall abide with all the hospital Environmental Safety and Health Policies and Standards for Safety and Health, including Department of Health rules and Philhealth accreditation guidelines;

- That the "Hospital" (GEAMH and KPPF) shall provide safety storage within its premises for the "outsourced maintenance service unit" use free of charge;

- That the "Hospital" (GEAMH and KPPF) shall provide the "outsourced maintenance service unit" space room where its personnel can use it for keeping their personal things and for taking their time off during break hours.

6. Provision in accordance with Philhealth Circular No. 17s 2006:

1. That the "outsourced maintenance service unit" is the hospital service extension and that it will provide the client the quality of service and safety measures at all times;
2. That the "outsourced maintenance service unit" shall be responsible for any untoward incident that may occur during the provision of the service;
3. That the Hospital shall acknowledge the Philhealth right to inspect the "outsourced maintenance service unit" including pertinent records for validation of conformity to the requirement of Philhealth and;
4. That the "outsourced maintenance service unit" shall secure Sanitary Permit, Business Permit, License to operate and other documents needed for their operation.

7. Provision on monitoring

1. That the "outsourced maintenance service unit" shall allow the hospital through its authorized representative, the right to conduct periodic physical inspection for control in carrying out hospital policies and procedures and to ensure compliance by the "outsourced maintenance service unit" in terms of coordination, the supervision and management of the special existing programs still under the hospital:

- a. Hospital Ecological Waste
- b. Infection Control
- c. Quality Improvement Program
- d. 5's
- f. ISO accreditation

8. That the "outsourced maintenance service unit" make necessary action on the feedback from "Hospital" clients and patients;

9. That the "outsourced maintenance service unit" is required to attend the monthly meeting of Outsource Services to be conducted by the hospital;

10. That the hospital will conduct quarterly evaluation for the performance of the "outsourced maintenance service provider and;

11. That the "Hospital" (GEAMH and KPFP) has the authority to recommend termination of contract for non-compliance with enclosed provision after thorough monitoring and evaluation.

IV. PAYMENT

1. That the "Outsource maintenance service unit" corresponding to the services performed will submit Statement of Account and other supporting papers needed to facilitate payment and the rate based on the approved contract, every end of the month;


2. That the "Hospital" will prepare voucher for payment;

3. That the Provincial Government shall process payment and prepare check payable to the "Outsource maintenance service unit".

V. EFFECTIVITY

1. That the "Outsourced maintenance service unit shall start to deliver service as stated in the Contract prepared by the Provincial Government of Cavite through the General Service Office and Bids and Awards Committee.


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