

TERMS OF REFERENCE (TOR)
OUTSOURCING JANITORIAL SERVICES
FOR PROVINCIAL HOSPITALS (INCLUDING SATELLITES
HOSPITAL), PUBLIC HEALTH OFFICE, KP-MEDICAL ARTS
BUILDING AND KP-DIALYSIS EXTENSION CLINIC

I. BACKGROUND

Due to deficiency in manpower and the current high cost of commodities, added to it the voluminous number of patients confined in the hospital, the Provincial Government of Cavite (PGC) resorts to outsource the janitorial services rather than in- house janitorial services. This will be done through competitive bidding.

II. OBJECTIVE

1. To meet the outsourcing requirements for Janitorial services of the Provincial Hospitals (including Satellite Hospitals), Public Health Office, KP-Medical Arts Building and KP-Dialysis Extension Clinic 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 Janitorial services required by the Provincial Government of Cavite (PGC) for the Provincial Hospitals (including Satellite Hospitals), Public Health Office, KP-Medical Arts Building and KP-Dialysis Extension Clinic and;

2.2 To ensure of a safe and germ-free hospital for its patients by maintaining cleanliness in the premises of the hospital facilities.

III DELIVERY OF THE SERVICE

1. That the "service Outsourced janitorial unit" shall start to deliver service as stated in the approved contract prepared by the Provincial Government of Cavite (PGC) through the General Service Office and the Bids and Awards Committee;

2. That the "Outsourced janitorial service unit" shall provide the "Hospital", qualified and skilled workers to perform janitorial services for twenty four (24) hours daily;

3. That the "Outsourced janitorial service unit" shall provide cleaning materials and equipment for its services on a cost plus basis (as stipulated in the approved contract) in which only the amount actually consumed shall be billed to the hospital;

4. That the "Outsourced janitorial unit" shall provide cleaning assessment card to be signed by clients in all areas every shift of work and;

5. That the "Outsourced janitorial service unit" shall perform additional works as may be requested by the "Hospital" related to the scope of services.

IV. PROVISIONS

1. **Provisions in accordance with Philhealth Circular No. 17 s 2006** –to meet the Hospital accreditation standards:

1. That the “outsourced service unit” is the hospital service extension and that it will provide client the quality of service and safety measures at all times, hence the Provincial Government through the hospital is also responsible for the actions/inactions of the “outsourced janitorial service unit” in which case the hospital shall monitor and supervise the janitorial service provided by the outsource provider;

2. That the “outsourced service unit” shall be responsible for any untoward incident that may occur during the provisions of the service;

3. That the “outsourced service unit” shall secure Sanitary Permit, Business Permit and Health Certificates of their personnel;

4. That the “Hospital” shall acknowledge the Philippine Health Insurance Corporation (PHIC) right to inspect the “outsource service unit” including pertinent records for validation of conformity to the requirement of Philhealth;

3. Provision on personnel

1. That the “outsourced janitorial service unit” shall attend in person to the Management and direction of the operation of the janitorial service and shall provide adequate staff (as stipulated in the contract) as per DOH requirement to ensure prompt and efficient service;

2. That shall no employee-employer relationship between the agency and the provincial and hospital management and the persons who the agency may assign to perform service;

3. That the “outsourced janitorial service unit” shall acknowledge that no authority has been conferred upon to hire any person in behalf of the “hospital” and that the person to be assigned to perform the services are not employees of the “hospital” and are not in any way or manner connected with or related to the “hospital”;

4. That the “hospital” is free from any liability arising out of any accidents that may befall the agency employees while performing their duties at the hospital premises as well as for any labor claims which the agency employees may file against the hospital;

5. That the “outsourced janitorial service unit” shall be responsible for the SSS and Philhealth membership and other mandatory requirements of their employees;

6. That the personnel assigned by the “outsourced janitorial service unit” must be healthy/fully immunized (Hepa A, Cholera, Disentery, Thypoid) and of good moral character, Hence their health certificates and barangay or police clearance must be submitted to the hospital management with 2x2 pictures for its files and reference purposes;

7. That the outsourced janitorial service unit” will provide the necessary Personal Protective Equipment (PPE’s) for their employees assigned in the premises of the “hospital”;

8. That the employees of the “outsourced d janitorial service unit” are required to be properly groomed, gracious, courteous at all times and properly identified by their ID;

9. That the employees of the “outsourced janitorial service unit” are subject to security measures imposed by the hospital and shall comply with all its rules and regulations;

10. That the “outsourced janitorial service unit” shall be responsible for the acts and omissions of its employees and shall hold the hospital free and harmless against all claims and expenses arising out of damages and injuries incurred by said employees to the third persons: and;

11. That the employees of the "outsourced janitorial service unit" when not in duty shall not be allowed to stay within the "hospital" premises and they are also unauthorized to use hospital utilities such as water, electricity among others for personal use.

12. That the "outsourced janitorial service unit" shall assign its own supervisor or coordinator to oversee the works to be performed by its employee;

13. That the "Hospital" may request for immediate replacement of any employee assigned for incompetence, absenteeism, tardiness, dishonesty, discourtesy and lack of integrity or whose continued presence or services may be prejudicial to the interest of the Hospital;

4. Provision on monitoring

1. That the "outsourced janitorial service unit" shall allow the hospital through its authorized representative and DOH Bureau of Health Facilities Services in charge of hospital licensing the right to conduct periodic physical inspection for control in carrying out hospital policies and procedures and to ensure compliance by the "outsourced janitorial 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

7. That the "outsourced janitorial service unit" shall make necessary actions on the feedback from the "Hospital" clients/patients.

8. That the "outsourced janitorial service unit" is required to attend the monthly meeting of outsourcing services conducted by the "Hospital";

9. That the "hospital" will conduct quarterly evaluation for the performance of the "outsourced janitorial service unit" and;

10. That the "hospital" has the authority to recommend termination of contract for non-compliance with the provisions after thorough monitoring and evaluation.


V. PAYMENT

1. That the "Outsource janitorial 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 janitorial service unit".

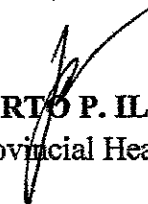
VI. EFFECTIVITY

1. That the "Outsourced janitorial 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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