



**TERMS OF REFERENCE (TOR)
OUTSOURCING LAUNDRY SERVICES
FOR GEN. EMILIO AGUINALDO MEMORIAL HOSPITAL
(GEAMH) AND KOREA-PHILIPPINES FRIENDSHIP PROJECT
(KPPF)**

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 Laundry services rather than in-house laundry services. This will be done through competitive bidding.

II. OBJECTIVE

1. To meet the outsourcing requirements for Laundry services of the Provincial Hospital (GEAMH and KPPF) 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 Laundry services required by the Provincial Government of Cavite (PGC) for the Provincial Hospital (GEAMH and KPPF)

2.2 To ensure of the availability of safe and germ-free hospital Linen in twenty four (24) hours operation of the hospital and to lessen the expenses incurred (laundry supplies, salaries for additional personnel, purchase and repair of laundry equipment, utilities (water and electricity)) in the operation of laundry services.

III. DELIVERY OF THE SERVICE

1. That the "Outsourced laundry service 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 laundry service unit" shall provide the "Hospital", qualified and skilled workers to perform laundry services and to make the linen always available in the hospital;

3. That the "Outsourced laundry service unit" shall provide cleaning materials and equipment for its services;

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

5. That the "outsourced laundry service unit shall apply its best efforts in rendering laundry services to the hospital, in the foremost business manner deliverable. Special care and Privilege treatment shall be extended to the "hospital (GEAMH and KPPF) giving special considerations like re executing unsatisfactory services (like bad odor, with stain, etc) at no extra charge;

6. That the "outsourced laundry service unit shall use disinfecting agent and bleaching solution on the amount and dilution required by the "Hospital Infection Control Committee;

7. That the "Hospital" (GEAMH and KPFP) laundry worker staff shall pick up soiled linen from different areas, then deliver, sort, count and endorse to the "outsourced laundry service unit".

IV. PROVISIONS

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

- 1.1. 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 laundry service unit" in which case the hospital shall monitor and supervise the laundry service provided by the outsource provider;
- 1.2. That the "outsourced service unit" shall be responsible for any untoward incident that may occur during the provisions of the service;
- 1.3. That the "outsourced service unit" shall secure Sanitary Permit, Business Permit and Health Certificates of their personnel;
- 1.4. 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;

2. Provision on personnel

- 2.1. That the "outsourced laundry service unit" shall attend in person to the Management and direction of the operation of the laundry service;
- 2.2. 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;
- 2.3. That the "outsourced laundry 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";
- 2.4. 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;
- 2.5. That the "outsourced laundry service unit" shall be responsible for the SSS and Philhealth membership and other mandatory requirements of their employees;
- 2.6. That the personnel assigned by the "outsourced laundry service unit" must be healthy/fully immunized (Hepa A, Cholera, Disentery, Thyroid) 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;
- 2.7. That the outsourced laundry service unit" will provide the necessary Personal Protective Equipment (PPE's) for their employees assigned in the premises of the "hospital";
- 2.8. That the employees of the "outsourced d laundry service unit" are required to be properly groomed, gracious, courteous at all times and properly identified by their ID;

- 2.9. That the employees of the "outsourced laundry service unit" are subject to security measures imposed by the hospital and shall comply with all its rules and regulations;
- 2.10. That the "outsourced laundry 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;
- 2.11. That the employees of the "outsourced laundry 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.
- 2.12. That the "outsourced laundry service unit" shall assign its own supervisor or coordinator to oversee the works to be performed by its employee;
- 2.13. 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.

3. Provision on monitoring

- 3.1. That the "outsourced laundry 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 laundry 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
- 3.2. That the "Hospital shall monitor compliance of the "outsourced laundry service unit to the set standards of Infection Control Committee. The Linen items shall be properly laundered and ironed.
- 3.3. That the "outsourced laundry service unit" shall be liable for damages/loss of hospital linens/items washed if the damage/loss incurred while in the possession of the concessionaire (pick up, delivery, handling and processing) and that the replacement of damage linens/items will be within (2) weeks after it has been determined;
- 3.4. That the "outsourced laundry service unit shall neither assign nor transfer the management of operation of the laundry service nor lease any position thereof to third parties during the duration of the contract;
- 3.5. That the "outsourced laundry service unit" shall make necessary actions on the feedback from the "Hospital" clients/patients.
- 3.6. That the "outsourced laundry service unit" is required to attend the quarterly meeting of outsourcing services conducted by the "Hospital";
- 3.7. That the "hospital" will conduct quarterly evaluation for the performance of the "outsourced laundry service unit" and;
- 3.8. That the "hospital" has the authority to recommend termination of contract for non-compliance with the provisions after thorough monitoring and evaluation.

V. PROVISION ON UTILITIES

- 1. That the "Hospital" shall provide the laundry area, however, the "Outsourced laundry service unit" shall be in-charge in the repair and maintenance of the said area.
- 2. That the "Outsourced laundry service unit" shall pay the utilities based on the actual consumption as per meter reading.

VI. PAYMENT

- 1. That the "Outsource laundry service unit" corresponding to the services performed will submit Statement of Account based on the rate per item as attached, 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 laundry service unit".

VII. EFFECTIVITY

- 1. That the "Outsourced laundry 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.

Prepared by:

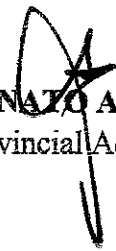


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Outsourcing Services Coordinator

Reviewed by:

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ITEMS FOR LAUNDRY SERVICE

PARTICULARS	PRICE
1 . HAND TOWEL	Php 5.00
2 . BATH TOWEL	15.00
3 . FLAT BED SHEET	14.50
4 . FITTED BED SHEET	13.00
5 . PILLOW CASE	7.50
6 . LAP SHEET	21.00
7 . FOOT DRAPE	21.00
8 . MAYO SHEET	12.00
9 . EYE SHEET	8.50
10 . PAMBALOT (CACHA)	12.00
11 . OR NAPKIN	10.00
12 . PAJAMA	16.00
13 . OR GOWN (GREEN)	21.00
14 . OR GOWN (MAROON)	19.00
15 . PATIENT GOWN	13.00
16 . OXYGEN COVER	10.50
17 . CAUTERY COVER	13.00
18 . RUBBER SHEET	18.00
19 . CRIB COVER	13.00
20 . LINEN BAG	33.00
21 . TABLE CLOTH	13.00
22 . SCRUB SUIT	18.00
23 . COMPUTER COVER	18.00
24 . BENCH COVER	20.00
25 . PANTS	13.00
26 . APRON	13.00
27 . LAMPIN	13.00
28 . RUG (DOORMAT)	18.00
29 . WEIGH COVER	13.00
30 . PILLOW	63.00
31 . CURTAIN	76.00 /kg

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