

**TERMS OF REFERENCE (TOR)**  
**OUTSOURCING LAUNDRY SERVICES**  
**FOR GENERAL EMILIO AGUINALDO MEMORIAL HOSPITAL**  
**(GEAMH), 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**

1.1. 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 “**Outsource 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 Bids and Awards Committee;

2. That the **“Outsource 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 **“Outsource laundry service unit”** shall provide cleaning materials and equipment for its services;

4. That the **“Outsource laundry service unit”** shall perform additional works as may be requested by the **“Hospital”** related to the scope of services;

5. That the **“Outsource 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 KPFP) giving special considerations like re executing unsatisfactory services (like bad odor, with stain, etc.) at no extra charge;

6. That the **“Outsource 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. 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 **“Outsource laundry service unit”** in which case the hospital shall monitor and supervise the laundry 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 **“outsourced service unit”** including pertinent records for validation of conformity to the requirements of Philhealth;



## 2. Provision on Personnel

1. That the **“Outsource laundry service unit”** shall attend in person to the Management and direction of the operation of the laundry 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 **“Outsource 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”;

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 **“Outsource laundry 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 **“Outsource laundry service unit”** must be healthy/fully immunized (Hepa A, Cholera, Dysentery, Typhoid) 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 **“Outsource laundry service unit”** will provide the necessary Personal Protective Equipment (PPE) for their employees assigned in the premises of the hospital

8. That the employees of the **“Outsource laundry 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 **“Outsource laundry service unit”** are subject to security measures imposed by the hospital and shall comply with all its rules and regulations;

10. That the **“Outsource 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;

11. That the employees of the **“Outsource 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.

12. That the **“Outsource laundry 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.

### **3. Provision on Monitoring**

1. That the **“Outsource 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 **“Outsource 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. 8's
- e. ISO accreditation

2. That the **“Hospital”** shall monitor compliance of the **“Outsource laundry service unit”** to the set standards of Infection Control Committee. The linen items shall be properly laundered and ironed.

3. That the **“Outsource 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;

4. That the **“Outsource 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;

5. That the **“Outsource laundry service unit”** shall make necessary actions on the feedback from the **“Hospital’s”** clients/ patients.

6. That the **“Outsource laundry service unit”** is required to attend the quarterly meeting of Outsource Services to be conducted by the hospital;

7. That the hospital will conduct monthly evaluation for the performance of the **“Outsource laundry service unit”** and;

8. That the **“Hospital”** has the authority to recommend termination of contract for non-compliance with enclosed provision after thorough monitoring and evaluation.

### **4. Provision on Rental**

That the **“Outsource laundry service unit”** for and in consideration of a monthly rental of Fifteen Thousand Pesos (P15,000.00) inclusive of water consumption payable every end of the month payable to the Provincial Government of Cavite (PGC).

- Payable to PGC by Laundry Service




## V. PAYMENT

1. That the **“Outsource laundry 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 **“Outsourced laundry service unit”**.

## VI. EFFECTIVITY

1. That the **“Outsource laundry service unit”** shall start to deliver service as stated in the contract prepared by the Provincial Government Cavite through the General Service Office and Bids and Awards Committee.


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Provincial Administrator

## List of Items for Laundry Services

<b>Particulars</b>	<b>Price</b>
Hand Towel	Php 8.00
Bath Towel	20.00
Flat bed sheet	19.50
Fitted bed sheet	18.00
Pillow case	10.50
Lap Sheet	26.00
Foot Drape	26.00
Mayo sheet	15.00
Eye sheet	11.50
Pambalot (Cacha)	15.00
OR Napkin	13.00
Pajama	21.00
OR Gown (Green)	26.00
OR Gown (Maroon)	24.00
Patient Gown	17.00
Oxygen Cover	13.50
Cautery Cover	17.00
Rubber Sheet	23.00
Crib Cover	17.00
Linen Bag	38.00
Table Cloth	17.00
Scrub Suit	23.00
Computer Cover	23.00
Bench Cover	25.00
Pants	17.00
Apron	17.00
Lampin	17.00
Rug (Dormat)	23.00
Weigh Cover	17.00
Pillow Case	68.00
Curtain	83.00/kg