

TERMS OF REFERENCE
MANPOWER AGENCY FOR ADMINISTRATIVE PERSONNEL AND JANITORIAL SERVICES

I. CRITERIA

1. Main address/location must be within Metro Manila, preferably with regional offices in Baguio, Cebu and Davao City;
2. Must be updated in remittances to SSS, Philhealth and Pag-ibig Fund;
3. Submission of a certificate under oath that the bidder complies with existing labor laws and standards;
4. Must have at least 3 years of profitable operation (stamped received by BIR for 2019, 2020 and 2021).

II. OBLIGATION/RESPONSIBILITIES OF THE AGENCY

1. To supply the manpower for administrative personnel and janitorial services including new equipment for the maintenance and sanitation of Small Business Corporation's head office including its regional offices.
2. Assume responsibility with regard to compliance with the requirement of Labor Code, SSS Act, Philhealth rules and other pertinent laws on employer-employee relationship.
3. To furnish Small Business Corporation with the evaluation results of every applicant based on Personality Test, English proficiency, IQ test (verbal and non-verbal), medical examination, background investigation, Police and NBI clearances.
4. To provide cash advance for travel allowances of employees with field work assignment.
5. To provide medical/health maintenance coverage for every employee. Enrollment is optional or on voluntary basis and the premium shall be shouldered by the employee.

III. QUALIFICATION & ATTIRE

Manpower Services	Janitorial Services
1. Physically and mentally fit	1. Physically and mentally fit
2. College graduate	2. At least high school graduate
3. At least 21 years old	3. At least 21 years old
4. With at least six months experience	4. With at least one year experience
5. Of good moral character and with proper clearance by PNP & NBI (not more than 6 months from issue date)	5. Of good moral character and with proper clearance by PNP & NBI (not more than 6 months from issue date)
6. With medical and psychological certificate issued not earlier than three months from effectivity of contract with Small Business Corporation	6. With medical and psychological certificate issued not earlier than three months from effectivity of contract with Small Business Corporation
7. Shall be provided with identification cards to be distinguished as the agency's employees.	7. Shall be provided with identification cards and uniforms to be distinguished as the agency's employees.

IV. SCOPE OF SERVICES

- **Manpower Services** employees shall be assigned to different requisitioning groups. The nature of work may be clerical, technical, trade and crafts as may be specified by requisitioning group subject to approval by the requisitioning group head.
- **Janitorial services** consist of comprehensive cleaning program designed to keep the premises clean and tidy at all times and shall include Daily Routine, Weekly and Monthly Services.

A. Maintenance and Janitorial Services

1. Daily Routine Services

- Sweeping, mopping, spot-scrubbing and polishing of all floors, provided all areas where heavy traffic occurs, i.e. the main lobby, entrance ways and waiting areas shall be serviced when needed during office hours to guarantee cleanliness.
- Cleaning and sanitizing of toilets and washrooms regularly which includes the use of special and disinfecting agents in wash basins, urinals and toilet bowls.
- Washing of dishes
- Dusting and cleaning of inside window ledges, air vents and partitions, furniture and fixtures, that require special maintenance.
- Reporting immediately of malfunctioning plumbing and lighting fixture, damaged furniture and other equipment inside the offices, etc.
- Disposal of trash, rubbish and garbage in the building receptacles provided for the purpose.

2. Weekly Services

- Soaping, washing, scrubbing, waxing and polishing of all floors.
- Washing of inside and outside glass doors.
- Cleaning, waxing and polishing of office furniture and fixtures, counters, etc but not including items that require specialized maintenance.
- Thorough scrubbing and sanitizing of toilets and washrooms.
- Vacuum cleaning of rugs and carpets.

3. Monthly Services

- Dusting and cleaning of horizontal and vertical surfaces including cornices.
- Cleaning and polishing of hand rails, brass signs and trims.
- Dusting/cleaning of ceilings, including light diffusers, lamps, air conditioning outlets, venetian blinds, screens, etc.

4. Perform the following task whenever required

- Messengerial and related errand work within and outside the office premises via on foot or authorized motorcycle.
- Serving snacks/refreshments during meetings and conference.
- Hauling/moving of office furniture, equipment and carrying load boxes.

B. Equipment Requirement (For Head Office Only)

- Two (3) units Floor Polisher (heavy duty)
- Two (3) units Vacuum (wet and dry)

V. WORKFORCE & SCHEDULE

- For **Manpower services**, deployed manpower shall render eight (8) hours of work excluding one (1) hour break time from Monday to Friday and shall be required from time to time to render overtime works during Saturdays and holidays. For authorized services rendered over and above the eight (8) hour regular working time or during holiday/rest day, the overtime pay, night differential and holiday pay shall be paid in accordance with the applicable government rules and regulations and other laws of the Republic of the Philippines.
- For **Janitorial services**, the agency shall employ the following:

Location	Work Schedule	
	Monday-Friday	Saturday
Makati Head Office	7:00 am to 6:00 pm (11 hrs.)	7:00 to 5:00 pm (9 hrs.)
Northern Luzon Office	7:30 am to 4:30 pm (8 hrs.)	None
Visayas Office	7:30 am to 4:30 pm (8 hrs.)	None
Mindanao Office	7:00 am to 6:00 pm (10 hrs.)	None

The consideration of the services shall be on a per employee per month basis inclusive of holiday pay (*regular and special holiday*) and VAT. The deployed manpower monthly salary shall be based on Small Business Corporation prescribed rate but should not be lower than the minimum wage rate in their area of assignment.

Small Business Corporation has the right to reject any or all agency hired employees assigned to it by the agency and to demand an acceptable replacement, the same shall be immediately accomplished within two (2) days from demand. The Small Business Corporation likewise has the right to reduce the number of deployed manpower it deems not significantly needed in the operations.

VI. MONTHLY RATE

The agency monthly billing rate shall be based on the following scheme:

Position	Starting Basic Pay	Basic Pay after 1 year of Very Satisfactory Performance
Administrative Assistant	14,847	15,738
Driver	14,007	14,847
Utility (Head Office)	14,104*	14,949**
Utility (Area Offices)	11,679*	11,761**
Liaison Stall (all offices)	11,679*	11,761**
Provident Fund Administrator	20,000	25,000

* NCR Minimum Rate in 2019 is 537/day

^{1/} Must have at least Very Satisfactory rating

** NCR Minimum Rate effective June 2022 is 570/day per DOLE Wage Order No. NCR-23

In addition to the above, agency-hired staff who have rendered at satisfactory performance evidenced by a performance evaluation of their immediate superior may be granted premium:

Position	Length of Service	Formula / Computation
Administrative Assistant	2 years of service	Basic Pay + 10% Premium
	5 years of service	(Basic Pay + 10% Premium) + additional 10% Premium
Liaison; Driver; and Utility	5 years of service	Basic Pay + 10% Premium
	10 years of service	(Basic Pay + 10% Premium) + additional 10% Premium

VII. ANNUAL BUDGET (Manpower Services: PhP8,600,000 & Janitorial Services: PhP2,110,000)

The Annual budget computation is based on the following headcount and implementation of premium increase in CY 2022.

Position	Starting Basic Pay	After 1 year of VS Rating	Basic Pay + 10% Premium	(Basic Pay + 10% Premium) x 1.10
Administrative Assistant	2	13		
Driver		9	4	
Utility (Head Office)		1		2
Utility (Area Offices)		2		1
Liaison Staff (all offices)				1
Provident Fund Administrator	1			

Provisions for prospective additional hiring, authorized overtime pay of manpower services and mandatory wage order/increase that may be declared by the government are not yet included.

VIII. DURATION OF CONTRACT

Three (3) years to commence on 01 October 2022 to 30 September 2025 or unless terminated by Small Business Corporation with or without cause by giving the agency a written notice thirty (30) days prior to the date of termination.