



EMBASSY OF THE REPUBLIC OF THE PHILIPPINES

Kedutaan Republik Filipina

BANDAR SERI BEGAWAN

EMBASSY OF THE REPUBLIC OF THE PHILIPPINES

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BRUNEI DARUSSALAM

TERMS OF REFERENCE

Janitorial and Housekeeping Services

The Terms and Conditions for the Janitorial & Housekeeping Services of the Embassy of the Republic of the Philippines in Brunei Darussalam shall be governed by the following Terms of Reference:

1. **Duration.** The contract for Janitorial and Housekeeping services shall be for a duration of six (6) months commencing from 01 January 2023 and ending on 30 June 2023, which is renewable for another six (6) months until 31 December 2023 based on evaluation of performance and upon notice prior to the expiry of the initial 6-month period.
2. **Coverage.** The Service Provider shall conduct services at the Chancery of the Embassy of the Republic of the Philippines located at Simpang 336, Diplomatic Enclave, Jalan Kebangsaan, Bandar Seri Begawan BA 2312, Brunei Darussalam
3. **Scope of Work.** The Service Provider is expected to render professional janitorial and housekeeping services that ensure a safe and clean workspace for the personnel of the Embassy through the use of up-to-date and environment-friendly cleaning tools and procedures.
 - A. General Cleaning shall cover, but not be limited to, the following:
 1. Wall-washing;
 2. Sanitizing of washrooms and toilets;
 3. Washing, mopping, disinfecting and drying of the building floors, including sidewalls, doors, partitions, sidings, stairways and other parts/portions of the building premises; and
 4. Cleaning of garbage cans, sorting of garbage, and the disposal of garbage from the Embassy's premises.
 - B. The Service Provider shall render the following services from Monday to Saturday:
 1. Sweeping, mopping, spot-scrubbing and polishing of all floors. The areas with heavy foot traffic (e.g. the main lobby, Consular public area and pantries) shall be serviced continuously during office hours to guarantee and ensure clean premises;

2. Emptying and cleaning of all garbage bins, waste paper containers, and disposing of garbage at designated areas;
3. Cleaning, sanitizing and minor de-clogging of toilets and washrooms, which include the use of special and disinfecting agents (e.g. muriatic acid or equivalent) in washbasins, urinals and toilet bowls;
4. Spraying of toilets and hallways with deodorizer and air fresheners;
5. Refilling all liquid handsoap dispensers;
6. Cleaning of receptacles and waste containers;
7. Lining of waste bins with appropriate plastic bags and changing them as necessary;
8. Watering of indoor and outdoor plants and flowers; and
9. Damp-wiping of plants and flowers, and cleaning of vases, pots and plant boxes.

C. The Service Provider shall carry-out the following several cleaning services on a weekly basis, every Saturday:

1. Thorough cleaning, washing and scrubbing of all rooms and facilities;
2. Thorough cleaning, scrubbing, dusting, and damp-wiping of vertical surfaces such as walls, partitions, windows, doors, glass walls;
3. Thorough cleaning, sanitizing, and disinfecting of all washrooms, lavatories, water closets, urinals, wash basins and toilets;
4. General cleaning (washing with detergent) of trash cans/garbage bins; and
5. Washing and drying of all rubber matting.

D. The Service Provider shall carry-out the following pressure washing services:

1. Pressure washing the VIP and Consular entrance; and driveway, every month.
2. Pressure washing the Embassy outside wall and fence every six (6) months.

E. Miscellaneous Works

1. Deodorizing of office/rooms and other areas;
2. Reporting to concerned offices defects requiring immediate attention and action, such as leaking faucets and busted bulbs, among others;
3. Assignment of additional janitors to high-traffic comfort rooms;
4. Assist in food preparation and other support services during functions and events held at the Embassy

4. **Manpower Requirements.** The Service Provider shall provide four (4) Filipino janitors/housekeeping personnel, preferably three (3) females and one (1) male. The male personnel should preferably know how to drive and properly hold insurance coverage, who may be designated to provide driving services in cases of emergencies. Provision for appropriate insurance shall likewise be accorded to female personnel.

5. **Work Schedule.** The Service Provider shall require its employees to follow the working days and hours of the Embassy:

- Monday to Thursday, 8:00 am – 12:00 noon, 1:00 pm – 5:00 pm,
- Friday, 8:00 am – 12:00 noon, 2:00 pm – 6:00 pm
- Saturday, 8:00 am – 12:00 pm, 1:00 pm – 5:00 pm

- 1 hour overtime per day, chargeable to the Service Provider
6. **Wages.** The Service Provider shall observe and comply with the minimum salary set by the Philippine Overseas Labor Office (POLO) for Filipino janitorial personnel assigned at the Embassy.
7. **Other Requirements.** The Service Provider shall provide the following:
- Proper personal protective equipment relevant for their tasks, such as but not limited to, gloves and masks for those handling garbage and other refuse, to its janitorial personnel;
 - Custom-fit prescribed uniforms, free of charge, for all its janitorial service personnel which should be worn together with proper ID at all times. The Contractor shall require janitorial service personnel to wear only prescribed uniforms for all days of the week.
 - In no case shall the janitorial service personnel be allowed to stay within the Embassy's premises after their regular duty, unless deemed necessary by the Administrative Officer of the Embassy.
 - The Service Provider shall submit Monthly Attendance to the Administrative Officer of the janitorial service personnel assigned at the Embassy.

The Service Provider shall likewise ensure that its janitorial service personnel shall:

- Report to the Administrative Officer or the Property Officer all broken fixtures in the comfort rooms, hallways and stairs, and other observations, which require immediate attention;
- Remain at their assigned stations during assigned work hours. No loitering shall be tolerated;
- Use the facilities of the Embassy properly in accordance with the facilities' intended use (e.g. dishes should not be washed in the comfort rooms, mops should not be washed at the urinals and washbasins, etc.);
- Inform their supervisor in case of absence;
- Have a designated reliever when they file for leaves;
- Be subject to reshuffle every quarter of the year or as often as necessary;
- Be subject to search, every time they enter and leave the premises, by security guards as precaution or deterrence against property losses.

Sundays and Holidays / Overtime Pay. The Service Provider shall not require janitorial service personnel to report on Sundays and holidays that fall during workdays, unless the Embassy makes a special written request for cleaning and other support services as needed. The Service Provider shall be solely responsible for overtime pay to the janitorial service personnel, in compliance with labor laws and standards, for such services including Sundays, if declared a holiday.

8. **Training.** The Service Provider shall certify that its janitorial service personnel are properly oriented/trained on proper janitorial protocols. It shall likewise ensure that its janitorial service personnel shall Have undergone basic orientation on gender sensitivity, office decorum, and anti-sexual harassment policies.

9. **Documentation.** The Service Provider shall submit, upon award and/or before the signing of the contract, the following:
- Proof that it is a legally established company in Brunei with at least three (3) years of relevant experience.
 - A list of references from present and previous clients.
 - The résumés/biographical data, together with photos, of its Filipino employees whom it proposes to be deployed at the Embassy;
 - A certification that its janitorial service personnel under this contract are its regular employees.
10. **Selection of Workers.** The Embassy shall exercise the option of choosing from the roster of Filipino workers submitted by the Service Provider, and to replace the personnel assigned at any time upon prior notice. The chosen workers should have no derogatory record from the Brunei Government and from the company.
11. **Penalties.** In case of Service Provider's failure to deliver the supplies in the quantity and schedule agreed upon, the Embassy, at its discretion, shall either:
- a) withhold payment to the Contractor until the latter has delivered the stipulated quantity of supplies as verified by the Administrative Officer, or
 - b) apply the appropriate deduction to the payment due to the Service Provider for a particular period based on the prevailing market value of the items.
12. **Confidentiality Clause.** The Service Provider shall ensure that each of its personnel assigned to the Embassy shall execute and sign a Non-Disclosure Agreement which is to be submitted to the Embassy prior to the commencement of the service.
13. **Terms of Payment.** The Service Provider shall submit monthly billings on the first week of the following month. Payment shall be made by cheque within seven (7) working days upon the submission of the sales invoice and complete supporting documents. All payments shall be inclusive of all applicable taxes and other lawful charges.

For further details, you may contact Ms. Estrella M. Perez, Administrative Officer, or Ms. Marevic P. Azuelo, Property Officer. The Embassy's contact details are as follows:

Embassy of the Republic of the Philippines

Simpang 336, Diplomatic Enclave,
Jalan Kebangsaan, Bandar Seri Begawan
BA 2312, Brunei Darussalam
Telephone Numbers: 224-1465, 224-1466
Fax Number: 223-7707
Email Address: brunei.pe@dfa.gov.ph