

**GENERAL SANTOS CITY WATER DISTRICT
PROCUREMENT OF SECURITY SERVICES
TERMS OF REFERENCE**

I. INTRODUCTION

The General Santos City Water District (GSCWD), a government owned and controlled corporation is inviting interested parties to bid for the provision of security services from reputable security agencies to render services on a 24-hour daily basis, including Saturdays, Sundays and holidays, to secure the GSCWD building at E. Fernandez St., Lagao, General Santos City and all pumping stations and facilities situated within the city and to provide safety to the general public transacting business thereat.

II. SCOPE OF SERVICES/REQUIREMENTS

Security Agency

- 1) The Security Agency must have a valid Regular License to Operate (LTO) issued by the Chief of the Philippine National Police through the PNP Security Agency and Guard Supervisory Division, Civil Security Group (SAGSDCSG), and must have been engaged in the business for at least five (5) years prior to the opening of bids.
- 2) The Security Agency must be operating and with at least a sub/satellite office in General Santos City for a minimum of two years prior to the opening of bids. Further, that said operation must be issued with operating permits by the local government of General Santos City, and must be duly presented to the GSCWD for verification. Further, for purposes of annual performance evaluation, the Security Agency shall also secure and present to the GSCWD its valid/renewed business permits and licenses all throughout the duration of the contract upon request by the latter.
- 3) The Security Agency shall ensure compliance with existing labor laws and standards.
- 4) The Security Agency shall provide a minimum of two (2) certifications from existing clients with at least one year into their respective contracts. These clients must have an office address at General Santos City with a minimum of ten (10) security guards deployed. The certification shall indicate that the Security Agency has been performing satisfactorily and has not committed any breach of contract. It shall also indicate the number of years with the client and the number of security guards deployed.
- 5) The Security Agency shall provide a minimum of forty-five (45) security guards (SG) based on the following schedules:

Post/Area	Number of SG	Arrangement
GSCWD Office	10	To be rotated on an 8-hour daily working schedule at three (3) shifts
Pump Stations	35	One shift on an 8-hour daily working schedule

In the event that the GSCWD requires additional security guards, the Security Agency shall be capable of providing such need. Further, the GSCWD reserves the right to downsize the number of security guards subject to its needs without any additional charge.

- 6) The Security Agency shall assign one (1) staff who shall be responsible in administrative functions which include the preparation and organization of scheduling, security assignments, and replacement, and the production of monthly reports and other reportorial requirements related to security matters.
- 7) The Security Agency shall provide consistent and quality service through deployment of qualified, licensed, bonded, uniformed, highly trained and armed security guards who shall guard and protect the properties and premises of GSCWD, twenty-four (24) hours daily including Saturdays, Sundays and Holidays. Security guards shall be posted and distributed in accordance with the GSCWD schedule of posting of guards.

The Security Agency shall maintain a master list of deployed security guards which shall also reflect the date of expiration of their licenses. A copy of the master list must be furnished to the GSCWD upon effectivity of the contract, and the monitoring thereof shall be the responsibility of the Security Agency. Further, the Security Agency shall submit an updated version of the same master list at year-end within the three-year contract.

No security guard without valid license shall be deployed to the GSCWD and/or shall be posted within its premises, its pumping stations, and other facilities. In the event that the license/s of deployed security guard/s had expired, the Security Agency shall take the necessary actions i.e. provide replacement or reliever.

- 8) The winning bidder (Security Agency) shall prepare a Security Plan upon receipt of Notice of Post-Qualification from the GSCWD and submit the same plan together with the Performance Bond within ten (10) calendar days from receipt of Notice of Award.

Contents of the Security Plan must include the following: (a) detailed measures and innovations to be undertaken to ensure that entry and exits of personnel are monitored, loss of equipment and valuables are minimized, and threat to property and personnel are secured; (b) protocols for bomb threat, fire, robbery, hostage situation, and natural calamities; and (c) VIP protocol.

Non-submission of the Security Plan and Performance Bond within the prescribed period shall be subject to the applicable provisions of RA 9184.

- 9) The Security Agency shall secure possible ingress and egress within the GSCWD premises and from unauthorized persons and vehicles and

destructive materials that may cause injury or damage to persons and/or properties.

- 10) The Security Agency shall station appropriate number of guards at designated strategic points within the GSCWD premises as well as roving guards especially at night time to ensure that no trespassing or other illegal activities are conducted within the premises.
- 11) The Security Agency shall make the necessary reports of any incidents to GSCWD management and lawful authorities that are required for purpose of police and other official investigations.
- 12) The Security Agency shall provide the deployed security guards with basic equipment which include, but are not limited to, proper agency uniforms and visible identification badges, nightstick/baton, whistle, flashlight, first aid kit, and service firearms. The Security Agency shall also provide other equipment determined to be necessary by the GSCWD i.e. handcuffs and tear gas.
- 13) The Security Agency shall equip the deployed security guards with original, branded and duly licensed firearms and ammunitions necessary in the course of their security enforcement and maintenance of peace and order at the premises of GSCWD office and its pumping stations and other facilities. All Firearms must be in good condition and with complete load of ammunition, and must have a valid Firearm Registration prior to the receipt of bid. No "Paltik" revolvers should be issued to the security guards.
- 14) The Security Agency shall provide GSCWD a summary of firearms with details together with the corresponding guard personnel holder's name and a photocopy of the firearm license.

The Security Agency shall have a valid license to own and possess firearms, and shall maintain a master list of firearms deployed to the GSCWD which must present relevant information thereof, including the validity of their registration (i.e. Firearm Registration). Further, the Security Agency shall take responsibility in the monitoring of the expiration of the deployed firearms' licenses, and shall submit an updated version of the same master list at year-end within the three-year contract.

The maintenance, repair, loss and replacement of firearms and other tools and equipment necessary and incidental to the performance of obligations herein required shall be for the account of the Security Agency.

- 15) The Security Agency shall provide three (3) units Base Radio and at least five (5) units handheld radios as communications equipment of deployed security guards, as well as four (4) units metal detectors. The Security Agency shall ensure that all the communications equipment units are duly-licensed by the National Telecommunications Commission (NTC) for use

and operation, and shall provide the GSCWD with copies of such certifications or licenses for posting. Further, the Security Agency shall also ensure that operators are eligible and certified to operate the abovementioned communications equipment. Likewise, operators' certificates (Restricted Radiotelephone Operator's Certificate for Land Mobile Stations or RLM Certificate) shall also be presented before the GSCWD for verification.

- 16) The Security Agency shall post a Warranty Bond annually amounting to Php500,000.00 until the completion of the contract for security services in favor of GSCWD to guarantee for any loss or damage to its property due to the negligence of the guards, non-remittance of mandatory contributions (e.g. SSS, PAG-IBIG, PhilHealth, etc.), and other related obligations. The warranty bond must be in the form of a Manager's Check, or in cash, delivered at least five (5) days prior to the effectivity of the contract. Further, the warranty bond must be maintained at all times, such that in the event that the mentioned warranty bond is used for any of the abovementioned cases, the amount must be replenished in not more than 15 days from receipt of notice issued by the GSCWD. Noncompliance to this requirement shall be subject to the provisions of RA 9184.
- 17) The Security Agency shall make available, at its own expense, such number of relievers as may be necessary, who are ready to take over the duty schedules of those regularly assigned guards who either report late or are absent for the day.
- 18) The Security Agency shall provide GSCWD with proof of remittances of all monthly mandatory contributions to the proper government agencies of all the Security Guards. All benefits (e.g. retirement, etc) due to the Security Guards shall be distributed to them along with their monthly salaries on a timely manner. Said proof of remittances and payments must be submitted to the GSCWD on a quarterly basis along with the Security Agency's monthly billing statements for the former, within 20 calendar days of the month following the quarter.

GSCWD reserves the right to withhold payment in case the Security Agency fails to provide proof of remittances of all mandatory contributions and payment of benefits within three (3) consecutive months until compliance thereof.

- 19) The GSCWD reserves the right to demand immediate replacement of any personnel by the Service Contractor who may be found incompetent and dishonest, or whose continued employment may be deemed prejudicial to the interest of GSCWD. All replacements/deployments to be made by the Security Agency shall have prior approval of the GSCWD.

Security Personnel

- 1) The assigned security guards must have previous experience of at least one (1) year, must be reliable, honest and must conduct themselves with high degree of professionalism and courtesy.
- 2) The security guards must have passed the neuropsychiatric and drug tests conducted by any Philippine government accredited hospital/center. Expenses for said tests are chargeable to the Service Agency.
- 3) The security guards assigned should be ready to perform other tasks as may be required by the GSCWD management related to security, safety and protection such as registration of visitors, inspection of bags, inspection of vehicles and other administrative functions.
- 4) The security guards shall be paid the Department of Labor and Employment – Regional Tripartite Wages and Productivity Board (DOLE – RTWPB) existing rates applicable to Region XII.

III. BIDDING ON THE PROCUREMENT OF SECURITY SERVICES

The minimum requirements of this Terms of Reference shall be used as basis in evaluating the technical proposal of the bidder. Compliance of the bidder to the said minimum requirements shall be determined using a “pass-fail system”, provided, however, that the BAC may require additional documents or materials as part of the bidder’s technical proposal to substantiate the bidder’s compliance to the set of parameters in ANNEX A.

The procurement of security services shall be a multi-year contract not to exceed three (3) years although for purposes of this bidding, the Approved Budget for the Contract (ABC) shall be in the amount corresponding to the contract amount for the first year only.

The contract cost for the next two (2) years shall be fixed and the same as that of the first year and shall not be adjusted during the contract implementation except for the following; 1) increase in minimum daily wage pursuant to law or new wage order issued after the date of bidding; 2) increase in taxes; and 3) if during the term of the contract, the GSCWD sees the need for an increase or decrease in the number of security guards, the resulting cost of said increase or decrease, provided, that it will not exceed the approved budget of the current year.

The Financial Proposal (2nd Envelope) shall contain breakdown of all costs necessary for the execution of the contract.

The winning bidder is expected by GSCWD to maintain a very satisfactory level of performance throughout the term of the contract based on the performance criteria which shall include among others, (i) quality of service delivered; (ii) time management; (iii) management and sustainability of personnel; (iv) contract administration and management; (v) provision of regular progress reports on the status of GSCWD’s premises in terms of security in accordance with the security plan; and (vi) compliance to submission of monthly billing reports, remittances, and payments. Said very satisfactory level of performance shall be assessed by GSCWD before the end of each year and shall serve as basis for the renewal of its


contract for another one (1) year or until the final three (3) year period mentioned in this Terms of Reference shall have been completed.

Based on the assessment, the GSCWD may pre-terminate the contract of the security service contractor for its failure to perform its obligation thereon.

IV. APPROVED BUDGET FOR THE CONTRACT (ABC) FOR ONE YEAR

Twelve Million One Hundred Fifty Thousand Pesos (P12,150,000.00).

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