



Republic of the Philippines  
 Department of Finance  
**BUREAU OF CUSTOMS**  
 Collection District No. IV  
 Batangas



**CANTEEN CONCESSIONAIRE**

1. The BOC District IV, Port of Batangas with 66 employees and more or less a daily 30 transacting stakeholders with BOC is now inviting qualified bidders who are willing to operate a 30-persons seating capacity canteen.

2. **Bidding Timeline:**

Deadline of Submission of Intent to Participate in the Bidding and Ocular Inspection .....	<b><u>18 December 2014- 10:00 A.M.</u></b>
<b>Date of Bidding</b> .....	<b><u>19 December 2014- 10:00 A.M.</u></b>

3. A non-refundable participation fee of **Php 2,020.00** for eligible bidders will be collected, which includes payment for the Bid Documents / Terms of Reference (TOR).

4. For submission of Bid intent and for further information, please refer to:

Office of the BAC Secretariat  
 Legal Section, Administrative Division  
 BOC District IV, POB, Sta. Clara, Batangas City  
 Contact Nos. CP: 09272974599  
 Landline: 043-722-0677

Thank you,

**(Sgd.) COL. ERNESTO P. BENITEZ, JR. (Ret.)**  
 District Collector, Port of Batangas



Republic of the Philippines  
Department of Finance  
**BUREAU OF CUSTOMS**  
Collection District No. IV  
Batangas



## TERMS OF REFERENCE

### *Concession and Operations of the Bureau of Customs Canteen, Port of Batangas*

#### A. RATIONALE

The service of a competent and dependable Canteen Concessionaire is required to operate the Bureau of Customs Office Canteen. The services of a Canteen Concessionaire under such terms and conditions imposed by Bureau of Customs shall ensure that clean/safe, healthy and reasonably priced food products are made available to all Bureau of Customs officials, employees, guests and stakeholders in the Bureau of Customs, Port of Batangas.

#### B. SCOPE

- A. The Bureau of Customs Canteen shall be operated and maintained by one (1) Concessionaire only.
- B. The Concessionaire shall be responsible in providing a four-(4) week menu cycle at affordable cost for every meal (breakfast, lunch and snacks).
- C. Choice of package meal shall be composed of but not limited to the following:

1. Breakfast (starting at 7:00am.):

- a) Plain/ fried rice and bread;
- b) Boiled, or scrambled, or fried egg;
- c) Coffee; or instant coffee; or hot/iced tea; or hot/cold chocolate drink; or juice drink;
- d) Fresh fruits (optional);

Plus choice of 1 serving of any of the following, to go in combination with 1 (a) above:

- fresh fried fish;
- longganisa;
- chicken/pork tocino;
- hotdog;
- corned beef;
- pork and beans;
- any vegetable or fruit salad.

2. Snacks (morning snacks starts 9:00 a.m. and afternoon snacks starts at 3:00 p.m.);

- a.) Coffee; or instant coffee; or hot/iced tea; or hot/cold chocolate drink; or juiced drink or softdrinks;

Plus choice of;

- any traditional Filipino delicacy such as "kakanin" ("suman", "biko", "puto", "kutchinta", " palitaw", "bibingka", "banana que", turon, "camote fries", etc.);
- cake or pastry such as chocolate, banana, "empanada", "ensaymada", etc.;
- sandwich such as egg, ham, cheese, tuna, hotdog, chicken, hamburger, etc.;
- noodle or pasta such as spaghetti, pancit, mami, lomi, etc.;
- cocktail food such as kikiyam, fish or squid balls, quail eggs, etc.; or
- congee such as "arroz caldo", "goto", "chamorado", etc.

3. Lunch (starting at 11:00 a.m.):

- a) rice;
- b) meat viand such as pork, beef,, chicken or fish dish;
- c) vegetable dish such as "pinakbet", "laing", chopsuey, "togue", "kalabasa", "monggo", etc.;
- d) soup and
- e) fresh fruits (optional).

- D. In addition to package meals, the Concessionaire shall also offer menu on a per order basis, both for dine-in or take-out.

- E. The Concessionaire shall accommodate requests for meals and catering services for Bureau of Customs, Port of Batangas special events or meetings including those held beyond Concessionaire's operating hours.

### **C. ROLE OF BUREAU OF CUSTOMS, PORT OF BATANGAS**

The Bureau of Customs, Port of Batangas shall:

- a) Provide electric meter for electrical consumption.
- b) Provide sub meter for water utility billing;
- c) Provide an area necessary for the efficient canteen operation of the Concessionaire, free of charge, for the duration of the agreement, as follows;
  - Dining area;
  - Kitchen; and
  - Rest room.
- d) Conduct Semestral Client Satisfaction Survey to provide basis for the pre-termination of the contract in case of poor performance) including sustenance of sanitary preparation and cooking of food); and
- e) Create a Food Safety and Quality Assurance Committee to conduct random inspections of the premises and evaluate performance of the concessionaire throughout the term of concession.

### **D. ROLE OF THE CONCESSIONAIRE**

The Concessionaire shall:

1. Maintain the cleanliness and sanitation of the Bureau of Customs, Port of Batangas Canteen premises and equipment, namely:
  - a. kitchen;
  - b. cooking wares;
  - c. dining areas;
  - d. equipment and utensils;
  - e. tables and chairs;
  - f. lavatories and lavatory supplies;
  - g. cabinets and food counters; and
  - h. the rest of the premises where the area of operations is maintained by the Concessionaire
  - i. maintain the cleanliness of rest room.
2. Ensure that the quality of all the foods, either raw or processed, complies with sanitation standard.
3. Ensure that the quality of food and service presented during the food tasting be maintained throughout the term of concession.
4. Ensure utmost cleanliness and proper hygiene in the preparation, handling and serving of food;
5. Operate the canteen Monday to Friday from 7:00 a.m. – 6:00 p.m. except during events/functions which may require extended operations and services;
6. Provide basic requirements necessary to the canteen operations, such as:
  - Manpower complement;
  - Cooking equipment;
  - Cooking wares and utensils;
  - Liquefied Petroleum Gas;
  - Movable serving racks;
  - Tables and chairs;
  - Serving trays;
  - Cash register (registered with the BIR);
  - Refrigerator;
  - Exhaust / electric fans;
  - Tableware/utensils such as plates, cups, saucers, drinking glasses, spoons, forks, etc.;
  - Food warmer, coffee maker;
  - Utensils;
  - Chafing dish;
  - Bread toaster and/or sandwich maker; and
  - Other similar items necessary for the operations of a Canteen.
7. Provide adequate supply of purified drinking water;
8. Ensure that the Bureau of Customs, Port of Batangas Canteen is a “No Smoking area”;
9. Report immediately to the Administrative any necessary repair of replacement which need to be undertaken within the Bureau of Customs Canteen premises.

10. Ensure that Bureau of Customs facilities are not used for catering services for concessionaire's outside catering or similar services;
11. Provide adequate garbage receptacles for proper garbage disposal;
12. Submit to Bureau of Customs individual Health / Medical Certificate of all concessionaire staff to ensure sanitation standards are met and shall be renewed annually;
13. Post copies of the permit, sanitation standard rating sticker, and classification of food establishment sticker on the wall of the Bureau of Customs Canteen; and
14. Ensure that all personnel under the employ of the Canteen Concessionaire must wear the following;
  - Identification Card issued by the BOC;
  - Hairnet;
  - Apron;
  - Appropriate footwear (closed shoes for canteen/food servers and leather shoes for waiters); and
  - Plastic hand gloves;

**E. MODE, DOMICILE AND TENURE**

The Canteen Concessionaire shall operate the BOC Canteen which is located at the Bureau of Customs, Port of Batangas.

The monthly rental shall be in the amount of Five Thousand Five Hundred Pesos (Php5,500.00) payable on or before the end of the month exclusive of water and electrical consumption;

The BOC Canteen shall serve all BOC personnel, their guests and stake holders.

The Canteen Concessionaire shall operate the BOC Canteen under a two (2) years-canteen concession contract agreement, with optional extension subject to review of BOC of Canteen's performance and to existing rules and regulations.

The parties have the right to pre-terminate the contract for breach of any of the provisions of the Contract or for poor performance including sustenance of sanitary preparation and cooking of the food, subject to sixty (60) days prior notice.

**F. BASIC QUALIFICATION REQUIREMENT**

The Concessionaire must have a proven track record in the canteen/food service industry/operation with the following eligibility requirements;

1. Certification that the company is or had been on the canteen/ restaurant/ catering operation business for at least two (2) years.

**G. LEGAL / TECHNICAL REQUIREMENTS TO BE SUBMITTED:**

1. Letter of Intent;
2. Registration with the Department of Trade and Industry (DTI) or Cooperative Development Authority (CDA);
3. Current Mayor's Permit;
4. Audited Financial Statements stamped "received" by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institution, for the last two (2) years.

**H. CRITERIA FOR SELECTION (SCHEDULE OF FOOD TASTE TEST)**

Bidders are required to submit to the Bids Award and Committee (BAC) their four (4) week menu cycle, Bidders will undergo a Food Taste Test after the opening of bids, comprising of actual cooking and food preparation which shall be held in the Bureau of Customs, Port of Batangas premises. The winning bidder shall prepare two (2) full sets (good for 5 pax) of package meals for breakfast, lunch and snack's ("merienda") based on their bid proposals.

Evaluation of good samples for the package meal shall follow the procedure hereunder. (A bidder who fails to submit the food samples shall cause the return of its proposal and shall be disqualified).

**Qualitative Measure (QM)**

Food samples shall be presented on chinaware or porcelain plates and silverware utensils covered with plastic food wrap for labeling. The soup shall be in small chinaware or porcelain container. Each meal shall be evaluated on three (3) major criteria:

1. Taste – 50% [Food is palatable and properly cooked (i.e., not overdone or underdone)];
2. Freshness – 25% (use of fresh ingredients); and
3. Set-up/Preparation – 25%.

**PASSING RATE: 80%**

**Note:**

Based on the Section and Division Chiefs consultation dated September 9, 2014.

**Prepared by:**

**(Sgd.) APOLINARIO V. GONZALES**  
OIC, Legal Section  
Head, BAC Secretariat

**APPROVED BY:**

**(Sgd.) COLL. JULIUS B. PREMEDILES**  
Deputy Collector for Operations/  
Administration