



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

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BIDS AND AWARDS COMMITTEE

SUPPLEMENTAL/BID BULLETIN

ADDENDUM NO. 1

PROCUREMENT OF JANITORIAL SERVICES

This Addendum No. 1 dated 09 August 2024 is issued to clarify, modify or amend items in the Bid Documents. This shall form an integral part of the Bid Documents.

ISSUES	CLARIFICATION/AMENDMENTS
<p><u>Section I. Invitation to Bid</u></p> <p>1. The Bureau of Customs (BOC) through the authorized appropriations under the CY 2024 General Appropriations Act intends to apply the sum of Fourteen Million Five Hundred Seventy-Six Thousand Eight Hundred Nineteen Pesos and Ninety Centavos (Php14,576,819.90) being the Approved Budget for the Contract (ABC) to payments under the contract for the "Procurement of Janitorial Services". Bids received in excess of the ABC shall be automatically rejected at the bid opening.</p>	<p><u>Section I. Invitation to Bid</u></p> <p>1. The Bureau of Customs (BOC) through the authorized appropriations under the CY 2024 General Appropriations Act intends to apply the sum of Fifteen Million Fifty-Two Thousand Two Hundred Fifty-Four Pesos and Forty-Nine Centavos (Php15,052,254.49) being the Approved Budget for the Contract (ABC) to payments under the contract for the "Procurement of Janitorial Services". Bids received in excess of the ABC shall be automatically rejected at the bid opening.</p>
<p><u>Section II. Instruction to Bidders</u></p> <p>2. Funding Information</p> <p>2.1. The Government of the Philippine (GOP) through the source of funding as indicated below for FY 2024 General Appropriations Act in the amount of Fourteen Million Five Hundred Seventy-Six Thousand Eight Hundred Nineteen Pesos and Ninety Centavos (Php14,576,819.90).</p>	<p><u>Section II. Instruction to Bidders</u></p> <p>2. Funding Information</p> <p>2.1. The Government of the Philippine (GOP) through the source of funding as indicated below for FY 2024 General Appropriations Act in the amount of Fifteen Million Fifty-Two Thousand Two Hundred Fifty-Four Pesos and Forty-Nine Centavos (Php15,052,254.49)</p>



Section III. Bid Data Sheet

ITB Clause	
2	<p>The Funding Source is:</p> <p>The Government of the Philippines (GOP) through the authorized appropriations under the CY 2024 General Appropriations Act in the amount of Fourteen Million Five Hundred Seventy-Six Thousand Eight Hundred Nineteen Pesos and Ninety Centavos (Php14,576,819.90).</p>
14	<p>The bid security shall be in the form of a Bid Securing Declaration or any of the following forms and amounts:</p> <ol style="list-style-type: none"> 1. The amount of not less than PhP291,536.38, or 2% if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; 2. The amount of not less than PhP728,840.95, or 5% if bid security is in Surety Bond.
20.1	<p>Within a non-extendible period of five (5) calendar days from receipt by the Bidder and/or authorized representative of the notice from the BAC that it submitted the Single/Lowest Calculated Bid, the Bidder shall submit the following documents:</p> <ol style="list-style-type: none"> 1. Company profile and Organizational Chart. Company printed brochures may be included.

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14	<p>The bid security shall be in the form of a Bid Securing Declaration or any of the following forms and amounts:</p> <ol style="list-style-type: none"> 1. The amount of not less than PhP301,045.09, or 2% if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; 2. The amount of not less than PhP752,612.72, or 5% if bid security is in Surety Bond.
20.1	<p>Within a non-extendible period of five (5) calendar days from receipt by the Bidder and/or authorized representative of the notice from the BAC that it submitted the Single/Lowest Calculated Bid, the Bidder shall submit the following documents:</p> <ol style="list-style-type: none"> 1. Company profile and Organizational Chart. Company printed brochures may be included. 2. The bidder shall submit the employee's current



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	<ol style="list-style-type: none"> 2. The bidder shall submit the employee file of each janitorial personnel with complete attachments, such as but not limited to, resume, training certificate/s, Police and NBI clearances, and medical certificate. 3. The bidder shall submit a certificate with at least a satisfactory performance rating from its existing and/or previous client. 4. Certified true copy of the following: <ol style="list-style-type: none"> a. Latest/current Clearance/Certificate of remittance and compliance with statutory obligation from the SSS Regional Office where the main office of the janitorial agency is based. b. Latest/current Clearance/certificate of good standing and compliance with statutory obligation/remittance from PAG-IBIG; c. Latest/current Clearance/certificate of good standing and compliance with statutory obligation/remittance from PHILHEALTH; 		<p>(2023/2024) file of each janitorial personnel with complete attachments, such as but not limited to, resume, training certificate/s, Police and NBI clearances, and medical certificate.</p> <ol style="list-style-type: none"> 3. The bidder shall submit a certificate with at least a satisfactory performance rating from its existing and/or previous client. 4. Certified true copy of the following: <ol style="list-style-type: none"> a. Latest/current Clearance/Certificate of remittance and compliance with statutory obligation from the SSS Regional Office where the main office of the janitorial agency is based. b. Latest/current Clearance/certificate of good standing and compliance with statutory obligation/remittance from PAG-IBIG; c. Latest/current Clearance/certificate of good standing and compliance with statutory obligation/remittance from PHILHEALTH; 5. Latest Income Tax Return and business Tax Return with proof of payment (filed and paid through Bureau of Internal
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	<ol style="list-style-type: none"> 5. Latest Income Tax Return and business Tax Return with proof of payment (filed and paid through BIR Electronic Filing and Payment System (eFS); 6. VAT Returns (Form 2550M and 2550Q) or Percentage Tax Returns (2551M) with proof of payment covering the last 6 months; 7. Latest Audited Financial Statement duly received by Security and Exchange Commission (SEC); and 8. Updated Mayor's Permit, Tax Clearance and Department of Trade and Industry or SEC Registration. 		<p>Revenue (BIR) Electronic Filing and Payment System (eFS);</p> <ol style="list-style-type: none"> 6. VAT Returns (Form 2550M and 2550Q) or Percentage Tax Returns (2551M) with proof of payment covering the last 6 months; 7. Latest Audited Financial Statement duly received by Security and Exchange Commission (SEC) and BIR; and 8. Updated Mayor's Permit, Tax Clearance and Department of Trade and Industry or SEC Registration.
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Section V. Special Conditions of Contract

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GCC	
4	<p>The Contractor shall maintain a satisfactory level of performance throughout the contract period based on the following set of performance criteria:</p> <ol style="list-style-type: none"> i. Conformity to Technical Requirements ii. Timeliness in the Delivery of Services iii. Behavior of Personnel (Courteous, Professional and Knowledgeable) iv. Response to Complaints v. Compliance with set office policies for such services <p>The Administrative Offices concerned shall conduct a quarterly review using the above-</p>

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	cited criteria to ensure compliance with the technical specifications, as well as with the other terms and conditions imposed by the BOC during contract period.		above-cited criteria to ensure compliance with the technical specifications, as well as with the other terms and conditions imposed by the BOC during contract period.
<u>Section VI. Schedule of Requirements</u>		<u>Section VI. Schedule of Requirements</u>	
		Please see attached revised Schedule of Requirements	
<u>Section VII. Technical Specifications</u>		<u>Section VII. Technical Specifications</u>	
		Please see attached revised Technical Specifications	
<u>Sample Form of Detailed Computation</u>		<u>Sample Form of Detailed Computation</u>	
		Please see attached revised Detailed Computation	

Reminders:

- Submission of bids will be on or before 19 August 2024, 8:45 AM.
- Bids must be properly sealed and signed.
- Late submission will not be accepted.

For guidance and information of all concerned.

for:

ATTY. ERWIN T. MENDOZA
Chairperson, BOC-BAC



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Section VI. Schedule of Requirements

The contractor must be able to complete and deliver the project within the period stated hereunder:

I. Deployment Schedule

BOC Offices	Janitor	Electrician	Plumber	Aircon Technician	Carpenter	Gardener	Total	Small Offices Only shift: 8am-5pm			
								7am-4pm	8am-5pm	10am-7pm	6pm-3am
								Perimeter 1st shift: 6am-3pm 2nd shift: 7am-4pm 3rd shift: 9am-6pm			
								Big Offices 1st shift: 7am-4pm 2nd shift: 10am-7pm			
								NAIA 1st shift: 7am-4pm 2nd shift: 10am-7pm 3rd shift: 6pm-3am			
OCOM	44	2	2	2	2	2	54	12	31	11	N/A
POM	24	1	1	1	1	1	29	15	10	4	N/A
MICP	23	1	1	1	1	1	28	8	13	7	N/A
NAIA	25	1	1	1	1	1	30	9	9	9	3
TOTAL	114	5	5	5	5	5	141	44	63	31	3

Note: The deployment schedule shall be for Monday to Saturday, excluding holidays, and may be changed during contract implementation.

I. Supplies and Equipment

Item No.	Description	Quantity				Delivered, Weeks/Months
		OCOM	POM	MICP	NAIA	
I.	Cleaning Supplies and Materials/Unit					
	Mop Head (400g)	20	10	10	20	Monthly
	Dish Washing Liquid Soap/Gal (3.8 Liters)	80	40	40	40	Monthly
	Liquid Hand Soap/Gal	60	30	30	30	Monthly



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	Toilet Deodorizer/pc	80	40	40	40	Monthly
	Bleach/pc	60	20	20	20	Monthly
	Tissue Paper/Roll (3 ply)	2200	600	600	600	Monthly
	Soft Broom (Tambo)/pc	10	5	5	5	Monthly
	Rubber Pump/pc	4	2	2	2	Monthly
	Dustpan/pc	5	5	5	5	Monthly
	Pail (4gallon)	4	2	2	2	Monthly
	Dipper (Standard Size)	4	2	2	2	Monthly
	Scouring Pad/pc	40	20	20	20	Monthly
	Rugs/pc (pranela)	40	20	20	20	Monthly
	Trash Bags 18.5x18.5x40 (Transparent)/pc	1600	800	800	800	Monthly
	Sacks (for 50kls)	30	-	-	-	Monthly
III.	Cleaning Supplies and Materials/Unit					
	Nomad Matting(123cmx176cm)	4	2	2	2	Quarterly
	Stripping Pads/16" box	4	2	2	2	Quarterly
	Polishing Pads 16"/box	4	2	2	2	Quarterly
	Mop Handle (5ft)	15	5	5	5	Quarterly
	Broom (Walis Ting-Ting)/pc	15	5	5	5	Quarterly
	Carpet Shampoo/gallon	6	3	3	3	Quarterly

I hereby commit to comply and deliver the above requirements.

Name of Company (in print)

Signature of Company Authorized Representative

Name & Designation (in print)

Date



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Section VII. Technical Specifications

STATEMENT OF COMPLIANCE TO TECHNICAL SPECIFICATIONS

A. INSTRUCTION:

The bidder must state in the last column opposite each parameter and required specifications either "Comply" or "Not Comply". All pages shall be properly signed. Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause above goods manufactured by us.

Item	Specification	Statement of Compliance
I. PERFORMANCE CRITERIA		
A.	The Service Provider shall maintain a satisfactory level of performance throughout the contract period based on the following set of performance criteria:	
	1. Conformity to Technical Requirements	
	2. Timeliness in the Delivery of Services	
	3. Behavior of Personnel (Courteous, Professional and Knowledgeable)	
	4. Response to Complaints	
	5. Compliance with set office policies for such services	
	The foregoing criteria shall be used to assess the level of performance of the Service Provider and its janitorial personnel as basis for continuity of the contract.	
II. TECHNICAL EVALUATION PARAMETERS		
1.	Stability	
	a. Years of experience- Statement that the Service Provider has at least 5 years in the janitorial business	
	b. Organizational set up- Statement that the Service Provider has good and efficient office set-up, personnel, office tools and equipment	
2.	Resources	
	a. Number and Kind of Equipment and Supplies- Statement that the bidder has the minimum number and kind of equipment and supplies as specified under Section VI. Schedule of Requirements	
	b. Number of Janitors- statement that the Service Provider has at least two hundred (200) janitors, including the following: <ul style="list-style-type: none"> • At least five (5) electricians • At least five (5) plumbers 	



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	<ul style="list-style-type: none"> • At least five (5) aircon technicians • At least five (5) gardeners • At least five (5) Carpenters 	
	c. Number of Supervisors- statement that the Service Provider has at least 5 supervisors	
3.	Housekeeping Plan- Said plan must be customized for the service requirements of the BOC. The Contractor shall state/enumerate the specific methodology to be employed for the execution of the Housekeeping Plan, subject for BOC's approval. The Housekeeping Plan should accordingly be made part of the Service Provider's submission.	
4.	Other Factors	
	<p>Recruitment and Selection Criteria- The Service Provider shall ensure and submit a statement certifying that the janitors to be assigned in the BOC have undergone adequate and relevant training before deployment and have satisfactorily passed the Service Provider's relevant screening and selection tests to determine their fitness to perform said services.</p> <p>The following skilled worker must be/have:</p> <ul style="list-style-type: none"> • Electrician – Registered Master Electrician or National Certificate from TESDA (NC II) • Plumbers – Registered Master Plumber or National Certificate from TESDA (NC II) • Aircon Technician - National Certificate from TESDA (NC II) • Carpenter – at least five (5) years' experience in carpentry or National Certificate from TESDA (NC II) • Gardener – background with gardening <p>The Service Provider shall also submit certificates of relevant training for the electricians, plumbers, aircon technicians, gardeners, professional drivers and general carpentry staffs. (during post-qualification)</p> <p>Completeness of uniforms and other paraphernalia.</p>	
III. HOUSEKEEPING PLAN		
I.	Daily Housekeeping Responsibilities- Including but not limited to the following areas: (i) common office area; (ii) conference rooms; (iii) hallways/corridors; (iv) stairways; (v) pantry; (vi) restrooms; (vii) storage rooms; and (viii) grounds	
	a. Report to each respective assigned area; sweep the floor and pick-up with the dustpan litters scattered around the BOC premises.	
	b. Scoop off any sticky substance or dirt on the floor with putty knife and clean with damp cloth or rag.	
	c. Mop the floor with damp mop head. Finish cleaning with clean and dry mop head.	
	d. Wipe with damp cloth or rag all tables, chairs, computers, steel and wooden cabinets, electric fans, telephone instruments, refrigerators, air conditioning grilles and	



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	casing, and other office equipment. Finish cleaning with a clean and dry cloth or rag.	
	e. Empty waste baskets/receptacles. Clean same with liquid detergent and rinse off with water and let dry. Return wastebaskets receptacles to their respective places.	
	f. Wipe with damp cloth all windowsills, windowpanes/glass, mirrors, roman shades, aluminum/stainless steel frame doors and stair railings.	
	g. Remove stain marks or dirt on walls, doors and building posts with chemical removers or with cloth, soak in liquid detergent or cleanser. Finish cleaning with damp cloth or rag.	
	h. Wash with water the whole area of the comfort room, then sweep and drain. Drain or remove water inside toilet bowl before pouring cleanser. Sprinkle cleanser on walls and floor tiles, water closet tank, lavatory and sink, and toilet bowl. Scrub inside of toilet bowl with brush or sponge with handle, then flush. Scrub with brush or sponge the whole area of the comfort room. Rinse off with water and dry and clean mop/cloth. Clean mirrors with damp newspaper or cloth and finish cleaning with dry cloth. Spray comfort room with air freshener.	
	i. Sweep and clean driveways.	
	j. Cut/uproot unsightly grass growth.	
	k. Water potted/indoor ornamental plants inside the BOC offices.	
	l. Trim and remove dried leaves both inside and outside BOC.	
	m. Attend to the needs of any meetings as may be required by each office or bureau.	
	n. Report any unnecessary maintenance repairs immediately.	
	o. Stay in their respective post for official messengerial/errand work.	
	p. Monthly performance evaluation report of janitors.	
	q. Sanitize/disinfect regularly certain areas, high touch areas and otherwise.	
	r. Collect all garbage and cause and its hauling from the dumpsite 3x a week or as often.	
2.	Weekly Maintenance- general cleaning of all areas every Saturday.	
	a. Scrub and strip off sticking dirt, gums, and other similar substances, particularly those inner areas and corners. Wash clean with soap and water, then dry.	
	b. High clean/sweep cobwebs off the ceiling and wipe light fixtures/diffuser and upper walls.	
	c. Remove dirt and wash clean with soap and water all window grilles and panes, stairways, balcony and walls.	
	d. Thoroughly clean all comfort rooms particularly the toilet bowls, lavatories and men's urinals. Apply disinfectant and deodorize all areas.	
	e. Thoroughly clean office furniture and fixtures and other office equipment, taking extra care in moving the same to avoid damage.	
	f. Apply floor wax on floors and polish shine.	



	g. Spray insecticide or apply rodenticides inside BOC offices to eradicate rats, flies, mosquitoes, termites, white ants and other pests.	
	h. Cultivate soil and fertilize indoor and outdoor plants.	
	i. Clean catch basins and all planter boxes.	
	j. Clean/wash garbage cans.	
	k. Clean all parts of the refrigerator.	
	l. Clean microwave oven/oven toasters; etc.	
	m. Clean/wash aircon filters and louvers.	
	n. Broom-clean the dumpsite/haul out waste/garbage of BOC premises	
3.	Monthly maintenance every last Saturday of the month.	
	a. Wipe/clean blinds.	
	b. Clean windows	
	c. Clean door jambs, balusters, and handrails.	
	d. Clean glass walls/partitions.	
	e. Vacuum and clean all upholstered furniture.	
	f. Wash/Clean walls.	
	g. Clean gutters of every building.	
4.	Miscellaneous services to be performed whenever required.	
	a. Provide logistical assistance during meetings and conferences.	
	b. Haul/move office furniture, fixtures, and equipment.	
	c. Official messengerial and errand work.	
	d. Make available at all times relievers and/or replacements to ensure continuous and uninterrupted services in case of absence of the janitor regularly assigned to each office or bureau or area.	
IV.	PROVISION OF CLEANING TOOLS/EQUIPMENT	
	The Service Provider shall provide, at the minimum, the following cleaning tools and equipment which are new or in good condition. <ul style="list-style-type: none"> • At least three (3) Heavy-duty floor polisher, • At least three (3) Heavy-duty vacuum cleaner (wet and dry) • At least two (2) Heavy duty pushcart (big) • At least three (3) Floor warning sign • At least two (2) Wheelbarrow • At least one (1) auger/declogging machine 	
V.	OTHER REQUIREMENTS:	
	<ul style="list-style-type: none"> ➤ General control and supervision of the Supplier's workforce shall be under the General Services Division (GSD). <ul style="list-style-type: none"> ○ The Service Provider shall make available relievers and/or replacements at all times to ensure continuous and uninterrupted services. ➤ The GSD has the right to effect changes in the assignment/deployment of the janitors at any time during the contract period through a written notice of the Service Provider. <ul style="list-style-type: none"> ○ The Service Provider shall not reshuffle personnel without the prior clearance/approval of the GSD which hereby reserves the right to reject any proposal to reassign personnel if such reassignment is found to pose 	



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	<p>an imminent danger or prejudice to the service. It is however, understood that on matters with the Service Provider or vice versa by means of mutual consultation.</p> <ul style="list-style-type: none"> ➤ The Service Provider shall provide the said janitors with proper Uniform and I.D cards that they shall wear while performing their duties and responsibilities. ➤ The Service Provider shall certify that all equipment to be supplied to the Bureau [as approved by General Services Division (GSD)] are brand new or in good condition. ➤ The Service Provider shall provide Biometrics/Bundy Clock, which shall be in possession/custody of GSD, for the janitors as basis of the Daily Time Record of the latter. ➤ Salary/Wages of Janitors shall be paid thru Automated Teller Machine (ATM). The Service Provider shall be given a maximum period of one (1) month from the start of contract period to secure ATM accounts for all janitors. A monthly individual official pays lip shall be issued by the Service Provider to its personnel. ➤ Render of overtime is subject to availability of funds. 	
	<p>The contract shall be subject to a renewal whereby the performance evaluation of the service provider shall be conducted in accordance with the Technical specifications mentioned above.</p>	

I hereby commit to comply and deliver the above requirements.

Name of Company (in print)

Signature of Company Authorized Representative

Name & Designation (in print)

Date



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Sample Form of Detailed Computation

Direct Cost

Salaries and Wages

Daily Rate = 645

Php _____

Total Number of Regular Working Days

Total Number of Regular Non-working Holidays

Total Number of Regular Special-working Holidays

Subtotal Number of Days

Benefits

13th month pay

5 days incentive leave

Statutory Employer's Share

SSS Premium+ECC

Philhealth

Pag-ibig contribution

Subtotal

Administrative Overhead (10%)

Supplies and Equipment per Janitor

Cleaning Materials

Cost per personnel

VAT (12%)

Total Cost per personnel

Monthly Rate for 141 Janitors/Plumbers/Electricians

Contract Duration

(September 2024 to December 2024)
