

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

SCOPE OF SERVICE

SECURITY SERVICES FOR GARDENS OF MALASAG ECO-TOURISM VILLAGE AND ZAMBOANGA GOLF COURSE & BEACH PARK FOR TWELVE (12) MONTHS

INTRODUCTION

The Tourism Infrastructure and Enterprise Zone Authority (TIEZA) is a government owned and controlled corporation created under RA 9593 and an attached body corporate of the Department of Tourism (DOT). It handles several operating assets among which are the Gardens of Malasag Eco-Tourism Village located at Cugman, Cagayan de Oro City and the Zamboanga Golf Course and Beach Park located at Upper Calarian, Zamboanga City.

The TIEZA principal office is located at 6TH & 7TH Floors, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue, corner EDSA Extension, 1302, Bay Area, Pasay City.

The TIEZA through its Bids and Awards Committee is inviting interested and qualified parties to bid for the provision of Security Services for the above-mentioned operating assets, specifically as follows:

TIEZA OPERATING ASSETS	Number of Guards	AMOUNT/ Annual
Gardens of Malasag Eco-Tourism Village	5	1,122,000.00
Zamboanga Golf Course & Beach Park	10	1,970,000.00
	Total	P 3,092,000.00

BIDDING ON THE PROCUREMENT OF SECURITY SERVICES

Pursuant to Section 5 (h) of RA 9184, as reiterated in Section 5 (k) of its implementing Rules and Regulation (IRR), procurement of general support services, including non-personal or contractual services, such as security and janitorial services, falls under the definition of goods. Thus, for purposes of bidding in the procurement of security services for TIEZA Operating Assets, the winning bid shall be determined by the lowest calculated and responsive bid.

In order, however, to achieve proper and efficient procurement of requirements of TIEZA security services for Operating Assets, the Bids and Awards Committee (BAC) shall also take into consideration, aside from the cost, other factors in determining the winning bid, such as, but not limited to, contracts with other clients, standards of internal governance, adequacy of resources, levels of training and adhere to labor and other social legislations.

The minimum requirements prescribed on this Scope of Service shall be used as basis in evaluation of the technical proposal of the bidder. Compliance of the bidder to said minimum requirements shall be determined using a "pass-fail system".

The Financial proposal shall be accompanied or supported by a breakdown of all costs, including cost of supplies and equipment, necessary for the execution of the contract.

The winning bidder is expected by TIEZA to maintain a satisfactory level of performance throughout the term of contract based on the performance criteria which shall include, among others,

- (a) Quality of service delivered;
- (b) Time Management;
- (c) Management and Sustainability of personnel;
- (d) Contract administration and management;
- (e) Provision of regular progress reports on the status of TIEZA's Operating Assets premises in terms of security services in accordance with security plan.

Based on assessment, the TIEZA may pre-terminate the contract of the security services contractor for its failure to perform its obligations thereon. Likewise, TIEZA may order replacement of guard/s in case of unsatisfactory performance or non-compliance with the required security services.

On the fifth (5) and tenth (10) month of the security service contract implementation, the Resident Manager shall conduct an assessment evaluation of the performance of the security agency based on the set of performance criteria prescribed by TIEZA (copy attached as Annex A).

Correspondingly, the approved Budget for the Contract (ABC) for the specific area would be the basis for the computation of the Bid Security.

I. SCOPE OF SERVICES/REQUIREMENTS

1. To effectively and continuously safeguard and protect:
 - a. The officers and employees, and the guests of the specific operating asset of TIEZA from malicious mischief, assault and other unlawful and destructive persons;
 - b. Its premises and properties from theft, pilferage, robbery, damage or loss, trespass, assault or other unlawful, and destructive acts by any person;
2. To enforce various office rules and regulations which TIEZA may promulgate from time to time.
3. To provide consistent and quality security services 24 hours daily to the TIEZA Operating Assets with qualified, licensed, bonded, uniformed, highly-trained and armed security guards, and one (1) Officer/ Shift-In-Charge (for ZGCBP) who shall guard and protect the properties and premises and perform their duty inclusive of Saturdays, Sundays and

Holidays, and who shall be posted and distributed in accordance with the approved security plan and/or TIEZA instructions as may be relayed from time to time.

II. CONTRACT DURATION

The proposed contract for SECURITY SERVICES for the TIEZA Operating Assets shall be for twelve (12) months from the receipt of the "Notice to Proceed".

III. TIEZA REQUIREMENTS/WORK SCHEDULE FOR THE SECURITY AGENCY

1. The SECURITY AGENCY must be duly licensed, registered, and a member of the Philippine Association of Detective and Protection Agency (PADPAO) with proper operating permits (licensed by PNP-Supervisory Office on Security and Investigation Agencies) and other statutory requirements. It must have been engaged in the business for at least five (5) years.
2. The SECURITY AGENCY must provide proof of paid remittances, receipt of payments issued by these agencies: SSS, PhilHealth, PAG-IBIG Fund for the 4th Quarter of CY 2019 to be submitted during the Post Qualification stage.
3. After receipt of the Notice to Proceed (NTP) but before deployment, the SECURITY AGENCY must provide the Operating Asset with a complete and up-to-date list, photograph and Personal Data Sheet of the Security Guards to be assigned to the designated TIEZA Operating Assets. And in case of a replacement, the Personal Data Sheet with picture of the new security guard/s must be submitted for evaluation by the end-user.
4. The SECURITY AGENCY will provide a minimum of five (5) security guards at the Gardens of Malasag Eco-Tourism Village and ten (10) security guards at Zamboanga Golf Course & Beach Park (to be rotated on three (3) working shifts, Monday to Sunday including holidays on a 24 hour basis) to be assigned to the above-mentioned TIEZA Operating Assets with corresponding designated number of security guards.
5. The SECURITY AGENCY shall station appropriate number of security guards at designated strategic points within TIEZA Operating Assets' premises as well as roving guards especially at nighttime to ensure that no trespassing or other illegal activities are conducted within the TIEZA Operating Assets' premises. A Security Plan shall be submitted by the SECURITY AGENCY and must be present upon opening of the bid documents.
6. The SECURITY AGENCY shall secure ingress and egress within the premises of all persons or vehicles, and things/materials brought in and out of said premises including the conduct of reasonable check on persons and properties as normally done in public or private establishments and places for purposes of ensuring safety and security against unauthorized persons, vehicles, and/or things or materials.

7. The SECURITY AGENCY shall make the necessary written reports of any incidents to TIEZA management and/or lawful authorities, as necessary, for purposes of police and other official investigations.
8. The SECURITY AGENCY assigned shall be provided with proper agency uniforms and visible identification badges. They must also be duly licensed, in accordance with the certification required of their profession and assigned post.
9. The SECURITY AGENCY shall correct any defects in the delivery of services which shall not be limited to replacement of any guard and needed security equipment, within twenty four (24) hours upon receipt of the valid written report or complaint. The correction of defects must be acceptable to TIEZA.
10. The SECURITY AGENCY shall be equipped 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 the Operating Assets and immediate vicinity.
11. **For Zamboanga Golf Course & Beach Park only**, The SECURITY AGENCY shall provide one (1) unit motorcycle for its security guards to be used in connection with its security services. *Copy of Official Receipt/ Certificate of Registration and photo of the motorcycle to be provided for ZGCBP, however in case it is not available, bidders are required to submit an Affidavit of Undertaking during the Post Qualification stage*
12. Rate of security guards shall be based on eight (8) hours work per shift per day.
13. If the Security Agency as a supplier is a Joint Venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

IV. OTHER REQUIREMENTS / DESCRIPTIONS

1) MANPOWER

- a. The SECURITY AGENCY shall provide five (5) security personnel at Gardens of Malasag Eco-Tourism Village & nine (9) at Zamboanga Golf Course & Beach Park, must be high school graduate, experienced, licensed and well-trained, while the remaining one (1) personnel at ZGCBP will be assigned as Officer/Shift-In-Charge, must be at least college level with three (3) years of supervisory experience in the security agency industry, to guard and protect the entity premises and properties TWENTY FOUR (24) HOURS daily, including Saturdays, Sundays and Holidays.
- b. The SECURITY AGENCY must ensure that the security personnel is a Filipino citizen, physically and mentally fit, with good moral character and reputation, courteous, alert and without previous record of conviction nor pending criminal case, NBI, PNP and a Barangay Clearance.
- c. The SECURITY AGENCY shall ensure that the personnel must have the following:

- At least three (3) years of related experience (certificate of employment for submission during the Post Qualification stage);
 - With adequate knowledge in the local dialect of the area/premises, Tagalog and English;
 - Must undergo and pass the required psycho-neuro examination and drug test conducted by a reputable Philippine National Police (PNP)/ National Bureau of Investigation (NBI) accredited testing agency, which should be valid within six (6) months from the date of submission of bid (*proof of compliance must be present upon opening of the bid*);
 - He/She must be reliable, honest, courteous and professional;
- d. The Security Agency shall see to it that the assigned security guards possessed relevant training appropriate for the position and undergone pre-licensing Training Programs for new recruits, or Refresher Training Program for security guards with more than one (1) year experience.

Provided the items above shall be supported with the regular license (Private Security License Card).

Provided further that both regular license (Private Security License Card) and NBI Clearance shall be valid as of the date of opening of bid and subject to renewal, if the same should expire during the contract implementation.

2) SECURITY PLAN

(all required documents for submission for Section IV.2 must be present upon opening of the bid documents)

- a. Must submit Operational Plan and Tour of Duties.
- b. Site Inspection is mandatory, to be signed by the respective Resident Manager/Officer-In-Charge or authorized representative at the respective entity.
- c. Detailed measures and innovations to be undertaken to ensure the entry and exits of personnel / TIEZA employees/ visitors are monitored, loss of equipment and valuables are avoided and threat to the property and personnel / TIEZA employees / visitor is prevented.
- d. Detailed measures and protocol for bomb threat, fire, robbery, hostage situation, rebellion, terrorism and natural calamities.
- e. VIP Protocol – security personnel will not be utilized as bodyguard of the VIP/s. Instead, the Agency must include in their security plan, policies that will be applied whenever the entity have VIP Guests, to maintain the confidentiality of the guests profile and for proper coordination with the security personnel of the VIP.

- 3) **ADDITIONAL DOCUMENTS REQUIRED** (all required documents for Section IV.3 will be part of the Technical Proposal of the Bid Documents for submission and must be present upon opening of the bids)
 - a. Authenticated photocopy of Certificate of Membership/ Registration from Philippine Association of Detective and Protection Agency Operators (PADPAO), Inc.
 - b. Authenticated photocopy of Valid License to Operate (LTO) issued by PNP-Security Supervisory Office for Security & Investigation Agencies (PNP-SOSIA).

V. ADDITIONAL REQUIREMENTS – TERMS AND CONDITIONS

1. For the faithful compliance of the terms and condition of this contract, the AGENCY shall be required to post a performance bond (to be submitted after the award of contract) in favor of TIEZA in the equivalent amount and form according to a schedule provided in the bid documents.
2. The SECURITY AGENCY shall be responsible for the losses and damages suffered by TIEZA and guests made known to the latter within a reasonable period from the time of loss or occurrence, provided that such losses or damages are not due or traceable to the negligence on the part of the TIEZA personnel and its guests.
3. That the SECURITY AGENCY agrees to hold the TIEZA entirely free and harmless from any liability, cause or causes of action, claims which may be filed by its security guards, or any of them, by reason of his/her employment under this contract or under the provision of the Minimum Wage Law, Workmen's Compensations Act, and any other related law or laws, which are already in effect, or which may hereafter be enacted, it being expressly agreed and understood that there is absolutely no privity between them and the TIEZA, and that said security guards are not employees of the TIEZA, and the SECURITY AGENCY shall indemnify and/or reimburse the TIEZA should the later pay in advance any said claim, including damages incurred in connection therewith.
4. All guards to be assigned hereunder must first be introduced by the SECURITY AGENCY to, and accepted by the TIEZA. Assignment, details, substitution and deployment specifics shall be set forth in the appropriate contract.
5. TIEZA shall, by written request, have the right to increase or decrease the number of guards assigned at specific areas, depending upon the security demands of the Operating Assets guarded, subject to adjustment of the consideration hereof.
6. The security guards must be ready to perform other tasks as may be required by TIEZA management related to security, safety and protection such as registering visitors, inspection of bags or cargo (in & out), inspection of vehicles, escorting VIPs and other administrative functions.

VI. EQUIPMENT TO BE SUPPLIED BY THE SECURITY AGENCY

The SECURITY AGENCY shall provide one (1) unit Base Radio or VHF Radio to be stationed at the Resident Manager's or Admin Office and that all assigned security guards including the Officer/Shift-In-Charge shall be equipped with licensed VHF hand-held radios while on duty. In addition, the SECURITY AGENCY shall provide cellular phone/s to the Officer/Shift-In-Charge that will serve as back up in case problems arise in existing radio communication system to ensure continuity of communication among the security guards.

LIST OF FIREARMS AND AMMUNITION

Location	Firearm Type	Quantity	Ammunition
Gardens of Malasag Eco-Tourism Village	9mm pistol	1 per guard	15 rounds
Zamboanga Golf Course & Beach Park	9mm pistol	1 per guard	15 rounds

All firearms to be issued to security guards while on duty must be original, branded and duly licensed. We reserve our right to conduct inspection to ensure compliance to this. In addition to the above firearms / ammunitions, the security guards are required to have nightsticks and handheld metal detectors as additional paraphernalia to complement the issued firearms.

VII. MODE OF PAYMENT

1. Notwithstanding the stipulated contract price, the SECURITY AGENCY shall be paid only for the services actually rendered by its guards.
2. At the end of the month, after delivery of the security services to the project site, the SECURITY AGENCY shall submit monthly billing statement and the Daily Time Record (DTR) of the security guards, which shall be validated by the Resident Manager/ Officer-In-Charge or procuring entity's authorized representative with attached detailed daily reports of any significant events or inputs in a logbook should also be submitted.

Payroll presentation should indicate the following:

Daily Time Records

Name of Security Guard

Actual number of hours and days rendered for the period, duly signed by the Resident Manager/Officer-In-Charge or authorized representative and its Detachment Commander

3. No request for payment shall be approved and granted unless supported by the following documents:
 - a. Validated billing statement;

- b. Individual Daily Time Record with signature of guard, Security Agency authorized representative & Resident Manager/ Officer-In-Charge or entity's authorized representative;
 - c. Certification of duty with name of guards signed by the Security Agency Representative & by the RM/OIC or procuring entity's authorized representative;
 - d. Daily Time Record's Summary Report with total number of duty hours with signature of security guard & RM/OIC or entity's authorized representative.
 - e. Security Post/Detachment Report.
4. Submission of reports should be accompanied with attached previous copies of pay slips and evidence of receipt by the security guards in addition to proof of remittance of premiums to SSS, PhilHealth, PAG-IBIG Fund and ECC for the benefit of the security guards.

VIII. APPROVED BUDGET FOR THE CONTRACT (TWELVE (12) MONTHS)

THREE MILLION NINETY TWO THOUSAND PESOS only (Php 3,092,000.00)

A. Computation for Twelve (12) Months Contract based on PADPAO Rates on eight (8) hours work per day for the Gardens of Malasag Eco- Tourism Village and Zamboanga Golf Course & Beach Park.

B. Total Approved Budget for the Contract of Twelve (12) Months for Fifteen (15) Security Guards

	Operating Assets	Location	Number of Security Guards	Approved Budget for the Contract
1	Gardens of Malasag Eco-Tourism Village	Cugman, Cagayan de Oro City	5 security guards	1,122,000.00
2	Zamboanga Golf Course & Beach Park	Upper Calarian, Zamboanga City	9 (security guards) 1 (Shift-In-Charge)	1,970,000.00
TOTAL			15	3,092,000.00

COST DISTRIBUTION PER MONTH

1. a) **Region X – Northern Mindanao – Wage Category 1 – Wage Order No. RX-20**
(covers Gardens of Malasag Eco-Tourism Village)
- b) **Region IX – Zamboanga Peninsula - Wage Order No. RIX - 20**
(covers Zamboanga Golf Course & Beach Park)

(See attached Philippine Association of Detective and Protective Agency Operators (PADPAO), Inc. REVISED Cost Distribution per Month)

2. The bid price should include and indicate the breakdown of detailed cost distribution per month based on PADPAO guidelines.
3. It shall likewise include the following cost components:
 - a. Administrative Cost - maximum of 20%
 - b. VAT - 12% (RMC-39-2007)
4. The bid price for one calendar year, shall be fixed and not be adjusted during the contract implementation, except in the following cases:
 - a. Increase in minimum daily wage pursuant to law or new wage order issued after date of bidding exceeds the daily rate specified by TIEZA;
 - b. Increase of taxes;
 - c. During the term of the contract when TIEZA justifiably need an increase or decrease the number of Security Guard services, the resulting cost of the increase or decrease, provided it should not exceed the approved budget for the applicable year.

IX. BASIS FOR EVALUATION OF AWARD

Evaluation and award of contract shall be in accordance with the provisions of Republic Act No. 9184.

PREPARED BY:




MARY JANE S. ANDRES
Tourism Coordinator

NOTED BY:



Atty. **MARIA TERESA C. ALVAREZ**
Manager – Operations Department

RECOMMENDING APPROVAL:



JETRO NICOLASE KOZADA
Assistant Chief Operating Officer
Assets Management

APPROVED/DISAPPROVED:



POCHOLO J. D. PARAGAS
Chief Operating Officer



ANNEX "A"

SET OF MINIMUM REQUIREMENTS SECURITY SERVICES

Security Services

1. Stability

- (a) Years of Experience
At least 5 years from the date of bid submission
- (b) Liquidity of the Contractor
Net Financial Contracting Capacity (NFCC) at least equal to ABC, which is computed as follows:
NFCC = ((Current assets minus current liabilities) (15)) minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started, coinciding with the contract to be bid. **The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.**
- (c) Organizational Set-up
Submit Organizational Chart

2. Resources

- (a) Number of Licensed Firearms
Fifteen (15) Security Guards (1 firearm per Security Guards on duty)
All firearms to be issued to security guards while on duty must be original, branded and duly licensed. We reserve our right to conduct inspection to ensure compliance to this.
- (b) Number and Kind of Communication Devices
One (1) unit Cellular phone, one (1) unit base Radio or VHF Radio to be stationed at the RM's or Admin Office.
Licensed VHF Handheld radios for five (5) Security Guards at the Gardens of Malasag Eco-Tourism Village & ten (10) Security Guards at Zamboanga Golf Course & Beach Park while on duty.
- (c) Number and Kind of Vehicle
One (1) unit motorcycle to be stationed at the Zamboanga Golf Course and Beach Park.
- (d) Number of Licensed Guards
Actual number of guards plus 10 percent (10%)
(15 Security Guards + 2 (10%) = 17 Security Guards)
After receipt of the Notice to Proceed (NTP) but before deployment, the Security Agency must provide the Operating Asset with a complete and up-to-date list, photograph and Personal Data Sheet of the security

guards to be assigned to the designated TIEZA Operating Assets. And in case of a replacement, the Personal Data Sheet with picture of the new security guard/s must be submitted for evaluation by the end-user.

3. Security Plan

Site Inspection is mandatory, to be signed by the respective Resident Manager or Officer-in-Charge.

- a. Operational Plan and Tour of Duties
- b. Detailed measures and innovations
Monitoring of entry and exits of personnel
 - Avoid loss of equipment and valuables
 - Prevention of threat to property and personnel
- c. Detailed measures and protocol for
 - bomb threat and fire
 - robbery
 - hostage situation
 - counter-terrorism
 - natural calamities
- d. VIP Protocol

4. Other Factors

- (a) Recruitment and Selection Criteria
 - *Filipino citizen, high school graduate with experience for the fourteen (14) security guards & at least college level with three (3) years of supervisory experience in the security agency industry for the Officer/Shift-In-Charge (certificate of employment for submission during the Post Qualification stage)*
 - *Licensed and trained security guard*
 - *Clearance from PNP, NBI and Barangay*
 - *Proof of Certificate for Neuro/psychiatric and drug test from accredited government hospital*
 - *Physically and mentally fit with good moral character*
- (b) Completeness of Uniforms and Other Paraphernalia
Cap, white long sleeves collar neck tie, blue pants, black shoes, handcuffs, metal detector, flashlight, medical kit, pro-baton night stick.
- (c) Company Manual of Operations to include disciplinary measures.