

# MINIMUM PERFORMANCE STANDARDS AND SPECIFICATIONS

AQUILINO Q. PIMENTEL JR. INTERNATIONAL CONVENTION CENTER



**MINIMUM PERFORMANCE STANDARDS AND  
SPECIFICATIONS (MPSS)**

**FOR THE OPERATIONS, AND MAINTENANCE OF  
THE AQUILINO Q. PIMENTEL JR.  
INTERNATIONAL CONVENTION CENTER**

## **MINIMUM PERFORMANCE STANDARDS AND SPECIFICATIONS**

The purpose of the Minimum Performance Standards and Specifications (MPSS) for the development, operations and maintenance of the Aquilino Q. Pimentel Jr. International Convention Center (APICC) is to:

- Establish the minimum requirements that the TIEZA's JV Partner must comply with in regard to the development, operation and maintenance of the APICC.
- Create certainty for both TIEZA and the JV Partner in the standards of performance expected from TIEZA's JV Partner.

The MPSS forms part of the Development, Operations, and Maintenance Services JV Partner Agreement for the development, operations and maintenance of the APICC, and the JV Partner is required to comply with all the MPSS provisions.

APICC shall refer to the following components of a multi-purpose facilities in APICC at Indahag, Cagayan de Oro City:

### **A. Arena**

### **B. Ground Floor**

1. Four (4) Lobbies only as Exhibit/Concessionaire/Selling Area only
2. Function Room (2, 3, 4, 6, 7& 8) @ 67 square meter per function room
3. Function Room (1 and 5) @ 200 square meter per function room

### **C. Lower Ground Floor**

1. Rehearsal Room 1 @ 51 square meter
2. Rehearsal Room 2 @ 34 square meter (open area)
3. Club Room (1&4) @ 53 square meter
4. Club Room (2&3) @ 37 square meter
5. Canteen/Cafeteria @ 52 square meter (open area)
6. Concessionaire 1, 2 & 3 @ 10.7 – 12 square meter
7. VIP Room @ 22 square meter

### **D. Parking Area**

The following tables define the Service Quality Level (SQL) for the different aspects development, operation and maintenance of the APICC. Defects and deficiencies not covered in any of the following guidelines and which may affect the security and pose danger to the public shall be corrected and/or repaired immediately.

**1. DEVELOPMENT  
INSTALLATION OF IMPROVEMENTS**

ITEMS	PARTICULARS	MINIMUM PERFORMANCE STANDARDS	DETECTION AND MEASUREMENT	REPAIR TIME/ALLOWABLE TOLERANCE
1	Plans (Detailed Engineering Design)	Must submit plans and in accordance to the following design requirements: 1. Prudent Industry Practice 2. All relevant rules & procedures and applicable regulations, norms, standards, etc. ; and relevant consents	TIEZA to review the compliance of the Detailed Engineering Design with the design requirements within thirty (30) days from the submission by the JV Partner.	No Tolerance
2	Installation of improvements /enhancement	<p>Prepare, submit and execute the design and implementation plan in accordance to the regulations and requirements for the design and implementation, alteration, repair, conversion, use, occupancy, and demolition of buildings pursuant to Section 301 of PD 1906, or otherwise known as the National Building Code and Local Building Standards.</p> <p>Design and implementation practices should ensure minimal site disruption;</p> <p>JV Partner to develop on site guidelines or controls for contractors specifying appropriate design and implementation practices. Briefing or training sessions for all contractors and their employees should be provided; specifying the desired practices and consequence for noncompliance.</p> <p>Technically competent person should be employed to supervise the activities of the workforce throughout the installation/enhancement phase</p> <p>Installation of improvements waste or domestic waste during installation/enhancement process should not be dumped at APICC and should be disposed properly outside of APICC</p>	TIEZA to approve design and implementation plan; monitor its compliance in accordance to the approved building plans/ detailed engineering design and approved design and implementation plan and appropriate practices	No Tolerance
3	Completion of Installation/ Enhancement	JV Partner must submit 1.) As built drawings/plan 2.) Asset register to include description of all assets implemented 3.) Enhancement completion Report for the Project to	TIEZA to determine and certify that the JV Partner has fully complied the requirements for the completion of the installation/enhancement and if	No Tolerance

		TIEZA not later than two (2) months after the issuance of the Final Certificate of Acceptance	so, shall then issue the Final Certificate of Acceptance to the JV Partner	
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## 2. OPERATIONS

### MANAGEMENT SERVICE

ITEMS	PARTICULARS	MINIMUM PERFORMANCE STANDARDS	DETECTION AND MEASUREMENT	FREQUENCY OF SERVICE
1	Organizational Set-up	Personnel must meet minimum qualification standards	Review of Contract of Employment/Services	Appropriate action to be undertaken within seven (7) days of receipt of notice of compliance
	Personnel (Maintenance and Housekeeping)	Staffing requirements must be filled-up at all times	Review of Resume/Personal Data Sheet	Unqualified personnel must be replaced within three (3) days from discovery
		Well-trained and highly skilled personnel (Facilities Manager and Staff)	Spot checks and reports	Erring personnel must be meted disciplinary measures within forty-eight (48) hours from discovery
		Full deployment of personnel at all times	Spot checks and reports	No tolerance
		Compliance with the government requirement on payment of personnel's SSS, Pag-IBIG, etc.	Spot checks and reports	No tolerance
Stakeholder Engagement	Regularly engage with local communities and stakeholders.	Number of stakeholder engagement initiatives conducted annually	Annually	

2	Permit, Taxes and Licenses	Timely payment of permit, taxes and licenses  1. Local Taxes & Permits 2. Professional Fees/Certifications 3. Generator Permit 4. FSIC Certificate 5. Mechanical Permit 6. Electrical Permit 7. Plumbing/Sanitary Permit 8. Property insurance Pollution Control Certification/ Registration	Non-payment/ Non-submission of required proof of payment	Annual submission of proof of payment or permits to TIEZA.
3	Water and Electric Utilities	Timely payment of water and electric bills	Non-submission of proof of payment report	Annual submission of proof of payment to TIEZA.
4.	Energy saving Measures	Daily recording of water and electricity consumption.  Electricity and water driven appliances and fixtures must be turned off when not in used	Non-submission of monthly report  Visual inspection and reports	No tolerance
5.	Safety and Health Practices	Wearing of Personal Protective Equipment and safe work practices, when performing corrective and preventive maintenance works  Open manholes must be covered at all times for the safety of the general public	Visual inspection and reports	No tolerance

	Accessibility Standards	Ensure compliance with accessibility regulations for all facilities.	Results of annual accessibility audits.	Annually
	Thermal Comfort	Monitor and adjust thermal conditions to achieve user comfort.	Percentage of user feedback indicating satisfactory thermal comfort.	Monthly
	Indoor Air Quality Management	Maintain compliance with air quality standards as per health guidelines.	Results of air quality measurements.	Quarterly

### 3. MAINTENANCE

#### A. ROUTINE MAINTENANCE REQUIREMENT

ITEMS	PARTICULARS	COMPONENTS / MINIMUM PERFORMANCE STANDARDS	REQUIRED SERVICES	FREQUENCY OF SERVICE
1	Ancillary Items	Have to be present, upright, clean and without any significant damage:	Cleaning	Daily
2	Solid waste collection and disposal	Collection and disposal of solid waste must be done properly to avoid pest infestation and foul odor	Solid waste collection	Daily
			Proper disposal of solid waste to an authorized sanitary landfill. Burning of solid waste is not allowed	Weekly or when the container given by the authorized landfill is full
3	Building exterior	Including glass, gutter and roof	cleaning and clearing of debris	Monthly
4	Pest and termite control	Engagement of a license termite/pest control contractor	Pest control	One comprehensive pest control and quarterly treatment

			Termite control	One comprehensive termite control and quarterly treatment if needed  If re-infestation occurs, immediate re-treatment is required (within 24 hours)
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### B. PREVENTIVE MAINTENANCE REQUIREMENT

ITEMS	PARTICULARS	COMPONENTS / MINIMUM PERFORMANCE STANDARDS	REQUIRED SERVICES	FREQUENCY OF SERVICE
<b>1</b>				
1.1	Generator	Air Filter	Check, clean and replace when necessary	Weekly
		Battery	Periodic Check Up	Check up every two (2) weeks
		Battery Solution Level	Periodic Check Up	Check up every two (2) weeks
		Battery Terminal	Periodic Check Up	Check up every two (2) weeks
		Bolts and Nuts	Periodic Check Up	Check up every two (2) weeks
		Crankcase Oil Level	Periodic Check Up	Six (6) months
		Engine Oil	Periodic Check Up	Six (6) months
		Fan Belts	Periodic Check Up	Check up every two (2) weeks
		Fuel Tank Level and Supply	Periodic Check Up	Check up every two (2) weeks
		Fuel Water Separator	Periodic Check Up	Check up every two (2) weeks
		Generator Exterior Body	Periodic Check Up	Check up every two (2) weeks
		Muffler	Periodic Check Up	Check up every two (2) weeks
		Noise and Vibration	Periodic Check Up	Check up every two (2) weeks
		Radiator Coolant Level	Periodic Check Up	Check up every two (2) weeks
Shafts and Joints	Periodic Check Up	Check up every two (2) weeks		

1.2	Electrical System/Panel Boards	Batteries and chargers	Ensure the cleanliness of the Equipment	Daily
		Burning or Ozone		
		Odors on Hot Spots	Check the distribution system: wire/cable conditions for deficiencies such as corrosion/dirt/moisture and fire hazards	
	Busway and Bus Duct Circuit Breakers	Check circuit breakers condition: deficiencies such as corrosion/ noise/ excessive Temps	Weekly	
	Cable Joints	Check the fuses: insulator conditions for deficiencies such	Weekly	
	Cable Terminations	Check the fuses: insulator conditions for deficiencies such	Weekly	



		Conduit Wiring	as burnt or cracks and its overall condition	Weekly
		Conductors and Relays	Check-ups for loose and burn out	Weekly check-ups for tighten and cleaning
		Contactors and Relays	Dirt; replace if necessary	Weekly check-ups for tighten and cleaning
		Extension Cords	Dirt; replace if necessary	Weekly check-ups for tighten and cleaning
		Circuit Breakers	Dirt; replace if necessary	Weekly check-ups for tighten and cleaning
		Motors, and Motor Control	Checks the terminals/panel/ cleaning grease/ winding	Weekly check-ups for tighten and cleaning
		Lighting	Check for busted/burn out; replace if necessary	Monthly
		Panel Doors	Check the lock/doors	Monthly
		Potential Sources of free water	Check the level of water	Quarterly
		Switches	Loose contracts/dirt	Monthly
1.3	Fire Detection and Alarm System	Fire Detection and Alarm devices	Visual inspection of panel lamps & LEDs, fuses, primary power supply and interface equipment	Semi-annually
		Sprinkler Devices	Test of panel lamps & LED's fuses, primary power supply, fire detection devices and interface equipment	Semi-annually
		Pumps	Visual inspection of all fire sprinkler devices	Semi-annually
			Test of sprinkler water flow switches, valve tamper switches	Semi-annually
			Test and visual inspection of smoke detectors, heat detectors, duct smoke detectors, Electromechanical Releasing Devices and Voice Evacuation Equipment	Yearly
			Replacement of sealed lead-acid batteries	Every 5 years or when needed
			Replacement of smoke and heat detector	Every 10 years or when needed
1.4	Security System Maintenance (CCTV & Access Control)	Camera Condition	Ensure that the CCTVs function are working well, directionality/ location accuracy, power source and its overall condition.	Daily
		Camera Lens		
		Camera Views/Positions		
		Controllers		
		Monitors		

		Motion Detection Sensors		
		Switches		
		Time and Date Stamps		
		Wirings and Cables		
1.5	Scoreboard/Led Wall		Dusting of component and connection with compressed air	Yearly or as needed
			Conduct routine computer and systems check	Quarterly or as needed
			Check display filters that appear clogged or damaged	Semi-annually or as needed
			Execute field calibration	Yearly or as needed
		Display Module	Check all power connection	Yearly or as needed
		Power Supply	Conduct sound inspection for silent or excessively noisy fans	Every 2 weeks or as needed
		Cooling Fans	Inspect filters for dust and debris buildup	Monthly or as needed
		Ventilation Filters	Replacement of filters	Semi-annually or as needed
		ProPixel Line Controller (PLC)	Dust off PLC with compressed air and connection	Yearly
		Player/PC	Check for windows update and virus sweeps	Monthly
1.6	Water Tank		Functioning of float operated valves or any other effective device for controlling the inflow of water. All valves to be periodically operated to ensure free movement of the working parts  Working condition of warning alarm which indicates when water goes below 50 mm from the invert of the pipes Condition of overflow warning alarm for the water tank	Monthly
			Integrity of strainer and net to prevent entry of mosquito or dirt  Water analysis at cisterns, hot and cold-water outlets. The equipment used for testing should be clean and not contaminate water	Monthly
			General housekeeping within the tank room and around to	Semi-annually

			remove any obstruction for accessibility	
			Removal of sand and dirt deposits in cisterns and tanks Thorough cleaning of tank interior and disinfection	
			Removal of rust stains and painting of the part as required	

1.7	Air conditioning Units	Air Leaks and Vibration	Check air filters	Every 2 weeks
		Blower and Cooling Fans	Check and clean air con unit	Quarterly
		Breaker (Voltage and Current)	Check and clean the condensate drain pan and thoroughly clean the heat exchanger	Monthly
		Coil		
		Comp Mounts/Vibration		
		Condenser		
		Drip Trays and Flush		
		Elec/Timers Conts and O/Loads		
		Exhaust Fan		
		External Body		
		Fan OP and Vibration/Belts		
		Fans		
		Filters		
		Noise and Vibration		
		Oil Leaks and Pipe works		
		Operation Cool/Heat		
		Pipe and Insulation Pumps on Cassette Units		
		Refrigerant Charge		
		T/Stat and Setting		
Water Leaks				
Wiring and Terminals				
1.8	Lightning Arrester		Visual inspection	Yearly
			Complete inspection	Yearly
			Critical system complete inspection	Yearly
1.9	Fire Jockey Pumps		Lubricate with a high temperature based grease before using after a long interval of non- operation	As Needed

		Visually check for leaks	Every Week
		Check for vibration	
		Hand test bearing housing for any sign of temperature rise	
		Adjust gland as necessary to maintain slight leakage	
		Check bearing temperature with a thermometer	Every Month
		Check running hours and consult the re-lubrication interval chart	Every 3 Months
		Check grease lubricated bearings for saponification - i.e., sign of any deposits, oil separation and undue hardening and softening of grease	
		Check running hours and consult the re-lubrication interval chart	Every 6 Months
		Check soft packed gland packing, where fitted, and replace if necessary	
		Check shaft or shaft sleeve for scoring	
		Check alignment of pump motor	
		Check holding down bolts for tightness	
		Check couling for wear	
		Check rotation element for wear.	Every Year
		Check wear ring clearances.	
		Check re-grease for bearings.	
		Check running hours and consult the re-lubrication interval chart.	

1.10	Fountain	Operations and Maintenance of Fountain	Ensure cleanliness of the equipment and pool. (Vacuuming, filtering, scrubbing, brushing pool and equipment)	Weekly
			Removal of all unwanted materials, objects, moss, trash in the fountain & pool.	Daily and/or as required
			Operation and maintenance of equipment.	Daily and/or as required

1.11	Basement Submersible Pump Quick Discharge Connector		Ensure that there is no abnormal vibration & noise during actual operation	Daily
			Ensure that the cabling & lifting chain are tightly secured & the chain is not corroded	Every 6 months
1.12	Basement Submersible Pump		Check current and ammeter fluctuation every day	Daily
			Measure the insulation resistance	Monthly
			Replace oil in the mechanical seal chamber	Every 6 months
			Replace mechanical seal	Yearly
			Overhaul of the pump assures safe and long operation	Every 2 to 5 years
2	<b>SITE DEVELOPMENT</b>			
2.1	Electrical System	Bulb & Lights	Cleaning and Maintenance  Regularly check the lights, it should be illuminated. Replace when needed	Daily
		Main Control Panel	Verify control circuit fuse rating and continuity. Inspection of all panels for paint work damage and signs of corrosion.  Check battery tripping packs, battery integrity, signs of defects, etc.	Daily
		Wiring Connection	Check visually for any sign of damage	Daily

#### 4. COMPLIANCE WITH (SQLs) Service Quality Levels

Sufficient time is allotted to the JV Partner for mobilization and attainment of SQLs. Gradual compliance with SQLs for the different functional elements of the operations and maintenance of APICC. Facility is expected within a certain period of time. For this purpose, TIEZA reserves the right to review the compliance of the JV Partner to the SQLs after the allowable period of time **as indicated in No. 5 Process for application of penalties.**

#### 5. PROCESS FOR APPLICATION OF PENALTIES

The notice of violation shall be issued pursuant to a formal inspection following the following process:

- 1) TIEZA conducts **formal inspections**. Formal inspections are site visits that have been pre-arranged between TIEZA and the JV Partner, agreeing on the time, attendees and scope of the inspection.
- 2) TIEZA conducts a conference with the authorized representative/s of JV Partner right after the inspection to discuss findings to establish concurrence from all parties concerned regarding the findings.
- 3) TIEZA issues a notice of violation or non-compliance within seven (7) working days from inspection indicating a reasonable time frame for rectification or compliance as agreed upon by both parties.
- 4) Formal inspections may also be scheduled for the follow-up site visits, purpose of which is to verify if the JV Partner has remedied the causes of earlier non-compliance, within the time frame granted by TIEZA.
- 5) Once non-compliance within the time frame granted by TIEZA has been established, and a notice of non-compliance has been received by the JV Partner, the JV Partner may be financially penalized as stipulated under section on Penalties.
- 6) The JV Partner may appeal the non-compliance based on justifiable causes as may be determined by the JV Management Committee.

A **spot inspection** conducted by TIEZA may be a basis to request for a formal inspection.

TIEZA shall borne the expenses of its representatives to both formal and spot inspections.

## 6. PENALTIES

Penalties in SQ plans help to ensure that service quality does not decline below established standards. If the performance levels fail to meet predetermined performance targets, the JV Partner will be financially penalized. The amount of penalty will be computed based on the performance measures cap of **1.5%** of the monthly payment for each of the performance measures. The penalty payments shall be added by TIEZA to the monthly fix payments to be made to TIEZA, which will be calculated as follows:

No.	SLA	TARGET	PENALTY
1	Development (Plans, Installation of improvements/enhancement) Implementation and Completion of Enhancement	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services
2	Management Services	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services
3	Security / Safety Services	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services

4	Routine Maintenance Requirement	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services
5	Corrective Maintenance Requirement	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services
6	Preventive Maintenance Requirement	As per implementation timelines	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services
7	Not keeping requires Manpower	As per Performance Standard	<b>1.5%</b> of monthly fixed payment for the fix revenue of TIEZA per day of undelivered/ delay of services

### NO LOAD GENERATOR TEST (IDLE)

<b>Facility</b>		<b>Genset #</b>	
<b>Month/Year</b>			
<b>WEEK</b>	<b>MILEAGE, FUEL STATUS, PROFESSIONAL OBSERVATION AND RECOMMENDATION</b>	<b>NAME AND SIGNATURE</b>	
<b>Week 1</b>			
<b>Week 2</b>			
<b>Week 3</b>			
<b>Week 4</b>			

Monitored by:

Noted by:

\_\_\_\_\_  
Operation and Maintenance Personnel

\_\_\_\_\_  
APICC Manager



**ROUTINE CHECK OF CONTROL SETTINGS**

Facility			
Month/Year			
Date	Meter Reading	Remarks	Name and Signature
01			
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Monitored by:

Noted by:

\_\_\_\_\_  
Operation and Maintenance Personnel

\_\_\_\_\_  
APICC Manager

### POWER MONITORING CHECKLIST

<b>Facility</b>		
<b>Month</b>		
<b>ACTIVITY</b>	<b>ASSESSMENT</b>	<b>RECOMMENDATION</b>
<b>Generator Status</b>		
<b>Energy Management</b>		
<b>Month</b>		
<b>ACTIVITY</b>	<b>ASSESSMENT</b>	<b>RECOMMENDATION</b>
<b>Generator Status</b>		
<b>Energy Management</b>		

Monitored by:

Noted by:

\_\_\_\_\_  
 Project Monitoring Team of JV Partner for  
 Development, Operations and Maintenance  
 of APICC

\_\_\_\_\_  
 Project Monitoring Team of TIEZA  
 Partner for Development, Operations  
 and Maintenance of APICC

### CORRIDOR MONITORING CHECKLIST

<b>Facility</b>	<b>Corridor</b>	
<b>Month</b>		
<b>ACTIVITY</b>	<b>ASSESSMENT</b>	<b>RECOMMENDATION</b>
<b>Electrical System</b>		
<b>Public Toilets</b>		
<b>Landscape Maintenance</b>		
<b>Garbage Collection</b>		

Monitored by:

Noted by:

\_\_\_\_\_  
 Project Monitoring Team of JV Partner for  
 Development, Operations and Maintenance  
 of APICC

\_\_\_\_\_  
 Project Monitoring Team of TIEZA  
 Partner for Development, Operations  
 and Maintenance of APICC