



Republic of the Philippines
DEPARTMENT OF HEALTH
PHILIPPINE CHILDREN'S MEDICAL CENTER

Quezon Avenue, Quezon City 1100
website: www.pcmc.gov.ph email: officeofthedirector@pcmc.gov.ph
Trunk Line: 8588-9900 to 20 Direct Line: 8924-6601

NOTICE OF AWARD
NOA-2025-001

LSERV CORPORATION

21F Petron Megaplaza,
358 Sen. Gil Puyat Ave., Makati City
Tel. No.: 8812-9607
Email Add: ddcalibara@lserve.com.ph

Dear Sir / Madam:

This is to inform you that based on the result of the conducted Public Bidding for the project stated below under Invitation to Bid No. IB-2025-001 as per BAC Resolution No. R2025-00-008, your proposal was found to be responsive.

ITEM DESCRIPTION	TOTAL COST
One (1) Lot Outsourcing Manpower Complement (Multi-Year) for three (3) years (Conforme to all the details contained in the attached Terms of Reference)	Php 41,388,466.92 for the 1st year

You are hereby required to provide on or before 17 JAN 2025 the following:

1. Necessary contract for this purpose
2. Payment of Performance Security in **either** of the following forms:

FORM OF PERFORMANCE SECURITY	AMOUNT OF PERFORMANCE SECURITY (Equal to Percentage of the Total Contract Price)
a) Cash or cashier's/ manager's check issued by a Universal or Commercial Bank	Five percent (5%) Php2,069,423.35
b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Thirty percent (30%) Php12,416,540.08

Kindly disregard and report any form of solicitation using the name of the Executive Director and/or the PCMC. These unsanctioned requests are unlawful and will not be tolerated.




NOA-2025-001

One (1) Lot Outsourcing Manpower Complement (Multi-Year) for three (3) years
LSERV CORPORATION

Failure to provide the Performance Security and/or contract shall constitute sufficient ground for cancellation of the award and imposition of penalties/forfeiture corresponding to the Bid Security posted.

Very truly yours,



MARIA EVA I. JOPSON, MD, MScHSM, MPM
OIC, Executive Director 

Conforme:

This is to certify that the company has authorized me to accept this award, sign all related documents and hold the company bound by rules and laws applicable thereto.

I further certify that I have chosen the following mode (as checked) as the form of retention money required of us under RA 9184 Sec. 62.1

- Bank Guarantee
- 1% Deduction from claims on the first payment for staggered deliveries

Authorized Signatory (Signature over printed name)

Designation

Date

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Republic of the Philippines
PHILIPPINE CHILDREN'S MEDICAL CENTER
 Quezon Avenue, Quezon City

ONE (1) LOT OUTSOURCING MANPOWER COMPLEMENT (MULTI-YEAR) FOR THREE (3) YEARS

I. BACKGROUND

The **PHILIPPINE CHILDREN'S MEDICAL CENTER (PCMC)** is a Government-Owned and Controlled Corporation, created and existing under and by virtue of President Decree No. 1631, as amended, is represented by its Executive Director, **SONIA B. GONZALEZ, MD, MScHSM, MPM**, with office address at Quezon Avenue corner Agham Road, Diliman, Quezon City.

II. OBJECTIVES

To acquire the services of an independent, experienced and qualified contractor that can provide efficient and excellent administrative support services personnel in this Medical Center.

III. SCOPE OF WORK

The **SERVICE PROVIDER** shall provide administrative support services personnel for a period of three (3) years at PCMC.

MANPOWER REQUIREMENT

No. of Manpower	Position	Qualification	Job Description
51	Office Clerk	a. Completion of two (2) years studies in college; b. Career Service Eligibility is not required but an advantage	Sorts, indexes, encodes, scans and files correspondence, records and other documents; Screens and reviews all incoming communications; Disseminates/Routes important documents/papers to concerned units; Types letters and follow-up endorsements, certifications and other official routine communications pertinent to the unit; Drafts simple correspondence; Assists in determining supplies needed and make requisitions through standard procedures; Assists in the set-up of meetings and prepares minutes of the meeting when necessary; Answers phone calls and relays messages to concerned officials;

COMPLY

			Performs other duties which may be assigned from time to time.
95	Office Assistant	a. Bachelor's Degree;	Sorts, indexes, encodes, scans and files correspondence, records and other documents;
		b. Career Service Eligibility is not required but an advantage	Screens and reviews all incoming communications;
			Disseminates Routes important documents/papers to concerned units;
			Types letters and follow-up endorsements, certifications and other official routine communications pertinent to the unit;
			Drafts simple correspondence;
			Assists in determining supplies needed and make requisitions through standard procedures;
			Assists in the set-up of meetings and prepares minutes of the meeting when necessary;
			Answers phone calls and relays messages to concerned officials;
			Responsible for keeping confidential matters;
			Ensures that the reception area of the office are kept clean and organized;
			Determines supplies needed and makes requisitions through standard procedure;
			Assist in the preparation of reports, performs liaison task to PCMC external partners;
			Performs other duties which may be assigned from time to time.

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A. General Conditions:

1. The SERVICE PROVIDER shall assign staff, all of whom should report for eight (8) hours a day or total of forty (40) hours of work per week, five (5) days a week, during regular working hours, or at schedules to be agreed by both parties. All staff must meet the minimum qualifications and required to comply with the PCMC's approved memorandum on work schedule.
2. Change of schedule maybe allowed when required and approved by the duly authorized personnel and/or representatives of the PCMC and upon written communication from the SERVICE PROVIDER.
3. Staff assigned at PCMC shall observe work suspension as well as special and non-working holidays. However, staff who are assigned in areas/offices that involve direct health/patient care and frontline services shall continue to render service, or upon approval of his/her immediate supervisor in order not to hamper or disrupt normal hospital operations.
4. Additional staff may be required as the need arises. Salary and compensation for additional staff may be arranged on a case-to-case basis.

B. Personnel Processes

1. PCMC has the right to further screen applicants, consider and approve for employment. The SERVICE PROVIDER may consider hiring existing qualified PCMC Job Order or COS workers in relation to this contract.
2. The SERVICE PROVIDER shall comply the following obligations:
 - a. Thoroughly screen all assigned staff at PCMC and require them to submit the following requirements:
 - i. Updated Resume/Personnel Data Sheet (PDS) with Work Experience Sheet, if applicable;
 - ii. NBI (before employment);
 - iii. Authenticated Certificate of Eligibility/PRC License and Board Rating, if applicable;
 - iv. PSA authenticated Birth Certificate
 - v. Non-Disclosure Agreement
 - vi. Proof of Employee Orientation and Occupational Safety and Health Training
 - vii. Fit to work Medical Certificate
 - viii. Annual Medical Examinations (during employment)
 - b. Secure acknowledgement from Head of HRMD before endorsement of staff to PCMC.
 - c. Prior to assumption to duty of staff, the SERVICE PROVIDER in coordination with the PCMC HRMD shall:
 - i. Conduct employees' orientation;
 - ii. Provide Identification Card (Official ID) and Four (4) days prescribed uniforms to its staff annually;
 - iii. Ensure staff to observe PCMC Hospital Policies such as Restrictions on Dress Code and Decorum, Wearing of ID's, Attendance and Absences, Employee Discipline and Code of Conduct, and wearing of official prescribed uniform;
 - iv. Ensure that no staff will be deployed related to PCMC employees by consanguinity or affinity (regardless of the degree) except on meritorious cases.
 - d. Responsible for the payment of all benefits due to its staff in compliance with the Labor Laws, Rules and Regulations of the Philippines.
 - e. Inform in writing the PCMC of any dismissal or separation from the service of any of its staff assigned to PCMC.
 - f. Adhere to the PCMC's prerogative to request a replacement of any of its staff.
 - g. Constantly, exercise control and supervision over its staff deployed at PCMC and shall be directly, primarily and solely responsible for any damages or liabilities that its staff may cause or incur.
 - h. Exercise extraordinary care and diligence in carrying out its obligations under this Contract and to the best interest of the PCMC.
 - i. During the Contract period or any time thereafter, refrain from using or disclosing to any person or entity, any and all information, derogatory or otherwise, concerning the affairs and activities of the PCMC which any member of the employees of the herein SERVICE PROVIDER may have acquired in any manner.

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j. Guarantee non-occurrence of any form of action, protest, mass leave, picket and strike by its staff within the PCMC premises.

i. In the event the staff of the SERVICE PROVIDER shall stage a strike resulting of non-performance of the service herein, PCMC has the right to forthwith cancel this contract, without any judicial action.

3. The SERVICE PROVIDER warrants that all its staff are qualified and experienced in the particular work contracted for and shall ensure that all its staff shall devote their best efforts and energy to the performance of their works.
4. The SERVICE PROVIDER shall replace any of its staff who shall perform any act or omission which may be prejudicial to the interest of PCMC or which may constitute negligence in the performance of their functions.
5. The SERVICE PROVIDER shall maintain a Very Satisfactory rating on over-all on semi-annual basis using the following criteria:
 - a. Punctuality and Attendance;
 - b. Client's Evaluation and Compliance with the Contract

A rating below Very Satisfactory shall be cause for termination of contract.

6. The SERVICE PROVIDER shall comply with all labor and social security laws, rules and regulations. Otherwise, any violation thereof all is a ground for the automatic termination of this Contract.

For this purpose, PCMC, at its option, may require the SERVICE PROVIDER pertinent documents relative to compliance with such laws and rules and regulations. Unjustified failure or refusal of the SERVICE PROVIDER to comply shall also be a ground for the automatic termination of this contract.

7. The SERVICE PROVIDER shall secure necessary clearances of all accountabilities in the event the contract of staff ceases or in case of voluntary resignation, separation and/or dismissal. Failure to submit all the required documents shall mean withholding of monetary benefits due to him/her.

IV. TERMS OF PAYMENT

Prior to any payment as stated in the billing statement addressed to PCMC, the SERVICE PROVIDER is required to submit, in addition to the aforementioned supporting documents, an affidavit to the effect that it has correctly paid all the salaries, benefits and/or remunerations of its staff in accordance with existing Labor Laws and Regulations, and it as promptly remitted to the employees contributions and the employer's share to SSS and Pag-ibig. PCMC shall not process any payments that are not accompanied by the said affidavit and shall be absolved from any liability resulting there from.

The billable amount under this Contract and/or the contract price may be adjusted or updated in consideration of the following:

- A. Government-mandated increase on the basic salary/wage, SSS, PhilHealth and HDMF (Pag-ibig), contributions or other similar increase mandated by the appropriate government authority.
- B. PCMC may request overtime services stating the number of hours and task to be accomplished by the staff under the SERVICE PROVIDER, provided with approved request to render overtime by the Executive Director.
 - i. Overtime rate shall be more than the stated basic rate specified in the Contract.
- C. Increase in salary pursuant to a directive or issuances by the DBM or DOLE which was used as basis in the computation of monthly basic salary rates.

V. CONTRACT PERIOD

The term of this Contract shall commence for a period of **three (3) years**.

For positions that requires less than 12 months, the PCMC shall notify the SERVICE PROVIDER, in writing, on the specific period of contract for the said positions.

PCMC reserves the right to terminate this Contract, in case the SERVICE PROVIDER fails to fulfill any of the obligations set forth in this Contract. In the event of termination, a thirty (30) days' notice shall be made by the PCMC.

VI. OTHER CONDITIONS

- A. The SERVICE PROVIDER shall guarantee for the loss or damage of the PCMC property, unless it has been duly established after investigation that said loss or damage did not result from the act, omission, negligence or fault of the SERVICE PROVIDER or any of its staff. Such loss or damage must be reported by duly authorized PCMC Official or Employee in writing to the SERVICE PROVIDER copy furnished the PCMC, within five (5) working days from occurrence or discovery thereof. When such loss or damage is caused by force majeure or fortuitous event, the SERVICE PROVIDER shall not, in any way, be made responsible.
- B. The assigned staff is the exclusive employee of the SERVICE PROVIDER and there exists no employer-employee relationship between them and the PCMC. As such, claims of any nature, financial or otherwise, by the assigned personnel arising out of and/or in connection with their employment by the SERVICE PROVIDER shall be the sole responsibility of the latter.
- C. The cost of coverage of the assigned staff for SSS, PhilHealth, Pag-ibig and other benefits due them shall be the sole responsibility of the SERVICE PROVIDER.
- D. The assigned staff shall submit to security search and spot check by the Security Personnel when required, and must observe/abide by all security regulations and requirements of the PCMC.
- E. Upon the request of the PCMC, the SERVICE PROVIDER shall relieve any of its assigned staff with whom the PCMC has lost trust and confidence, or who was found inefficient, disobedient or disrespectful or for any other valid or justifiable reason.
- F. PCMC is not answerable or liable whatsoever for any claim for the assigned staff arising from the performance of their duties and/or in the course of employment with the SERVICE PROVIDER, including claims for benefits due to the SERVICE PROVIDER staff.
- G. The SERVICE PROVIDER shall provide a contact person who shall be responsible in addressing concerns relative to the implementation of this Contract.

COMPLY

VII. LAWS, PERMITS AND CLEARANCES

SERVICE PROVIDER agrees to comply with all labor laws, ordinances, rules and regulations pertaining to the services herein and undertakes to secure at its expense all necessary permit/clearances from the proper government offices.

VIII. AMENDMENT

PCMC may change the number of positions as well as the positions initially identified under this Contract, provided, that the amendments shall not exceed in the contract price. These changes shall be communicated into writing with the SERVICE PROVIDER and shall take effect upon the agreement of both parties.

Any other amendment in the terms, conditions, or provisions not stipulated in this Contract should be covered by a separate agreement as proposed and agreed upon by this Medical Center and SERVICE PROVIDER.

Terms of Reference (TOR)

One (1) Lot Outsourcing Manpower Complement (Multi-Year) for three (3) years (IB-2025-001)

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MR. GENEROSO T. CANLAS, JR.
Vice-President, Account Management Group
Government Sector

IX. SEPARABILITY

Any part, provision, or representation relative to this Contract which is prohibited or which is held to be void or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof.

“COMPLY”

CONFORME

GENEROSOT CANLAS, JR
VICE-PRESIDENT, AMG-GOVT SECTOR
Authorized Signatory
Signature over printed name

8812-9607
Contact No:

LSERV CORPORATION
Name of Company/Firm

ddcalibara@lserv.com.ph
Company's Official Email Address

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