

## **TERMS OF REFERENCE**

### **PROJECT: PROCUREMENT OF MANPOWER SERVICES (TECHNICAL AND ADMINISTRATIVE SUPPORT) FOR NHMFC FOR CY 2020**

#### 1. BACKGROUND

The National Home Mortgage Finance Corporation ("NHMFC" or the "Corporation") was created in 1977 by Presidential Decree No. 1267 which mandated to increase the availability of affordable housing loans to finance the Filipino homebuyer's acquisition of housing units through the development and operation of a secondary market for home mortgages. As the major government home mortgage institution, NHMFC was mandated to provide a viable home mortgage market by purchasing mortgages originated by both private and public institutions that are within the government- approved guidelines.

In support of NHMFC's day-to-day operations, NHMFC is requiring the provision of manpower services for the supply of its technical, professional and administrative support personnel through competitive public bidding in accordance with the provisions of R.A. 9184 and its Implementing Rules and Regulations.

#### 2. APPROVED BUDGET: The Funding Source is the Approved Corporate Operating Budget (COB) for CY 2020 in the amount of P45,000,000.00 inclusive of all applicable taxes and fees.

#### 3. MINIMUM QUALIFICATIONS OF BIDDER

- a. With ten (10) years of experience in providing manpower services in government offices;
- b. Capable of providing at least 160 manpower agency personnel (excluding janitorial and security personnel); and
- c. With financial capability to advance the compensation (e.g. wages, overtime, additional mandatory benefits) of manpower agency personnel in relation to their assignment with NHMFC for at least three (3) months;
- d. Must be ISO 9001:2015 certified

#### 4. SCOPE OF WORK

- a. Administrative, professional and/or technical support to NHMFC;

b. Project-based or time-bound activities; and

c. WorkorservicerelatedorincidentaltoNHMFC’sfunctionsandoperation

5. MANPOWER REQUIREMENT

a. Placeofassignmentandnumberofrequiredmanpoweragencypersonnel

Assignment	8 hours a day/ 5 days a week or 40 hours/week
NHMFC Head Office and its satellite offices.	At least 160 manpower agency personnel

**Schedule of Requirements**

No. of Personnel	Position	Salary Grade	Rate/Day+ AUHTORIZE D COLA
3	Messenger	4	537.00
12	Administrative Aide (Driver II)	6	539.00
56	Clerk IV	8	545.05
18	Administrative Services Assistant I	9	552.60
50	Administrative Services Assistant II	10	566.08
5	Administrative Services Officer II	13	593.05
4	Administrative Services Officer III	15	875.16
2	Collection Specialist	15	875.16
1	Appraiser	15	875.16
2	Data Encoder IV	13	593.05
1	IT Librarian	15	850.16
1	Web Developer/Administrator	19	1,034.52
2	Research Specialist	15	850.16
1	Programmer II	15	850.16
1	GAD Officer	15	850.16
1	Legal Officer I	19	1,034.52

b. Technical Qualifications of Service Contractor’s Agency Personnel ( See attached Annex “A”)

## 6. OBLIGATIONS AND RESPONSIBILITIES

- a. After determining the lowest and most responsive bidder in the competitive bidding conducted for this purpose, NHMFC shall grant and award to the winning Manpower Service Provider the Contract to Provide the Manpower Support Personnel. (Criteria for Rating attached as Annex "B")
- b. The winning bidder shall send a monthly billing to NHMFC which shall be the basis for payment of its services. Other required documents shall be determined by the Corporation prior to payment to be attached to the Disbursement Voucher such as but not limited to the following:
  - o Sworn affidavit certifying that it has paid the salaries, wages and/or benefits of its personnel under the law for the previous billings as well as proof of remittances, premium/payments and other deductions/contributions authorized by law;
  - o Sworn Statement showing that actual services have been rendered by the personnel of the winning bidder for the period claimed.
- c. The winning bidder shall ensure that the mandated premiums have been remitted to the concerned agencies such as but not limited to, PAG-IBIG, SSS, PhilHealth, ECC, etc. and withholding taxes due to BIR.
- d. The winning bidder shall not charge administrative fee to non-regular monetary benefits to manpower agency personnel (e.g. travel allowances and benefits granted by NHMFC).
- e. The winning bidder must be able to provide appropriate office uniforms and nametags for the personnel that will be assigned to NHMFC that will be for the account of the winning bidder;
- f. The winning bidder must provide health protection benefit/coverage to manpower agency personnel that will be for the account of the winning bidder.
- g. The winning bidder must have enhanced health provisions during this time of pandemic for personnel assigned to NHMFC. This shall include company protocols for suspect COVID-19 cases and PCR testing when necessary. Likewise, whatever is applicable, the Joint DTI-DOLE Circular on Interim Guidelines on Workplace Prevention and Control of COVID-19 must be observed i.e. for the benefit of personnel assigned to NHMFC.
- h. The winning bidder shall have advance travelling expenses incurred by the outsourced personnel during the official travel outside their official workplace that is incidental to

the performance of their respective duties and functions, provided that such travel and rendition of overtime services shall have prior approval by authorized NHMFC official and pursuant to NHMFC's policies and subject to availability of funds.

- i. The winning bidder, upon recommendation of NHMFC, shall be willing to absorb up to 100% of the present agency personnel currently working at NHMFC;
- j. The winning bidder shall agree to increase or decrease the number of support personnel to be deployed subject to actual manpower requirement of NHMFC during the effectivity of the Contract. NHMFC may also add other position title/s not included in the list of positions.
- k. The winning bidder fully guarantees the capabilities and competence of technical and administrative manpower agency personnel to be assigned in the NHMFC Head Office and its satellite offices and agrees to any personnel changes that the NHMFC shall require in case the individual work performance of respective support personnel concerned fail below project/work activity expectations.
- l. The winning bidder shall, at its own expense, provide additional training for its agency personnel as may be required for the performance of their jobs or as may be required by NHMFC.
- m. The winning bidder shall provide NHMFC with a list of personnel to be assigned at NHMFC and submit the following documents per personnel upon request:
  - o Personal Information Sheet
  - o Transcript of Records
  - o Certificate of Employment/Seminars/ Training (if any)
  - o Certificate of Eligibility (if any)
  - o Birth Certificate
  - o Marriage Contract (if any)
  - o NBI Clearance
  - o Medical Certificate
  - o Drug Test Results
  - o Psychological/IQ Exam

The winning bidder shall submit a notarized Certificate of Authenticity and Veracity of the above-mentioned documents.

- n. The winning bidder must provide one (1) biometric machine for attendance monitoring of manpower agency personnel assigned in the NHMFC Head Office;

- o. The winning bidder shall provide one resident administrator (at no cost to NHMFC) to address all the concerns regarding the deployment of manpower agency personnel to NHMFC;
- p. The winning bidder shall authorize NHMFC in special cases, where warranted/exigent, to intervene in the supervision of the personnel assigned to NHMFC during their term of duty. However, the exercise by NHMFC of such authority shall neither be deemed nor interpreted as relinquishment of the power/responsibility of the winning bidder as employer of its personnel assigned to NHMFC, nor be construed as creating any employer-employee relationship between the Corporation and the said personnel of the winning bidder.
- q. The winning bidder shall assume all accountabilities over all agency personnel that shall be provided and deployed in NHMFC Head Office and satellite offices;
- r. The NHMFC shall impose on the winning bidder penalties for offenses or violations committed by its service personnel

Offenses/Violations of Personnel	Penalty
Support personnel not wearing the prescribed uniform or not in corporate attire including the wearing of identification card; Support personnel not attending the flag ceremony every Monday while on office premises; Support personnel found loitering during office hours or extending allotted break time; Service personnel smoking in prohibited areas; Support personnel found gambling inside office premises; Support personnel incurring tardiness and/or undertime, regardless of the number of minutes per day, for ten (10) times in a month for at least two (2) consecutive months during the year or at least two (2) months in a semester; Support personnel incur ten (10) unauthorized absences in a month; Support personnel found to have at least two (2) verified written reports of discourteous act from the respective unit heads or supervisors or other concerned departments while in the performance of their duty	Deduction from the billing of equivalent one (1) day basic salary per violation.

HRD of NHMFC shall provide the winning bidder of the above guidelines and imposition of penalties.

Any act of negligence and misconduct, malfeasance and misfeasance or nonfeasance shall be reported to the winning bidder for appropriate action.

- s. The winning bidder shall maintain a very satisfactory level of performance throughout the period of the contract based on a prescribed set of performance criteria.

## 7. OTHERS

- a. The maximum for the administrative fee is seventeen percent (17%) of the Total Amount Paid to Employees and Government. It is understood that that the Total Amount Paid to Employees as basis for the administrative fee is subject to the deductions as mentioned under Section 6.d. of this Terms of Reference. The minimum for the daily wage of manpower agency personnel is the authorized/legal minimum wage plus COLA. However, NHMFC may require manpower agency personnel with higher qualifications and more experience for which it shall pay a daily wage higher than the minimum wage.
- b. In addition to Section 3.a. of this Terms of Reference, prospective bidders should have completed, within the last ten (10) years from the submission of bids, five government (5) contracts that is similar to the contract subject of this bidding, the value of each contract must be at least 50% of the present Approved Budget for the Contract.
- c. Prospective bidders must not have any pending administrative/civil/criminal case (filed/pending before any court or quasi-judicial body) filed by any of its previous employees for violation of Labor and other laws. The prospective or winning bidder shall agree that NHMFC's knowledge/notice that a case has been filed against the prospective bidder or winner bidder may be a cause for disqualification or termination of the contract, as the case may be. The winning bidder shall agree that the NHMFC shall incur no liability whatsoever, if the termination of the contract is due to this aforementioned cause.

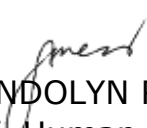
## 8. DURATION OF CONTRACT

The contract for the provision of manpower services shall be initially for a period of one (1) year reckoned from the date of issuance of the Notice to Proceed. Subject to the approval of the NHMFC Board of Directors for a multi-year contract and the yearly evaluation of performance.

9. BREACH OF CONTRACT


- a. In the event that the NHMFC finds the winning bidder's services unsatisfactory or fails to comply with and/or violates any of the terms and conditions stipulated in the Contract, NHMFC, after notice to the Winning Bidder, has the option to terminate the contract prior to its expiration and NHMFC shall not incur any liability by reason of said pre-termination.
- b. The winning bidder shall be liable for all damages that NHMFC may suffer by reason of breach of contract on the part of the winning bidder or its failure to comply with the terms and conditions stipulated in the Contract, or due to strike on the part of the winning bidder or their incapacity arising from other causes.
- c. NHMFC shall undertake the services and charge the cost of expenses thereof to the account of the winning bidder and against the Surety/Performance Bond and if the Bond is still insufficient, then NHMFC may further charge the additional cost and/or expenses against the money due to the winning bidder under the Contract.

Prepared by:

  
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APPROVED  
BY:

The Bids and Awards Committee  
(BAC)



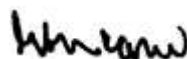
CAROLINAC. CORTEZ  
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ROMEO S. ROLDAN  
Member



LOURDES C. BACANI  
Chairperson

**Annex "A"**

**TECHNICAL SPECIFICATIONS OF SUPPORT  
PERSONNEL**

<b>Position Title/ Salary Grade</b>	<b>Qualifications, Skills and Knowledge</b>	<b>Duties and Responsibilities</b>
<p><b>Messenger</b> SG 4</p>	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Physically and mentally fit</li> <li>o At least Elementary Graduate</li> <li>o Two (2) years work experience as messenger</li> <li>o Able to work within a team</li> <li>o Able to read, write and communicate effectively</li> <li>o Good interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>o Provides general messengerial services to the unit assignment and employees</li> <li>o Receives and sorts-out documents/materials for delivery both internally and externally</li> <li>o Maintains a logbook and records all documents/ materials for delivery</li> <li>o Ensures that documents/materials and things official delivered reaches the designated addressee and are properly received and documented</li> </ul>
<p><b>Clerk IV</b> SG 8</p>	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Completion of at least two years college degree</li> <li>o 1 year relevant experience</li> <li>o Knowledgeable in MS Word and MS Excel</li> <li>o Knowledge of operating office equipment</li> <li>o Good oral and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>o Provide general administrative support including mailing, scanning, faxing and photocopying, data encoding</li> <li>o Maintain files and records so they remain updated and accessible</li> <li>o Open, sort and distribute incoming correspondence</li> <li>o Answer telephone calls and relay messages to the appropriate person when required</li> <li>o Copy, sort, file records of office activities and other transactions</li> <li>o Performs other related functions that may be assigned from time to time</li> </ul>



<b>Position Title/ Salary Grade</b>	<b>Qualifications, Skills and Knowledge</b>	<b>Duties and Responsibilities</b>
<b>Administrative Services Assistant II</b> <b>(Communication Equipment Operator IV)</b> (Telephone Operator-GSD) SG-10 & SG-13	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Completion of two-years studies in college or completion of relevant two-year vocational course</li> <li>o 1 year related experience</li> <li>o Knowledge of telephone and related equipment</li> <li>o Knowledge of customer service standards and procedures</li> <li>o Good communication skills</li> <li>o Ability to interact and communicate with people over the telephone, often in stressful situations</li> <li>o Clerical and basic office skills</li> </ul>	<ul style="list-style-type: none"> <li>o Answers incoming calls</li> <li>o Operates switchboard and routes incoming calls to appropriate staff and departments</li> <li>o Provides directory information to inquirers and transfer calls, as appropriate</li> <li>o Assists in reporting telephone equipment or service complaints and problems</li> <li>o Places long distance calls</li> <li>o Performs various clerical duties as required</li> </ul>
<b>Administrative Services Assistant I</b> (Driver) SG 6 & 9)	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Physically and mentally fit</li> <li>o At least High School Graduate</li> <li>o Must be a holder of a professional driver's license</li> <li>o Able to understand, give accurate and detailed information about routes and street directions</li> <li>o Well-versed in the cleaning of both the inside and outside of vehicles assigned</li> <li>o Understands motor vehicle engine functions</li> <li>o Familiar with traffic rules and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>o Provides driving services to the officers and employees of the Corporation</li> <li>o Prepares, updates and maintains records pertaining to consumption on mileage, oil and gasoline</li> <li>o Maintains the cleanliness and good operating conditions of the car</li> <li>o Coordinates with the Corporate Mechanic on the regular check-up of assigned vehicle</li> <li>o Performs other related functions that may be assigned from time to time.</li> </ul>

Position Title/ Salary Grade	Qualifications, Skills and Knowledge	Duties and Responsibilities
<b>Administrative Services Assistant II SG-10</b>	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Physically and mentally fit</li> <li>o Completion of two-years studies in college or completion of relevant two-year vocational course</li> <li>o Knowledgeable in MS Word and MS Excel</li> <li>o Knowledge of operating office equipment</li> <li>o Good oral and written communication skills</li> <li>o Able to prioritize tasks</li> </ul>	<ul style="list-style-type: none"> <li>o Provide general administrative support including mailing, scanning, faxing and photocopying, data encoding</li> <li>o Open, sort and distribute incoming correspondence</li> <li>o Under general supervision, assists in the development, preparation and evaluation of reports, data, drafts and emails, correspondence</li> <li>o Maintains records of the division/department</li> <li>o Assist in resolving any minor administrative problems</li> <li>o Answers calls on inquiries</li> <li>o Coordinate communications between various departments, schedule meetings, distribute reports and inform all concerned of the operations (official)</li> <li>o Performs related functions as may be assigned from time to time.</li> </ul>
Administrative Services Officer III SG-15	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor's degree</li> <li>o 1-2 years relevant experience</li> <li>o Good oral and written communication skills</li> <li>o Knowledgeable in MS Office Application</li> </ul>	<ul style="list-style-type: none"> <li>o Coordinates building and maintenance issues for general repair and updating</li> <li>o Purchase of supplies and other equipment including corporate vehicles' parts</li> <li>o Provides administrative support for projects as delegated</li> <li>o Provide verbal and written reports on project progress and outcomes</li> <li>o Performs such other functions that may be assigned from time to time</li> </ul>

<b>Position Title/ Salary Grade</b>	<b>Qualifications, Skills and Knowledge</b>	<b>Duties and Responsibilities</b>
Collection Specialist (SG-15)	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor's degree</li> <li>o Knowledgeable in MS Word and MS Excel</li> <li>o Knowledge of operating office equipment</li> <li>o Good oral and written communication skills</li> <li>o Understands profiling of borrowers and facilitates timely settlement of receivables</li> <li>o Demonstrates understanding of typical transactions, regulations, policies and procedures of the collection program</li> </ul>	<ul style="list-style-type: none"> <li>o Assist in the monitoring and servicing collection of amortizations of loan accounts of the assigned office</li> <li>o Assists in the in-house and on-site counselling, field work and processing of applications from loan restructuring of loans</li> <li>o Provide general admin. support including mailing, scanning, faxing and photocopying</li> <li>o Assist in resolving any minor admin problems</li> <li>o Answers calls on inquiries</li> <li>o Prepare and modify documents such as reports, drafts and emails as instructed</li> <li>o Performs related functions as may be assigned from time to time</li> </ul>
Appraiser (Collateral & Verification Division) SG-15	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor's degree relevant to the job</li> <li>o 1 year relevant experience</li> <li>o Good oral and written communication skills</li> <li>o Knowledge of MS Office application</li> <li>o Ability to recognize and comply with laws and regulations that apply to the appraisal work</li> </ul>	<ul style="list-style-type: none"> <li>o Assist in the technical evaluation of NHMFC properties</li> <li>o Gathers and analyzes general and specific data necessary in the preparation of appraisal report</li> <li>o Conducts site inspection, verification of title/s and tax declaration/s, property land use and appraisal of properties for purchase or /or for disposal</li> <li>o Prepares site inspection/appraisal report/s.</li> <li>o Performs such other functions that may be assigned from time to time</li> </ul>

<b>Position Title/ Salary Grade</b>	<b>Qualifications, Skills and Knowledge</b>	<b>Duties and Responsibilities</b>
Data Encoder IV (Various Dept) SG-13	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Completion of two years studies in college or completion of relevant vocational/trade courses</li> <li>o 1 year relevant experience</li> <li>o Good oral and written communication skills</li> <li>o Knowledge of MS Office application</li> </ul>	<ul style="list-style-type: none"> <li>o Assist in the verification, encoding, reconciliation, review of payments and data control for preparation of transaction file of account for monthly posting and billing and preparations of reports</li> <li>o Assist in the maintenance of all records and data files.</li> <li>o Completes and edits information</li> <li>o Performs such other functions that may be assigned from time to time</li> </ul>
IT Librarian (Info Systems & Technical Support Dept) SG-15	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor's degree relevant to the job</li> <li>o 1 year relevant experience</li> <li>o Good oral and written communication skills</li> <li>o Ability to translate the language of information technology to non-expert users</li> <li>o Able to work independently</li> </ul>	<ul style="list-style-type: none"> <li>o Maintains the catalogues of IT documents such as Application Systems' Users Manual, Technical Support Manual, Systems Codes</li> <li>o Conducts periodic inventory of IT information on file</li> <li>o Performs other functions that may be assigned from time to time.</li> </ul>
Web Developer/ Administrator ISTPD SG-19	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Graduate of Information Technology -related courses</li> <li>o Knowledgeable in website, intranet design</li> <li>o At least 3 years handling of government websites</li> </ul>	<ul style="list-style-type: none"> <li>o Assures that the NHMFC website is updated in accordance with management's direction</li> <li>o Develop codes for the design and layout of NHMFC URL site</li> <li>o Performs other functions that may be assigned from time to time</li> </ul>
Research Specialist/ Senior Research Specialist (SG-16 & SG-19)	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor's degree relevant to the job</li> <li>o 1 year relevant experience</li> <li>o Proficiency in MS Office Application</li> <li>o Must have research and analytical skills</li> <li>o Good communication skills (oral or written)</li> </ul>	<ul style="list-style-type: none"> <li>o Provides business and legal research assistance to the assigned office/department</li> <li>o Assist in the preparation of reports and documents review</li> <li>o Performs other functions that may be assigned from time to time</li> </ul>

<b>Position Title/ Salary Grade</b>	<b>Qualifications, Skills and Knowledge</b>	<b>Duties and Responsibilities</b>
Programmer I (ISTPD) SG-15	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Graduate of IT – related courses</li> <li>o Knowledgeable in website, intranet design</li> <li>o At least 3 years experience in the creation, testing and program application</li> </ul>	<ul style="list-style-type: none"> <li>o Develop codes in accordance with management’s direction.</li> <li>o Enhances existing application systems.</li> <li>o Performs other functions that may be assigned from time to time</li> </ul>
GAD Officer SG-15	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor’s degree graduate</li> <li>o Must have at least one (1) year related experience</li> <li>o Knowledgeable in GAD and other related laws and programs</li> <li>o Proficiency in MS Office Application</li> </ul>	<ul style="list-style-type: none"> <li>o Assist the GAD FPS and TWG in the formulating GAD Plans and Budget</li> <li>o In-charge of organizing, implementing and overseeing GAD-related trainings, seminars and activities</li> <li>o Preparation of minutes of GAD meetings</li> <li>o Performs other functions that may be assigned from time to time</li> </ul>
Legal Officer I SG-19	<ul style="list-style-type: none"> <li>o Filipino Citizen</li> <li>o Bachelor’s in Law graduate</li> <li>o Must have at least one (1) year related experience</li> <li>o Proficiency in MS Office Application</li> </ul>	<ul style="list-style-type: none"> <li>o Provides legal research assistance to assigned office/department</li> <li>o Assist in the preparation of reports and documents for legal review</li> <li>o Performs other functions that may be assigned from time to time</li> </ul>

