

Section VII. Technical Specifications

Bidders must state “**Comply**” in the column “**Statement of Compliance**” against each of the individual parameters of each “Specifications.”

‘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 crossreferenced 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 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii).’

| Quantity | Technical Specifications | Statement of Compliance |
|-----------------|---|--------------------------------|
| Eighty (80) pax | <p>Daily Catering Services for the Malacañang Press Corps</p> <p>Inclusive date/s: One hundred Eighty-eight (188) Working Days may include weekend or holiday as need arises or if there are special instruction, the End-User shall inform within 3 days if required.</p> <p>Venue: PCO, New Executive Building, J.P. Laurel St., Malacañang, San Miguel, Manila</p> <p>Delivery Time: 11:00AM at the New Executive Building, San Miguel, Manila</p> <p>Viands:</p> <ul style="list-style-type: none"> • Two (2) main dish - Pork/Beef/Chicken/Fish/Seafood • One (1) side dish – vegetables • Maximum of two (2) cups of rice per head • Dessert - Fruits/Pastries/Ice cream | |
| | <p>Inclusions:</p> <ul style="list-style-type: none"> • Service charge, delivery charge, and other related expenses must be included; and • The supplier must ensure to deliver all meals daily on the set time schedule at the identified venue. | |
| | <p>Important Requirements:</p> <ul style="list-style-type: none"> • All prospective suppliers may be required to prepare samples subject to food for tasting, during the evaluation; Supplier must prepare two (2) main dish, two (2) vegetables and two | |

| | | |
|--|---|--|
| | <p>(2) dessert for evaluation. Food tasting will be set One (1) week before the Pre-Bid;</p> <ul style="list-style-type: none"> • The Winning supplier is required to prepare samples subject to food for tasting one (1) week after the bidding; • The winning supplier must submit a copy of menu on a monthly basis, during the entire duration of the contract; • Provide must be put dietary restriction label (Example: seafood, egg etc.); • Shall be subject to Catering Satisfaction Survey Weekly by the End-User; • Any dissatisfaction from the consumer may serve as grounds for terminating the contract with the supplier. A written initial warning for dissatisfaction shall be issued for the first time and repeated offenses for two more times may be ground for termination. Subject to discretion of the End-user; • For food spoilage, the supplier shall be subject to the appropriate penalty and immediate termination; and • The winning supplier must ensure to deliver all meals daily on the set time schedule at the identified venue. | |
| | <p>Important Notes and Payment Terms:</p> <ul style="list-style-type: none"> • Service charge, delivery charge and other related expenses must be included; • No down payment; • Monthly bill arrangement; • Menu subject to final approval of PCO; • Must comply with Food Safety laws; • Agreement may be subject to rescheduling and cancellation subject to protocol and guidelines established by the LGU; and • Quotations should be inclusive of all costs and applicable taxes (i.e., bank charges, VAT, other charges, etc.). | |
| | <p>Documentary requirements for the supplier:</p> <ul style="list-style-type: none"> • Must be PhilGEPS Accredited; • Must have valid Mayor's /Business Permit or official receipts of renewal; • Must have their filed their Latest Income/Business Tax Return; and • Must duly accomplish the Omnibus Sworn Statement (OSS) for bidding purposes, if for awarding, the OSS must be duly notarized | |
| | <p>PASSING RATE: 90%</p> | |

ANNEX A:

TABLE RATING FOR TECHNICAL SPECIFICATIONS:

| NO. | RATING FACTORS | WEIGHT (%) | PERCENTAGE (%) | RATING (%) |
|-------------|------------------------------------|-------------------|-----------------------|-------------------|
| I. | Food Quality | 100 | 0.20% | |
| II. | Service Quality | 100 | 0.20% | |
| III. | Timeliness & Reliability | 100 | 0.20% | |
| IV. | Hygiene & Safety Standards | 100 | 0.20% | |
| V. | Customer Experience & Satisfaction | 100 | 0.20% | |

I. Criteria for Technical Specifications:

1. Food Quality (%)

- Taste and flavor of dishes
- Freshness and quality of ingredients
- Presentation of food
- Variety and balance of menu options
- Temperature control (hot food served hot, cold food served cold)

2. Service Quality (%)

- Professionalism and courtesy of staff
- Responsiveness to customer needs and requests
- Speed and efficiency of service
- Attentiveness and problem-solving skills
- Cleanliness and hygiene of serving staff

3. Timeliness & Reliability (%)

- Punctuality of food preparation and delivery
- Adherence to the agreed schedule and setup time
- Ability to handle last-minute changes efficiently
- Availability of backup plans for emergencies

4. Hygiene & Safety Standards (%)

- Compliance with food safety regulations
- Cleanliness of kitchen, serving areas, and utensils
- Proper food handling and storage procedures
- Use of appropriate protective gear by staff (gloves, hairnets, etc.)

5. Customer Experience & Satisfaction (%)

- Overall guest satisfaction with food and service
- Customer feedback and reviews

- Willingness to accommodate dietary restrictions and special requests
- Professionalism in handling complaints and concerns

ANNEX B:

| Criteria | for | Food | Specifications: | |
|------------------------------|-------------------------|--------------------|----------------------|---------------------------|
| 1 - Very Dissatisfied | 2 - Dissatisfied | 3 - Neutral | 4 - Satisfied | 5 - Very Satisfied |

1. How satisfied are you with the overall quality of the food?
2. How satisfied are you with the taste of the food?
3. How would you rate the variety of food options available?
4. How satisfied are you with the freshness of the ingredients used?
5. How would you rate the overall hygiene of the food?
6. How satisfied are you with the portion size?
7. How timely is the delivery of your meals each week?
8. How satisfied are you with how the caterer responds to your dietary preferences or restrictions (i.e., allergies)?
9. Other Comments / Suggestions / Remarks.

Note: A notice of offense will be settled with the Service Provider If ever the case the weekly survey results in having any Ten (10) Dissatisfied or Five (5) Very Dissatisfied answer in total. Having 2 of such offense will result in an urgent meeting with the Service Provider to discuss the issue, and having 3 offenses will result in said termination of contract with the Service Provider.

II. Three-Strikes Policy:

- 1st offense** - Notice of warning
- 2nd offense** - Urgent meeting with the Service Provider
- 3rd offense** - Termination of contract of catering services

Ground of Strikes:

The following is a list of offense that will be applied for a strike of the Three-Strike Policy.

- **Late delivery of food:** The Caterer fails to deliver food at the agreed time
- **Food quality issues:** The food served does not meet the standard of quality and specifications outlined in the contract (e.g, poor taste or presentation)

Incorrect order fulfillment: The Caterer delivers the wrong type or quantity of food as ordered.

Conforme:

Full Name and Signature of Bidder/Authorized Rep :

Designation :

Name of Company :