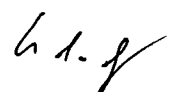


Service Agreement
between
Metropolitan Waterworks and Sewerage Systems
and
Canteen Concessionaire

Description and Scope of Service	<p>Description: Operation of MWSS Canteen</p> <p>Scope:</p> <p>The Concessionaire shall serve an estimated one thousand (1000) MWSS, Manila Water Company, Inc. (MWCI), Maynilad Water Services, Inc. (MWSI), MWSS Regulatory Office and other tenants of MWSS including clients and guests with a venue rental fee (as indicated in Terms of Reference, Item "D.2").</p> <p>The Concessionaire shall provide value meals for breakfast, lunch, morning and afternoon snacks with an option to offer supper and catering services during MWSS special occasions, seminars and meetings and during weekends and after operating hours (weekdays).</p>
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Service Targets	<p>Documentation Requirements:</p> <ol style="list-style-type: none">1. On-Manpower Complement2. Government Permits <p>(Please refer to Item "H" of the Terms of Reference)</p> <p>Operational Requirement</p> <ol style="list-style-type: none">1. Submission and compliance to the four (4) week menu plan cycle.2. Maintain quality of food and service3. Monday to Friday operation from 6:00am to 6:00pm4. Proper sanitation in cooking and handling of food.5. Implementation of proper waste segregation and disposal.6. Proper use of MWSS canteen facility. (MWSS canteen should not be used by the concessionaire for catering of food outside MWSS facilities) <p>Maintenance Requirement</p> <ol style="list-style-type: none">1. Proper maintenance of the equipment inside the MWSS canteen should be observed. MWSS shall provide a checklist of the standard maintenance procedure of equipment inside the MWSS canteen to be maintained.2. Report any damage in canteen facilities and equipment to the Operations Support Department supported by documentary requirements including a narrative report on how the damage was incurred.
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**Non-Conformance
Criteria and Penalties**

Violation	1st Offence	2nd Offence	3rd Offence
Failure to comply with permit requirements (renewal)	Monetary penalty of Php 5,000	N/A	N/A
Failure to pay monthly rental fee on time	Written warning	Php 3,000 fine	Php 10,000 fine
Failure to submit and comply with 4-week menu plan	Written warning	Php 3,000 fine	Php 10,000 fine
Receipt of valid complaint on food quality and service quality	Written warning	Monetary penalty ranging from Php 3,000 to 10,000 depending on gravity (to be assessed by CCC)	Termination of contract
Price increase of food without 2-week prior notice	Written warning	Php 5,000 fine	Php 10,000 fine
Failure to operate during time and days required under this agreement	Notice of Violation with	Php 10,000 fine	Termination of contract
Failure to observe proper sanitation in preparation and handling of food resulting to food poisoning	Monetary penalty of Php 10,000	Monetary penalty of Php 15,000 (when proven after due process by CCC)	Termination of contract

CA-1

Failure to properly segregate and dispose of waste	Written warning	Php 3,000 fine	Monetary penalty of Php 10,000
Using canteen facility for preparation of food for outside catering	Notice of Violation with fine of 5,000	Php 10,000 fine	Termination of contract
Failure to comply with the MWSS equipment maintenance program	Written warning	Php 5,000 fine	Termination of contract

** All monetary penalties to be received by MWSS.

U. J.

Support Contacts	Property Management Section, MWCI Matthew U. Lu Property Management Head 09178628439 Eden M. Dela Cruz Building Manager 09178561788 MWSS Contacts 1. Atty. Anabella Altuna (Manager, Operations Support Department, MWSS) 2. Ms. Jojie Toledo (Manager, Finance Department - MWSS)
Service Review	*Indicate Frequency if applicable
Agreement Timeframe	Two (2) years

G. I. P.