

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 2.00PM	FOCAL PERSON
KK/147/2024/TUT(TC)	THE PROVISION OF LAUNDRY SERVICES FOR PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH (PMMPMHAMB) HOSPITAL TUTONG FOR A PERIOD OF THREE(3) YEARS	3 YEARS	HOSPITAL PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH, TUTONG	\$30.00	23 RD JULY 2024	Haji Mohammad Danil bin Haji Othman Pentadbir Hospital Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital PMMPMHAMB, Tutong Negara Brunei Darussalam Contact No: 4221010 ext 503

NOMBOR TAWARAN : KK/147/2024/TUT(TC)

**KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF LAUNDRY SERVICES FOR PENGIRAN MUDA
MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH
(PMMPMHAMB) HOSPITAL TUTONG FOR A PERIOD OF THREE(3)
YEARS**

YURAN TAWARAN: \$30.00

NOMBOR RESIT :

TARIKH TUTUP : HARI SELASA, 23HB JULAI 2024

JAM : 2.00 PETANG

KEPADA :

**PENGERUSI LEMBAGA TAWARAN KECIL
PETI TAWARAN, TINGKAT BAWAH
BANGUNAN KEMENTERIAN KESIHATAN
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB 3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO.:
THE PROVISION OF LAUNDRY SERVICES FOR PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL- MUHTADEE BILLAH (PMMPMHAMB), HOSPITAL TUTONG PERIOD OF THREE (3) YEARS

1. GENERAL

- 1.1 All linens used by the Main Block at **Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah (PMMPMHAMB), Hospital Tutong** require laundry services. Some of them need to be sterile before they can be used while some just need to be ironed and folded accordingly after the laundry service.
- 1.2 Contractor(s) are sought from suitably qualified Contractors who wish to be considered for the provision of laundry services for **PMMPMHAMB Hospital Tutong** under the Ministry of Health, Brunei Darussalam.
- 1.3 The Contractor shall provide laundry services which include but are not limited to processing, cleaning, chemical & detergents, transportation, collection and delivery of linens and other related articles such as furnished all equipment utilities, supplies, labelling and storage spaces.
- 1.4 The Contractor shall collect and deliver linens to the facility as stated below:
- 1.4.1 Laundry Unit, Hospital PMMPMHAMB Tutong.
- 1.4.2 National Isolation Centre (NIC) & National Isolation Centre Extension (NICE)
- 1.5 The Contractor shall provide laundry services not limited only as in Section 2: Schedule One - Scope of Services. All the provision of linen involved shall be provided by the Ministry of Health for a period of **Three (03) Years**.
- 1.6 The Contractor shall submit three (3) complete sets of all the Standard Operation Procedures (SOPs) manuals applicable to the management of the Provision of Laundry Services to Pengiran Muda Mahkota Pengiran Muda Haji Al- Muhtadee Billah (PMMPMHAMB), Hospital Tutong which the manuals shall comply with the requirements of Ministry of Health, Brunei Darussalam as set out in:

Schedule 1:

Schedule 1A - Laundry Services.
Schedule 1B - Laundry Processing Cycle.

Schedule 2:

Schedule 2A - Disinfection Policy in Laundry Services, Ministry of Health

- 1.7 The successful Contractor shall be required to comply the following guidelines issued by the Ministry of Health, Brunei Darussalam as set out in Section 2:

Schedule 2:

Schedule 2A – Disinfection Policy in Laundry Services, Ministry of Health
Schedule 2B – Guidelines on The Control of Hospital-Acquired Infection, Ministry of Health
Schedule 2C – Management of Occupational Sharps Injury Body Fluid Exposure, Ministry of Health

- 1.8 The Ministry of Health reserves the right to perform health inspections of each Contractor's facilities before and after the tender has been awarded or during the period of the contract. Each Contractor's facilities shall be in compliance with local Government and industry acceptable standards. Contractor(s) who do not pass the health inspection in compliance may have their contract terminated.
- 1.9 The Contractor shall fill in the form as in **Appendix 1 (Bill of Quantity)**.

2. SCOPE OF WORK

- 2.1 The Contractor shall provide the Laundry Services only, and ensuring that adequate quantities of clean linen delivered to and dirty linen are collected from the mentioned location for a period of **Three (03) Years**.
- 2.2 The Contractor shall expect to meet or exceed the quality standards stated in the general guidelines and requirements of the laundry services as set out in Section 2: **Schedule 2A and 2B**.
- 2.3 The Contractor shall deliver the clean linen to:

NO.	OPERATING THEATRE
i.	Laundry Unit, Main Building Hospital PMMPMHAMB Tutong.
ii.	National Isolation Centre (NIC) & National Isolation Centre Extension (NICE)

- 2.4 The Contractor shall provide the following requirements for Laundry Services of the linen provided as set out in **Schedule 1A and Schedule 1B**:
- 2.4.1 The Contractor shall collect all soiled laundry (blanket and bedsheet) from the stipulated location under the Ministry of Health.
- 2.4.2 The Contractor shall clean and process such items, including occasional heavily soiled and contaminated materials requiring special separate handling and washing cycle.
- 2.4.3 The clean linen shall be delivered to the stipulated facility. In accordance to the schedules, amount (by piece), frequency and routes, (which shall be at least twice a day and additional delivery in case of emergency)
- 2.4.4 The Contractor shall provide **management** and **supervisory employees** with the appropriate training to ensure a smooth running of laundry management.
- 2.5 The Contractor shall learn the folding method required by user and deliver as it is every time (to liaise with Operating Theatre / CSSD team for training and guidelines).
- 2.6 Joint inspection by the Ministry of Health with the Contractor employees shall be conducted from time to time to the Clean Linen Store at each location.

3. FACILITIES

- 3.1 The Contractor shall provide its own Laundry Building for the purpose of this tender and according to standard physical layout and maintenance procedures to ensure efficiency, minimize environmental contamination, and protect the material and hygienic integrity of the processed linens.

- 3.2 The Contractor shall adhere to the highest standards of cleanliness and sanitary practices, and shall insure continual sanitation in all functions and matters related to the provision of the Laundry Services in the Contractor's Laundry building.
- 3.3 Under no circumstances can any alcohol and tobacco products to be allowed in the Laundry building. Smoking is also prohibited in the Laundry building at all times. No cooking/lodging shall be allowed in the Laundry building at any time.
- 3.4 The Contractor shall provide a functional separation of areas that receive, store, or process soiled linens from areas that process, handle, or store clean linens. Functional separation may be obtained by any one or more of the following methods:
- 3.4.1 The dirty linens shall **not be mix together** between the **contaminated linens and the dirty linens**. These linens are to be put in **separate Laundry Trolley** prior to washing.
- 3.4.2 Exhaust fan to be installed in the soiled linens area; and/or
- 3.4.3 Positive air flow from the clean linens area through the soiled linens area with venting directly to the outside.
- 3.5 Clean linens shall be stored in **clean storage areas** with the following specifications:
- 3.5.1 Free of Vermin;
- 3.5.2 Devoid of lint;
- 3.5.3 Temperatures ranging from 20°C – 26°C;
- 3.5.4 Properly ventilated to prevent accumulation of dust and lint (i.e. positive air exchange rate of 6 – 10 per hour);
- 3.5.5 Positive air pressure relative to adjacent spaces; and
- 3.5.6 No drains or hot water pipes placed in this area.
- 3.6 The Contractor shall **provide shelves** for storing clean linens to be placed as per the following standards:
- 3.6.1 Shelves shall be approximately 1 – 2 inches from the wall for accessible cleaning;
- 3.6.2 The bottom shelf shall be 6 – 8 inches from the floor;
- 3.6.3 The top shelf shall be 12 – 18 inches below the ceiling.
- 3.7 The Contractor shall **provide warning signs** about the presence of **contaminated linens** and the **need to follow Standard Precautions**. Precautions shall be posted in work areas where potentially contaminated linens are stored or sorted prior to processing.
- 3.8 The Contractor shall **provide traffic patterns** to be planned and posted to minimize the potential for contaminated linens are handled. Hand hygiene resources (i.e., hand washing facilities or antiseptic hand cleaner/ cleaner dispensers) shall be provided by the Contractor in or around all work areas and in employees support areas.
- 3.9 The Contractor shall **provide emergency eyewash/shower equipment** to be available with **unobstructed access** (i.e., requiring no more than 10 seconds to reach) for immediate emergency use in all areas where soiled linens are being processed, chemicals are used and/ or stored, or where there is a potential for contact with blood or other potentially infectious material.
- 3.10 Upon completion of processing, clean linens shall be maintained as clean as possible until delivered to the Ministry of Health's storage area.
- 3.11 The Contractor shall ensure that the physical environment (e.g., floors, walls, ceilings, vents, working surfaces, and installed equipment) to receive scheduled cleaning appropriate for the respective surfaces. The Government reserves the right to conduct random inspection to the laundry premises.

- 3.12 The Contractor shall ensure the Environmental surfaces (e.g., floors, walls, ceilings, vents, and equipment) be subjected to periodic blow-down processes to minimize the build-up of dust and lint.
- 3.13 The Contractor shall ensure that working surfaces (e.g., counters, bench tops, and table tops) be kept clean of visible soil, dust, and lint through use of a detergent/cleaner and water.
- 3.14 Working surfaces that become contaminated with blood or Other Potentially Infectious Materials shall be decontaminated, cleaned, and disinfected using certified disinfectants or registered germicides and follow label instructions.
- 3.15 When disinfecting working surfaces that may be contaminated with patient body substances other than blood or Other Potential Infectious Material, the Contractor shall use disinfectant in accordance with infection control requirement and the manufacturer's instructions.
- 3.16 Contaminated work surfaces shall be decontaminated with disinfectant after completion of procedures; immediately or as soon as feasible when surfaces are visibly contaminated or after any spill of blood or other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.

4. EMPLOYEES / PERSONNEL

- 4.1 The Contractor must ensure the proper and efficient execution of the services. The Contractor shall provide and employ an adequate number of qualified employees to perform the services.
- 4.2 The Contractor shall provide two (2) teams of personnel for collecting and delivering of dirty linens and clean linens as accordance to the schedule of delivery and collecting of linen in clause 11.
- 4.3 The Contractor shall propose a manpower planning upon approval by the Ministry of Health:
 - 4.3.1 Delegated Personnel responsible for delivering and arranging the linen to the respective wards and facilities from the Buffer store and Clean Linen Store.
 - 4.3.2 Delegated Personnel to collect and sort out the dirty linens from the respective wards at the Dirty Utility Room at every wards or location prior for collection.
 - 4.3.3 Delegated Personnel to install and uninstall the curtain at the respective wards.
- 4.4 The Contractor shall provide a list of employees to the Ministry of Health for monitoring and security purposes.
- 4.5 Contract Managers and/or Supervisors:
 - 4.5.1 The Contractor shall appoint contract managers and/or Supervisors with the approval from the Ministry of Health. The contract managers and/or Supervisors shall work exclusively for the Contractor and be deployed exclusively for the provision of the Services.
 - 4.5.2 The contract managers and/or Supervisors shall be able to make decisions on behalf of the Contractor.
 - 4.5.3 Approval for a replacement of any contract managers and/or Supervisors shall be sought by the Contractor from the Ministry of Health, when in the event she/he falls ill (on medical leave) and is due to go on-leave.
 - 4.5.4 The Contractor shall provide supervisors who are experience, competent and fluent in English and/or Malay language.

- 4.5.5 The Contractor shall submit the CVs, basic duties and responsibilities of the contract managers and/or supervisors.
- 4.5.6 The Contractor shall provide on-call staffs after office hour including working days and public holidays to deliver any requested linens or at any emergency case such as major medical emergency and in an event of major disaster.
- 4.5.7 The Contractor shall provide the contact number of the scheduled on-call supervisor or staffs.
- 4.5.8 The Contractor is to inform the Hospital Administration for any of The Contractor's resigning employees.

5. MEDICAL SCREENING

- 5.1 The Contractor shall ensure that all their employees appointed for the provision of the services to have undergone medical screening and deemed medically fit to perform the services at their own expenses.
- 5.2 Wages and Welfare
 - 5.2.1 The Contractor shall be responsible for the wages, insurance, medical and welfare of all their employees in accordance with the requirements of the Labour Department, Brunei Darussalam.
 - 5.2.2 The Contractor shall take out, at their own expenses, an insurance coverage approved in writing by the Ministry of Health a policy or policies each specifically endorsed to provide indemnity to the Contractor and to the Ministry of Health against any liabilities arising out of claims by employees for payment of compensation under the Workmen's Compensation Act (Chapter 74 of the laws of Brunei).

6. EMPLOYMENT OF THE ILLEGAL WORKERS

- 6.1 The Contractor shall undertake that the Contractor shall not employ any illegal foreign workers.
- 6.2 The Contractor shall ensure that all of their foreign employees to possess the necessary employment pass.

7. UNIFORM

- 7.1 The Contractor shall ensure that all their employees to be neatly and properly attired with company's Logo provided by the Contractor at their own expenses.
- 7.2 The Contractor shall provide all employees to wear dry garments without visible soil or dirt in accordance with the company's policies. For safety reasons, no jewellery shall be worn. Hairs coverings shall be used where deemed appropriate and/or within written company policy.
- 7.3 The Contractor shall supply all Personal Protective Equipment (PPE) to employees in the workplace. Contaminated disposable PPE (e.g. Apron, gloves) to be discarded into appropriately labelled (e.g., biohazard) waste containers. Any reusable PPE (e.g., cloth aprons or overalls) shall be routinely laundered as per company policy and when soiled or contaminated.

- 7.4 The Contractor shall ensure all the Contractor's employees who handle clean or soiled linens to change work garments daily or whenever their garment becomes soiled.
- 7.5 If garment is soiled by blood or other potentially infectious materials, the garment shall be removed immediately and be laundered by the Contractor. All PPE shall be removed prior to leaving the work area.
- 7.6 The Contractor shall ensure all their employees responsible for packing, wrapping, storing, or transporting clean linens always be in attire free of visible soil.

8. VACCINATION

- 8.1 The Contractor shall provide all the Contractor's employees to have vaccinations as required at their own expenses.
- 8.2 The Contractor shall provide records to reflect the offering and the acceptance OR Hed refusal of the employee.
- 8.3 The Contractor shall provide records to reflect a standing process for post exposure management for blood and/or Other Potential Infectious Material.

9. HAND HYGIENE

- 9.1 The Contractor shall ensure the Contractor's employees to practice hand hygiene after glove removal, after rest-room use, before and after eating, and when hands become inadvertently contaminated with blood or other body fluids, secretion or excretion.
- 9.2 The Contractor shall ensure all the Contractor's employees responsible for packing, wrapping, storing or transporting clean linens to maintain proper hand hygiene at all times.

10. DELIVERY AND COLLECTION OF LINENS

- 10.1 The Contractor shall **deliver** the clean linens within the following hours:

Laundry Unit, Main Building Hospital PMMPMHAMB Tutong & Laundry Unit, Hospital PMMPMHAMB Tutong National Isolation Centre (NIC) & National Isolation Centre Extension (NICE)	
MONDAY	8.00 AM – 10.00 AM
WEDNESDAY	
SATURDAY	

The Contractor shall **collect** the dirty linens within the following hours:

Laundry Unit, Main Building Hospital PMMPMHAMB Tutong & Laundry Unit, Hospital PMMPMHAMB Tutong National Isolation Centre (NIC) & National Isolation Centre Extension (NICE)	
MONDAY	9.00 AM – 10.00 AM
TUESDAY	
THURSDAY	

- 10.2 The Contractor shall ensure all the Contractor's employees that work in the Ministry of Health premises must comply with the working days and hours set out by the Ministry of Health.

- 10.3 The Contractor shall provide an adequate number of employees and contact numbers or a help line for any request -to deliver linens when needed during off working hours.
- 10.4 The Ministry of Health reserves the right to amend the working hours without prior notice to the Contractor.
- 10.5 The Contractor shall ensure all the Contractor's employees to be present at their designated work areas during such working hours.
- 10.6 Immediate steps shall be taken by the Contractor to provide **temporary replacement/relief to make up with the full strength** of the employees required to provide the services to the satisfaction of the Ministry of Health.
- 10.7 Replacement shall be made on time before commencement of the shift so as not to disrupt the provision of services.
- 10.8 Monthly duty rosters for deployment of employees responsible for delivery and collection of linens to the locations at The Women and Children Block and Central Sterilised Supplies Department shall be submitted by the Contractor to the Ministry of Health. Any changes made to the roster shall be immediately notified to the Ministry of Health.

11. THE AREA OF LOADING / UNLOADING

- 11.1 The Contractor shall agree where the location for loading / unloading area during delivery clean linen and collecting dirty linen as following below:

1. Laundry Unit, Hospital PMMPMHAMB Tutong			
TYPE OF LINEN	AREA	LOCATION	REMARK
Clean	Laundry Unit	MAIN BLOCK	Delivery of clean linens for all.
Dirty			Collecting of dirty linens at main block
Dirty	NIC	NIC	Collecting of dirty linens at nic
Dirty	NICE	BLOCK OF	Collecting of dirty linens at nice

12. TRAINING AND DEVELOPMENT

- 12.1 The Contractor shall provide laundry trainings for all the Contractor's employees in accordance with the Scope of Services as stated in Schedule One of the tender documents before assigning them to the provision of the Services.
- 12.2 The Contractor shall schedule refresher courses to all the Contractor's employees, when necessary, throughout the contract term.

13. QUANTITY OF LINEN

- 13.1 All the provision of linen involved in this tender shall be provided by the Ministry of Health.

- 13.2 The Contractor shall ensure that the quantity of clean linen delivered meets the requirement of each location under the PMMPMHAMB Hospital Tutong, both in term of linen type, size and quantity agreed. Request for additional quantity of laundry to be done by the Contractor will be possible.
- 13.3 The shelf stock level shall be at least **(3) three par-levels**.
- The first par-level: linen in use
 The second par-level: available for distribution to replace the dirty linen
 The third par-level: dirty linen send for laundry service.

14. LAUNDRY EQUIPMENT

- 14.1 The Contractor is responsible to procure and provide at its own expenses of all necessary machines for the efficient of laundry services.
- 14.2 The Contractor shall list and submit together with manufacturer's brochure for all type of machines will be used in the laundry services as below:

Laundry and Linen Machinery

- 14.2.1 Hygienic Washer/ Washer Extractors and Continuous Batch Washer – (Using Hot Water; Temp between 60°C – 85°C)
- 14.2.2 Tumble Dryers – Steam / Electric
- 14.2.3 Flat Ironer / Steam Heated Press Irons
- 14.2.4 Other machineries that usually used in standard healthcare laundry services (e.g.- Ozone Treatment)
- 14.2.5 Storage Rack /Shelves/Cabinet
- 14.2.5.1 The Contractor shall provide and finance towards the cost of supplying, installing, commissioning and maintenance for any additional Storage Rack at Clean Linen Storage Room in three above mentioned locations.
- 14.2.6 Laundry/Linen Carts
- 14.2.6.1 The Contractor shall provide appropriate movable laundry carts each for clean and dirty linen to transport to and from the transport area and respective locations.
- 14.2.6.2 The linen cart(s) must be clean with disinfectant every day or whenever any dirt or blood stains are visible are to be clean immediately.

15. TRANSPORTATION

- 15.1 The Contractor must comply with Brunei Darussalam Land Transport's Rules and Regulations of Vehicles for Commercial Use.
- 15.2 The Contractor shall provide different vehicles for transporting dirty linens and clean linens.
- 15.3 The Contractor is responsible for cleaning and disinfection of the vehicles in order to minimise the risk of infectious diseases to the drivers.

- 15.4 The frequency of collecting and delivering for dirty and clean linens will be dependent on the amount of linens used every day and the agreed schedule between the Contractor and the Ministry of Health.

16. THE PROVISION OF LINEN

- 16.1 All linen inventories are owned by Pengiran Muda Mahkota Pengiran Muda Haji Al- Muhtadee Billah (PMMPMHAMB), Hospital Tutong. The provision and operation of the linen inventories as set out below shall be provided by the (PMMPMHAMB), Hospital Tutong:

16.1.1 Replacement of faded, worn out and poor condition of linen

16.1.2 Repair of Torn linen

16.1.3 Replacement of missing button on the linen

16.1.4 Additional of new linen

16.1.5 Written-off process of worn out linen

- 16.2 The Contractor shall provide assistance to Pengiran Muda Mahkota Pengiran Muda Haji Al- Muhtadee Billah (PMMPMHAMB), Hospital Tutong to expedite in the operation of current linen services in above Clause 11.1, such as repair of torn linen.

- 16.3 The Contractor shall accept full responsibility and be accounted for any missing and damage linens made during the laundry services caused by the negligence of the Contractor or their employees. The Contractor shall be responsible for replacing the above including any costs associated with it at their own expenses.

- 16.4 The Contractor shall report to the hospital laundry manager for any missing and damage linen made during the laundry services.

- 16.5 The Contractor shall be deducted from their payments in the event of the damaged (tear and wear) during laundry services.

- 16.6 The Contractor shall list all the damaged linen into the form provided.

17. DETERGENT USE

- 17.1 The Contractor shall list and submit together with manufacturer's brochure for all type of detergents to be used in the laundry services as mention in **Clause 4.0 - Schedule 1B**.

18. SECURITY ARRANGEMENT

- 18.1 The Contractor shall at their own expenses provide for all the Contractor's employees' identification passes with colour photos and barcodes as specified by the Ministry of Health including immediate replacement of any damaged passes.

- 18.2 The Contractor shall establish a Security Plan to demonstrate the method of employees' registration and tracking with valid permit. The Contractor shall ensure all such records are maintained daily.

- 18.3 The Contractor shall undertake all security measures in the event of any security passes loss, stolen or otherwise unaccounted for and shall inform immediately to the Ministry of Health.

- 18.4 The Contractor shall allow any personnel authorised by Ministry of Health to conduct security check and inspection if required.
- 18.5 The Contractor shall ensure all the Contractor's employees do not at any time enter into areas which are not specified except as directed by the Ministry of Health. The Contractor's employees shall immediately leave the premises of the Ministry of Health's locations/points if he/she had been requested by the Hospital Administration or Ministry of Health.
- 18.6 For security purposes, the Contractor shall provide the Laundry Services with the following particulars of their employees at least **one (1) month** before the commencement of the contract:
- i. Name
 - ii. Address
 - iii. Identity Card Number / Passport Number
 - iv. Gender
 - v. Citizenship
 - vi. Expiry date of work pass (for foreign employees)

19. REPORTS AND INFORMATION

- 19.1 The following documents shall be submitted by the Contractor to the Hospital in the formats to be provided by the Hospital following commencement of the Services:
- i. Monthly Assessment Report on the Standard Services provided;
 - ii. Any other feedback from time to time.
- 19.2 Exchange of information between the Contractor and the Hospital on the latest technology and processes relevant to the Laundry Service is recommended.

20. AUTHORISED REPRESENTATIVE

- 20.1 For the purpose of the Laundry Services, the Hospital will be represented by the Laundry Manager, who will be the authorized Hospital representative.
- 20.2 All communication and notices shall be directed to the attention of:

*Chief Executive Officer
Pengiran Muda Mahkota Pengiran Muda
Haji Al- Muhtadee Billah (PMMPMHAMB), Hospital Tutong
Negara Brunei Darussalam*

21. REGULATIONS, LICENSES AND PERMITS

- 21.1 The Contractor shall be responsible to procure and maintain all necessary licenses, permits and approvals and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Laundry Services.
- 21.2 In the event of any change in legal or regulatory requirements during the Contract Period, the Contractor shall promptly take any action for complying with the said legal or regulatory requirement at their own expenses.
- 21.3 The Contractor shall comply with the Best Practices of Laundry Services as may be proposed or recommended by any relevant bodies in the relevant industry and also ensure that the standards of services provided shall at the minimum be of such quality and standard as is generally regarded as good in the relevant industry.

22. CLAIMS

22.1 The Contractor shall submit the invoice of the previous month **NOT LATER THAN** the first week of each month. All claims shall be addressed to:

*Chief Executive Officer
Pengiran Muda Mahkota Pengiran Muda
Haji Al- Muhtadee Billah (PMMPMHAMB) Hospital, Tutong
Negara Brunei Darussalam*

22.2 **Written warning** will be sent to the Contractor if the quality of work is proven to be unsatisfactory. The Hospital is entitled to make deductions, following advice from the Ministry of Health, with regards to the amount payable to the Contractor.

22.3 Deduction of payment will continue and will be adjusted accordingly based on performance in the quality of work acceptable by the Hospital.

23. COST INCURRED

23.1 The Ministry of Health shall not be liable for any cost incurred in replying to this tender.

SECTION 3
FORM TO BE USED

Table of Contents

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SCHEDULE A

TENDER FORM

To:

TENDER REFERENCE NO.:

THE PROVISION OF LAUNDRY SERVICES FOR PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL- MUHTADEE BILLAH (PMMPMHAMB) HOSPITAL TUTONG A PERIOD OF THREE (3) YEARS

TENDER OF (*name of tenderer*) : _____

Company/Business Registration No : _____

Tender Closing Date : _____

NO.	DESCRIPTION	PRICE (B\$)
1	TOTAL MONTHLY CHARGES FOR LAUNDRY SERVICES.	
2	TOTAL CHARGES FOR LAUNDRY SERVICES FOR THREE (03) YEAR.	

1. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.
3. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation To Tender together with such further terms and conditions, if any, agreed between the Government and us.
4. OUR OFFER IS VALID FOR **TWELVE (12) CALENDAR MONTHS** FROM THE TENDER CLOSING DATE.
5. When requested by you, we shall extend the validity of this offer.
6. We further undertake to give you any further information which you may require.

Dated this day of 20 .

Signature of authorised officer of Tenderer
Name:
Designation:

Tenderer's official stamp:

SCHEDULE B - INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including Contractor and sub-contractor(s), if any)
- (c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:

Provision of laundry services

- (d) Other information which is considered relevant

SCHEDULE C - SUB-CONTRACTS

- 3.1 Tenderers shall complete Table 3.1 with information about all the companies involved in the provision of the services and items specified in this tender. This shall include details about the Contractor and each sub-contractor involved, as well as their respective responsibilities.
- 3.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

Company Name	Responsibility Description	Alliance Relationship between Contractor and Sub-contractor(s)		
		Alliance Exists? (Y/N)	Date Established	Alliance Description
Contractor				
		Not Applicable	Not Applicable	Not Applicable
Sub-contractor(s)				

SCHEDULE D - COMPANY'S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and sub-contractor(s) (if any), shall provide information on the company's background, scope of operations, financial standing and certified copy of its Certificate of Incorporation or Certificate of Registration (as the case may be).

SCHEDULE E - REFERENCES

- 5.1 Tenderers shall submit a list of customers in Table 5.1 to whom the Contractor has provided similar services and items as specified in this tender in the recent 5 years as of the Tender Closing Date.

Table 5.1 References of previous customers

Customer Name and Address	Customer Type (Govt or Quasi Govt)*	Contact Person	Title	Contact Number, Fax Number and E-mail Address

***Note: Tenderers shall indicate whether the customer is a Government or Quasi Government organisation. A Quasi Government is defined as an organisation which (1) is managed and controlled by the Government; or (2) has at least 50% shares being held by the Government. Please leave the column blank if the customer is neither a Government or Quasi Government organisation.**

- 5.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence.
- 5.3 The Ministry of Health reserves the right to contact the references for tender assessment purposes.

SCHEDULE G – LIST OF EQUIPMENT

SCHEDULE H – LIST OF CHEMICALS