

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/331/2024/JPR(TC)	PROVISION OF SECURITY SERVICES TO KIARONG DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS	3 YEARS	DEPARTMENT OF RENAL SERVICES	\$30.00	14 th JAN 2025	Hjh Noorhafizah binti Haji Taha Assistant Supply Officer Department of Renal Services Ministry of Health Negara Brunei Darussalam Contact No: 2451010 Fax: 2450488 email: noorhafizah.taha@moh.gov.bn

NOMBOR TAWARAN: KK/331/2024/JPR(TC)

**KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**PROVISION OF SECURITY SERVICES TO KIARONG
DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES,
MINISTRY OF HEALTH FOR A PERIOD OF THREE (3)
YEARS**

YURAN TAWARAN: \$30.00

NOMBOR RESIT :

TARIKH TUTUP : HARI SELASA, 14HB JANUARI 2025

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)

**INVITATION TO TENDER FOR
PROVISION OF SECURITY SERVICES TO KIARONG DIALYSIS CENTRE,
DEPARTMENT OF RENAL SERVICES, MINISTRY OF HEALTH
FOR A PERIOD OF THREE (3) YEARS**

**SECTION 2
SPECIFICATIONS**

**SECTION 2
SPECIFICATIONS
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SCHEDULE - A
GOVERNMENT REQUIREMENTS

SCHEDULE A - GOVERNMENT REQUIREMENT

1. GENERAL

- 1.1 The Ministry of Health (hereinafter referred to as “MOH”) in its continuous effort to improve and enhance the safety and security in the handling of Government assets as well as its staff, patients and the public from any threats and risks such as theft, fire, sabotage and invasions, intends to procure security services in the hope to give assurance that such threats and risks can be avoided.
- 1.2 Tenderers are sought from suitably qualified security service companies who wish to be considered for the **provision of security services** (hereinafter ‘**the Services**’) at **Kiarong Dialysis Centre, Department of Renal Services, Ministry of Health** (hereinafter referred to as “**the Centre**”).
- 1.3 The duration of the Services is for **three (3) years**.
- 1.4 Tenderers shall observe and consider the requirement in this **Section 2 “Specifications”** before submitting their offers to tender.
- 1.5 The successful tenderer will be **required to submit their Standard Operation Procedures (SOPs)** which must be applicable to the requirements of the Centre. (**Schedule C**)
- 1.6 The successful tenderer **must submit ALL** proposed schedules which must be applicable to the requirements of the Centre.
- 1.7 The successful tenderer hereinafter referred to as “**the Agency**”.

2. SCOPE OF SERVICES

- 2.1 Services to be provided include safeguarding all employees and patients at the Centre as in **Schedule B**. Examples of the areas include, **but are not limited to**, are as follows:
 - 2.1.1 Building compound area,
 - 2.1.2 Office areas,
 - 2.1.3 Store areas,
 - 2.1.4 Water tank areas,

2.1.5 R.O water treatment areas,

2.1.6 Dialysis areas, etc.

2.2 Services to be provided include, **but are not limited to**, the following:

2.2.1 **Control Access:** Surveillance over all persons entering the Centre and provide visitor pass when required. Allowing only authorized persons' access to the Centre and at certain areas a system may be used that includes the control of the entrance/exit access such as Queue system and Door-lock system.

2.2.2 **Patrol/ Inspections:**

2.2.2.1 **Internal and External Areas:**

2.2.2.1.1 This includes checking all floors as personnel leave for the day to ensure that lights and any other electrical units are turned off. Roving patrols of the property are conducted to monitor, detect, and prevent criminal or unauthorized activities, as well as to identify any issues at the Centre, including maintenance concerns that may compromise people's safety or the integrity of the building

2.2.2.1.2 Conduct periodic external patrols and routinely monitor areas in accordance with the routes and schedules established in the post orders.

2.2.2.1.3 Ensure hawkers are not allowed inside or outside the premises, including the car park area.

2.2.2.1.4 Ensure all cones and water barriers around the compound/Centre are properly organized.

2.2.2.1.5 Reprimand, warn, or take appropriate action against any smoker found within the compound area.

2.2.3 **Law and Order:** Maintain law and order within the areas of assignment consistent with security force training and equipment in a manner so as not to unreasonably endanger property or personnel.

- 2.2.4 **Reports and Records:** Prepare required orders, instructions, and incident reports, including reports on accidents and fires; and maintain and make available all records in connection with the duties and responsibilities of the assignment. The security personnel shall report / call directly to the MOH representative any fault / damages detected on any facilities / property immediately.
- 2.2.5 **Mail and Messages:** Official mail and messages and receive telephone calls in connection with the responsibilities of the assignment. When authorized, to receive, safely keep, and turn over to appropriate persons.
- 2.2.6 **Traffic Control:** Serve as required in traffic direction; control and monitor admittances to parking areas.
- 2.2.7 **Key Control:** Receive and account for keys to the building, various offices, chain locks, etc. Provide unlocking and locking system, ensuring all entrances and exits are secure at the end of the day.
- 2.2.8 **Lost and Found:** Receive, receipt for, and safely store lost and found articles pending return to owner or for appropriate disposal, in accordance with procedures issued by the Centre representative.
- 2.2.9 **Injury or Illness:** Conducting temperature checks at main entrance, as required. Obtain professional assistance from Centre nurse and/or call 991 in accordance with MOH procedures in the event of injury or illness to MOH employees or others while in the building or Centre property.
- 2.2.10 **Emergency Assistance:** Responding to calls regarding fires, threats, or any other emergency situations. In the event of emergency or unusual occurrence adversely affecting the interest of the Centre, summon appropriate assistance such as the local fire and/or police departments and immediately notify the Centre representative or other designated MOH officers. Protection force members shall also assist in firefighting duties when fires occur within the buildings covered in this contract.
- 2.2.11 **Civil Disturbances:** Perform other functions as necessary in the event of situations or occurrences such as civil disturbances, attempt to commit espionage, sabotage or other criminal acts adversely affecting the security

and/or safety of the Centre, its employees, property, and the general public lawfully in buildings or on property under the control of the Centre, consistent with security force training and equipment in a manner so as not to unreasonably endanger property and personnel. Deterring acts of vandalism, graffiti, burglary, trespassing, and other hazardous, criminal, or unauthorized activities.

2.2.12 **Rules and Regulations:** Observe and enforce posted rules and regulations covering the Centre facilities.

2.2.13 **Telephones:** Promptly answer telephones at all Guard posts and reception counter (if authorized), with courtesy. Be helpful and, within reason, provide information or service requested.

2.2.14 **Logbooks:** The Agency shall provide log in system. The following entries shall be entered:

2.2.14.1 Accurately and legibly log all activities during each shift.

2.2.14.2 Sign in and out after each shift.

2.2.14.3 Record at the beginning of each shift the condition of all the items in the check list (check list found at each security desk).

2.2.14.4 The Agency's supervisor shall read all logbook activities from previous shifts to be informed of all registered occurrences.

2.2.15 **Special Events:** The Centre can be used for ceremonial purposes and special events such as international meetings, receptions, cultural events, which may last until 2:00 a.m. or later, depending on the requirements of organizers. On such occasions, the Agency will be required to perform in accordance with the conditions set forth below:

2.2.15.1 Ensure that security of premises is not violated in any way.

2.2.15.2 Protect property of the Centre against theft and damage.

2.2.15.3 Security personnel shall not accept gratuities. Security personnel shall not accept food or drink from caterers of

events on MOH property unless approved by the Centre representative.

2.2.15.4 Security personnel shall not compromise their ability to perform their duties by becoming personally indebted to users of the Centre.

2.2.16 **Change of Duties:** MOH reserves the right to act through its Representative to amend, modify, and reissue the post orders and special orders given to the Agency personnel.

2.3 The Agency shall review its procedures and procedure to improve the services innovatively that include using new available technology, when it is being proposed by the government, or as and when need arise.

3 SUPPLY OF SECURITY PERSONNEL

3.1. The Agency shall employ only qualified personnel who are proficient in performing assigned tasks and proficient in Malay and English language.

3.2. The Agency shall provide bonded, uniformed **2 security personnel** (same gender) in each shift required to perform the Services.

3.3. Immediate steps shall be taken by the Agency to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of MOH.

3.4. In addition to the number of security personnel, the Agency **must** have a **field supervisor on-call twenty-four hours (24hrs) daily**, including public holidays, to deal with any security issues which arise. The Agency shall at **no extra charge to MOH appoint a supervisor** (hereinafter referred to as the "Agency Supervisor") whose responsibilities shall include:

3.4.1. Monitoring and reviewing the performance of the security personnel;

3.4.2. Identifying recurring problems and recommending replacements of security personnel when necessary;

- 3.4.3. Liaising with the Operational Officer with regards to the performance of the Services by the Agency.
- 3.4.4. The security personnel must be capable and trained to handle any and all incidents in a legal and professional manner.
- 3.4.5. Any security personnel provided must have undergone a thorough criminal background check which reveals no criminal history.
- 3.4.6. The minimum and basic criteria of the security personnel to be assigned to the Centre shall be as follows:
 - 3.4.6.1. Brunei citizen
 - 3.4.6.2. Age range between 21 – 50 years of age
 - 3.4.6.3. Of sound and alert mind and physically fit for security duties
 - 3.4.6.4. Above 5 feet in height and of medium built
 - 3.4.6.5. With good eye sight, hearing and in good health
 - 3.4.6.6. Non-smoker
 - 3.4.6.7. Ability to greet and tactfully deal with the general public, diplomats, delegates, and MOH employees, etc.
 - 3.4.6.8. Clear capability for reading understanding, communicating, and applying written and verbal orders, rules, and regulations, in both English and in Malay
 - 3.4.6.9. Use of good judgment, and the possession of courage, alertness, and an even temperament.
 - 3.4.6.10. The ability to maintain poise and self-control during situations that involve mental stress; this entails being able to withstand the accompanying and related impact of fires, explosions, civil disturbances, and building evacuations.

3.4.6.11. The security personnel must be perceptive, dependable, tactful, and punctual, and must have the ability to work and deal with people effectively. They will be in daily contact with the Centre representative.

3.4.7. The security personnel shall be in complete uniform and well-groomed at all times.

3.4.8. The Agency shall provide all necessary materials such as walkie-talkie / mobile phone, whistle, flashlights, rain gear, uniforms which are clean, in good repair, easily recognizable identification of the security personnel as an employee of the Agency, and any other miscellaneous equipment which may be needed for the Services.

3.4.9. The Agency shall provide the required number of qualified, competent, well-trained, and appropriately dressed security personnel to perform the duties required during the shifts required, seven days a week, including weekends and public holidays.

3.4.10. Additional requirements (within the period of the contract), specific certifications and/or trainings pertinent to the Centre operations may also be required by MOH but all expenses are borne by the Agency. Examples include, but not limited to the following:

3.4.10.1. Fire marshal

3.4.10.2. First aid

3.4.10.3. Basic Life Support / Cardiac Pulmonary Resuscitation (CPR)

All certifications and licenses should be current and maintained in accordance with the contract.

3.4.11. The security personnel will be issued with security passes by the Centre. For that purpose, the Agency shall submit to the Centre two (2) copies of passport size photograph of each of the employee, agent or sub-Agency who has been tasked to perform the Services at the Centre.

3.4.11. Issuing of each identification pass will be charged accordingly if required.

3.4.12. Any damaged or loss pass shall be replaced by the Agency at its own cost and a penalty charge will be incurred to loss of the pass.

4. UNIFORM

4.1. The Agency must ensure that all Security are neatly and properly attired in clean and neat uniforms. Conversely if found, the Centre have right to amend non-conformance report to the Agency.

4.2. Uniforms are to be provided by the Agency at his own cost.

5. STAFFING AND CODE OF CONDUCT

5.1. The security personnel are expected to respond to alarms, emergency requests and use verbal de-escalation skills to resolve safety incidents and maintain confidentiality and discretion when handling private information, along with presenting strong customer service.

5.2. The security personnel shall maintain self control in stressfull situation and able to manage verbally or physically aggressive situation without injury to patients and staff, using verbal intervention/de-escalation skills, remaining calm, exercising judgement, and avoiding unnecessary physical force and abusive language.

5.3. **The security personnel are not permitted to smoke while performing duties in the centre. If found, the Agency shall remove the security personnel immediately.**

5.4. The security personnel shall not sleep while performing duties.

5.5. The security personnel shall dress in a manner fitting to their occupation and carry the company's name/logo/badge for easy identification and to create professionalism.

5.6. Undertake in writing to indemnify the Government from all liabilities out of claim by any workman employed in the performance of this Contract for payment of compensation under or by virtue of provision of the Workmen's Enactment 1957 (or any other law amending or replacing such ordinance) and from all costs and expenses incidental or consequential thereto.

6. SUPERVISOR

- 6.1. The Agency shall appoint a supervisor or supervisors with approval from the Centre. The supervisor(s) shall serve as the Agency's focal person and work exclusively for the Agency full-time during office hours, non-office hours, and public holidays.
- 6.2. The Agency shall provide the supervisor(s)' contact numbers for emergency purposes.
- 6.3. The Supervisor shall communicate with the Centre's Operational Officer at 2457694 [Ext. 142] or Nurse Manager of the Centre.
- 6.4. For any new recruitment of security personnel, it is the responsibility of the Supervisor to:
 - 6.4.1 Provide training and communicate all required information and SOPs to ensure the flow of services is not affected.
 - 6.4.2 Notify the Centre's Operational Officer of the new recruitment of security personnel.
- 6.5. **Supervisor Patrol Requirement:**
 - 6.5.1. The supervisor is required to conduct scheduled and unscheduled patrols at any time and on any day of the service, at least fortnightly, covering all shifts. The purpose of these patrols is to:
 - 6.5.1.1. Ensure work quality is consistently maintained and improved,
 - 6.5.1.2. Monitor and uphold discipline among staff.
 - 6.5.2. The Supervisor must record their attendance and patrol reports in the designated attendance logbook.
 - 6.5.3. Failure to conduct patrols without valid reasons will grant the Centre the right to take appropriate action against the individual concerned.

- 6.6. The Supervisor may be contacted by the Centre's Operational Officer during non-office hours, if necessary, at no additional charge by the Agency.
- 6.7. The Supervisor must be able to make decisions on behalf of the Agency.
- 6.8. Approval for replacement of the Supervisor must be sought in the event she/he falls ill (on medical leave) or is due to go on leave.
- 6.9. The Agency shall submit the CVs, basic duties and responsibilities of the Supervisor and security personnel considering the requirements of the Centre's job descriptions for each role.
- 6.10. The Agency shall ensure that all Supervisors respond to any call by the Centre (within 10 minutes), 24 hours a day - 24/7, if necessary.
- 6.11. The minimum and basic criteria of the Supervisor to be assigned to the Centre shall be as follows:
 - 6.11.1. Must have a minimum of two (2) years' experience as a security officer, or two (2) years' experiences in a branch of law enforcement or other type of protective service.
 - 6.11.2. Must be a holder of certificate of training for security personnel
 - 6.11.3. Able to speak and write in Malay and English fluently
 - 6.11.4. Of sound and alert mind and physically fit for supervisor duties.
 - 6.11.5. Good leadership skills.
 - 6.11.6. With good eye sight, hearing and in good health
 - 6.11.7. Ability to greet and tactfully deal with the general public, diplomats, delegates, and MOH employees, etc.
 - 6.11.8. Clear capability for reading understanding, communicating, and applying written and verbal orders, rules, and regulations, in both English and in Malay.
 - 6.11.9. Must be able to write clear and concise reports in both languages.

6.11.10. Use of good judgment, and the possession of courage, alertness, and an even temperament.

6.11.11. The ability to maintain poise and self-control during situations that involve mental stress; this entails being able to withstand the accompanying and related impact of fires, explosions, civil disturbances, and building evacuations.

7. WORKING HOURS

7.1. The Agency shall provide, maintain and deploy sufficient number of efficient, well trained, experienced and trustworthy personnel for the Services at the Centre, on a 24-hour daily basis including Fridays, Sundays and public holidays under the herein schedule of deployment and work shift, to wit:

Centre	No. of guards	Shift	Remarks
Kiarong Dialysis Centre	6	To cover 24 hours daily including public holidays (The Agency to specify)	2 guards per shift

7.2 The number of security personnel may be subsequently increased or decreased as may be determined by the Centre depending upon circumstances.

7.3 Future adjustment regarding time scheduling shall be reserved in favor of the Centre in consonance with whatever alterations the latter may find necessary.

7.4 The Agency shall ensure all security personnel comply with the working days and hours set out by MOH.

7.5 The Agency shall ensure that security personnel are present at their designated work areas during such working hours.

7.6 **The Agency shall provide as follows:**

7.6.1 Assign an Agency representative to work directly with the MOH representative;

- 7.6.2 Designate a contact person available twenty-four (24) hours daily for communication with the Centre, if required;
- 7.6.3 Fulfill Centre requests for security personnel within twenty-four (24) hours of request;
- 7.7 The Agency shall maintain a sufficient pool of qualified security personnel large enough that if, for any reason, the scheduled security personnel does not report for duty or must be replaced, the Agency can provide replacement security personnel within two (2) hours after notification;
- 7.8 The Agency shall replace, at no additional expense to the Centre, any security personnel not performing satisfactorily within two (2) hours.

8. PERFORMANCE RESPONSIBILITIES

- 8.1. The Agency shall assign their Security personnel post duties on rotation basis following their duty schemes and shall furnish the Centre a monthly report of incidences and observations affecting security and all related matters.
- 8.2. The Agency shall provide identification badges of their individual employee, which shall be worn and clearly visible while on the Centre.
- 8.3 The Centre shall at all times have the right to inspect the guards on detail of the premises and at any time request for the replacement of any guard assigned to it.
- 8.4 The Agency shall ensure that their security personnel report to work at the time and place specified by the Centre.
- 8.5 The Agency shall ensure that their security personnel stay at their allocated posts, following to their scheduled working hours.
- 8.6 The Agency shall ensure that security personnel do not vacate their post during or at the end of their shift unless relieved by appropriate duty personnel, and arrange for replacement personnel for shift changes, breaks and for unanticipated events (i.e. illness, family emergency, etc.).
- 8.7 The Agency shall abide by all ordinances and laws pertaining to the Centre operation and secure all required licenses, permits, certifications and trainings.

- 8.8 The security personnel are required to sign-in and sign-out at the Centre. Security provisions for the Centre must be strictly observed.
- 8.9 The Agency shall accurately describe the job duties required to its security personnel. The Standard Operation Procedure (SOP) shall be submitted to MOH for approval.
- 8.10 The Agency shall ensure that security personnel do not engage in personal activities (such as, but not limited to texting, personal phone calls, reading magazines, hang out with public/patients etc.) while on the job, and that such security personnel comply with the Centre restrictions regarding visitation with friends, family members, or acquaintances while on the job.
- 8.11 Cost of repair / replacement of any damage to the equipment or property belonging to the Centre caused by the security personnel shall be borne by the Agency.
- 8.12 The Agency shall replace any lost locks/keys that been givens to security personnel immediately to ensure the safety of the premises. This includes changing locks and possibly even replacing door locks or related security systems.
- 8.13 The Agency security personnel are not employees of MOH and as such, MOH shall not be responsible for any claim for personal injury or damage including death caused to any of the security personnel or to any third party where such injury or death arises out of or sustained in the course of the performance of the Services by said Security personnel.
- 8.14 The Agency shall assume full responsibility for any loss, damage, personal injury or death due to theft, robbery, pilferage, trespass, misconduct or connivance of the security personnel and others unlawful acts which MOH, its employees, patrons and any other persons may suffer during watch hours of detailed security personnel, provided that it shall have been establish after due investigation that said loss, damage, personal injury, or death, was principally due to negligence or fault of the security personnel. The investigation shall be conducted by the committee constituted and shall be completed within forty-eight (48) hours.

- 8.15 The Agency shall assume complete responsibility and liability for any loss or damage or injury to MOH properties, its employees, guests, third person and their properties which have been duly turned over and received by the Agency; or its authorized representative except in case of force majeure or fortuitous events or under following circumstances; in case where the loss or damage occurs inside a closed office and/or building into which Agency or its agents have no access, the Agency shall not be liable except when it is shown that the door or any part of the building/facilities or office was forcibly opened and that such loss or damage is reported to the Agency within 24 hours from the discovery thereof. The Agency shall not be liable when the item(s) reported lost were small and can easily be hidden inside the pocket and where MOH had not expressly required and authorized the searching of all personnel and personnel vehicles and or any kind of visitor(s) of the Centre, who enter and leave the establishments and premises.
- 8.16 In the events that MOH, its employees and/or its guest suffers any loss or damage to the property, or in the event that any of MOH employees, guest or any other persons legitimately within the MOH premises suffer physical injury or death, MOH shall inform the Agency thereof within forty-eight (48) hours from the happening of the event. In case of loss or damage to property, the notice to the Agency shall include, whenever possible, an enumeration of the items lost or damaged, together with their corresponding values. MOH shall have the right to withhold or suspend payments due to the Agency and or automatically deduct from any amount due to the Agency that values of such loss or damage without prejudice to MOH's right to seize the surety bond until the losses and/or damages suffered by MOH shall have been fully compensated.
- 8.17 In the events of controversy or disagreement between MOH and the Agency regarding liability for the loss, damage, physical injury or death referred to in the preceding paragraphs hereof, the parties shall constitute a committee, which shall be composed of at least four (4) members. MOH and the Agency shall each appoint two (2) members, and one MOH member shall act as chairman. The decision of the committee shall be binding on the parties, unless,

within a period of thirty (30) days from receipt of such decision, a party shall institute the proper legal proceeding relating to the dispute.

9. REGULATIONS, LICENSES AND PERMITS

- 9.1. All Centre facilities are non-smoking; the Agency and its personnel must adhere to this requirement. The use of tobacco products is **STRICTLY** prohibited.
- 9.2. It is illegal to have in one's possession any illegal drug, alcoholic beverage or cigarette/vape while on Centre property. Agency personnel shall not consume any illegal or illegally obtained drug, alcoholic beverage or cigarette/vape while on duty. If found guilty as stated above, the security personnel shall be removed immediately.
- 9.3. The security personnel should refrain from using foul, abusive, or profane language on Centre property.
- 9.4. The security personnel shall not flirt or fraternize with Centre personnel, patients or any visitor at the Centre.
- 9.5. The security personnel shall not solicit or otherwise interfere with the work of the Centre employees.
- 9.6. The Agency shall comply with the rules and regulations set by MOH.
- 9.7. The Agency shall ensure that all security personnel fully comply with the policies and procedures of the Centre to which they are assigned, the applicable standards, Joint Commission standards, and all applicable regulations as now existing or as may be modified.
- 9.8. The Agency must be registered and licensed from Security personnel Agency Licensed Division (*'Bahagian Perlesenan Agensi Pengawal Keselamatan'*), Royal Brunei Police Force.
- 9.9. The Agency is 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 Services.

9.10. In the event of any change in legal or regulatory requirements during the contract period, the Agency shall promptly and at its own expense take any necessary action for complying with the same.

9.11. The Agency is to comply with best practices as may be proposed or recommended by any relevant bodies in the relevant industry, and also ensure that the standard of Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

10. CONTRACT PRICE AND PAYMENT

10.1. MOH shall be entitled to deduct payment due to no replacement of security personnel and/or does not meet the requirement of the Centre in **Section 2**, as stated all in **Clause 10**.

10.2. The Agency shall submit a breakdown of the contract price in the format set out in **Section 3** in this Invitation to Tender.

10.3. The Agency shall submit the invoice of the previous month on the first week of each month. All claims shall be addressed to:

Operational Officer
Rimba Dialysis Centre
Simpang 253-56, Jalan Tungku Link
Bandar Seri Begawan 3119
Negara Brunei Darussalam

10.4. **Non-Conformance Report (NCR)** will be sent to the Agency if the quality of work is proven to be unsatisfactory. The Centre are entitled to make deductions based on performance and compliance, with regards to the amount payable to the Agency. The deductions will be based on the following categories:

Average monthly performance	Payment Due	Payment Due	
		After 2 nd Warning	After 3 rd Warning
80% - 100 %	100 %	80 %	50 %
70% - 79 %	100 %	80 %	50 %
60% - 69%	90 %	70 %	50 %
50% - 59%	50 %	30 %	15 %
Below 50%	30 %	10 %	5 %

10.5. Deduction of payment will continue and will be adjusted accordingly based on performance and compliance in the quality of works acceptable by the Centreas stated in **Clause 10**.

11. COMPLIANCE

11.1. The Agency shall comply with the provisions of this Contract and all applicable laws and regulations.

11.2. On non-adherence to this clause, the Government shall send a written warning (**NCR**) to the Agency. However, if the non-compliance continues, be it of the same or different matter, the Government shall be entitled to make deductions on the overall monthly charges based on the following categories:

NON-COMPLIANCE (Number of times in a month by location/ area)	PAYMENT DUE (Monthly charges)	REMARKS
One	100%	<ul style="list-style-type: none"> • MOH officer will send a written warning • The agency should still comply to the said agreement from both parties (Government and Agency) as of date and time.
Two	80%	<ul style="list-style-type: none"> • Even though the Agency already rectified within the specified date and time (of the first and second non-compliances), 20% deduction of the overall monthly charges will still apply. For no replacement of security personnel, 20% deduction will apply after deducting rate of security personnel. • Failure to comply with the agreed date and time for the second time then will proceed to third stage that is to deduct 50%. Nonetheless, the Agency should still proceed with the earlier agreement.
Three or more	50%	Automatically deduct 50%.

11.3. The Security Personnel shall perform the Services in conformance to all relevant requirements, guidelines, manuals and standards provided.

- 11.4. The non-compliance with provisions sets out in the Contract or within the license shall lead to regulatory measures, to remedy the failure within a specified period of time and/or penalties.
- 11.5. Repetitive failure to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.
- 11.6. Once the contract come into force, the agency shall be given a period of three months to comply with the provisions within the Contract or as expressly agreed in writing by the Government.

12. QUALITY ASSURANCE PROGRAM

- 12.1 The Agency is required to develop and implement an effective Quality Assurance program (hereinafter referred to as the "QA Programme") to ensure its ability to consistently provide services that meet the expectations of the Centre and applicable regulatory requirements and to enhance process management, service quality, supervision and service delivery standards.
- 12.2 The Agency will document and monitor this QA program and its effectiveness.
- 12.3 For the purpose of ensuring the effectiveness of the QA programme, the Agency shall establish and document monitoring criteria with a periodic system of review. The Agency shall implement a system of monitoring/inspection comprising of:
- Supervisor to review daily work performed by Security Personnel such as on punctuality of attendance and the number of patrolling the scheduled locations, and submit exception reports;
 - Supervisor to inspect areas randomly, review complaints and take corrective actions;
 - Supervisor to make a periodical evaluation of activities to be performed as assigned in the Contract
- 12.4 The Agency shall keep a formal reporting and record-keeping system on system review detailing:

- Frequency of reviews, results and actions taken (by whom/when);
- Register of complaints; and
- Register of special requests

12.5 The Agency shall send his security personnel for courses relating to quality-related service and/or hygiene standards compliance at their own expense.

13. AGENCY'S WARRANTIES

13.1 The Agency warrants and undertakes to MOH that:

- 13.1.1 The Agency is able to perform the Services and that it does not have any understanding or agreement with anyone else which restricts its ability to perform the Services or restricts proper exercise of its obligations to MOH.
- 13.1.2 The Agency will have the necessary skill and expertise to provide the Services on the terms set out.
- 13.1.3 The Services will be provided in a timely and professional manner and in accordance with the Agency's Services Specification in **Schedule A** of Contract.
- 13.1.4 The Services will conform to the standards generally observed in the industry for similar services and will be provided with reasonable skill and care.

14. GOVERNMENT WARRANTIES

14.1 MOH warrants and undertakes to ensure the safety and health of the Agency's personnel assigned or tasked to carry out the Services at the Centre to include:

- 14.1.1 Providing and maintaining a working environment that is safe, without risk to health; and
- 14.1.2 Providing, maintaining and keeping clean, sufficient and suitable sanitary conveniences for the Agency's personnel at the Centre.

15. DAMAGE AND INJURIES TO PERSONS AND PROPERTY

15.1 The Agency shall:

15.1.1 Indemnify and keep MOH fully and effectively indemnified on demand against all costs, claims, demands, expenses and liabilities of whatsoever nature arising out of or in connection with any claim for any personal injury or death cause by the negligent act or omissions or its employees, agents and sub-Agency's in connection with the performance of the Agency's duties and obligations;

15.1.2 Be responsible for and reinstate and make good to the satisfaction of MOH or make due compensation for any injury or damage to any property or right of MOH, being injury or damage arising out of or in connection with the performance of the Agency's duties and obligations.

16. RIGHT TO APPOINT OTHER VENDORS

16.1. The Centers reserves the right to engage other vendors to provide the Services if the Agency fails to perform in full compliance with the contract.

16.2. The government shall be entitled:

16.2.1. To terminate the Agency; and/or

16.2.2. To obtain the same or similar services from another vendor through the Agency and all expenses are borne by the Agency; and/or

16.3. In any circumstances, the Agency is unable to obtain similar services from another vendor and required the Centre to manage, an administration charge of **3 percent (3%)** from the given service cost by other vendor shall apply. In addition to this, all expenses incurred shall be borne by the Agency.

16.4. These remedies are without prejudice to **Clause 10** and all other rights that the government has.

17. SUBMISSION OF OFFER

17.1 The document including the Tender Form in **Section 3** and all other accompanying documents such as Copy of Business Registration and

Miscellaneous Licence are to be put in an envelope, sealed and must be submitted in **two (2) copies** made up of one (1) original and one (1) duplicate. All sets shall be bound and clearly labelled as ORIGINAL and DUPLICATE. Respectively, all Tenders must be addressed to: -

**The Chairman,
Mini Tender Board
Ministry of Health
Commonwealth Drive, Jalan Menteri Besar
Bandar Seri Begawan BB3910
Negara Brunei Darussalam**

SCHEDULE B

The Centre

SCHEDULE B - THE CENTRE

KIARONG DIALYSIS CENTRE



SCHEDULE C-
Checklist of Standard Operating Procedures (SOPs)

**SCHEDULE C - CHECKLIST OF STANDARD OPERATING PROCEDURES
(SOPS)**

To be submitted from commencement date	SOP	Description	√
Management			
3 months	Management joint review meeting	Review progress and discuss outstanding issues at management level	
1 month	Supervisor monthly report	Report format: staff feedback, patient feedback, periodic inspection, KPIs (measurement system), infection control, respond time, facility fault reporting update, manpower status,	
1 month	Security pass requisition and return	Establish security reporting and management system	
1 month	Inspection of works	Ensure all works are carried out according to the standard set out by the Centre	
3 months	Joint inspection	From both parties- the Agency and Centre	
1 month	Safety measures for work	- Slips & trips - Facilities Management - Infection Control	
1 month	Loss and found procedure	To liaise with the Centre' management	
1 month	Workplace safety and incident reporting	To provide reporting system.	
1 month	VIP protocol	Protocol applies only to VIP visit	
Development			
1 month	Staff training	Examples of training programmed: - Safety at work <ul style="list-style-type: none"> • Very high-risk area • High risk • Moderate risk • Low risk - Reporting system - Fire marshal - Basic life support - Hand washing procedure	
3 months	Customer feedback	How customer feedback being handled	
3 months	Staff feedback	Scoring system and how staff feedback being handled	

√ -Please

Services			
1 month	Work plan	Preparation and commencement of contract, includes manpower deployment and disciplinary action.	
1 month	Handling of private and confidential documents	E.g. Patients' files on the counters	
1 month	Communication And Respond Time	<ul style="list-style-type: none"> - Identified focal person / supervisor and number to contact - Emergency reporting procedures 	
1 month	Job Description	<ul style="list-style-type: none"> - Supervisor - Security personnel - Work ethics - Rules and regulations - Law and orders - Operating hours 	
1 month	Workflow	<ul style="list-style-type: none"> - Changes of duties - Patrolling - Access control - Traffic control - Key control - Injury or illness - Civil disturbance - Health and safety - Escort - Special events 	
1 month	Emergency Procedures	<ul style="list-style-type: none"> - Emergency call number - Fire command - No electricity - No water - Flood / leaks / heavy rain - Threats - Alarm - Thefts 	

APPENDIX 1

NON-CONFORMANCE REPORT (NCR)		
SECTION 1		
1.Contract Title		4.Date:
2. Contract Reference		5.NCR Number/year:
3.Company Name		6. Department / Area:
SECTION 2		
7. Reported from: <input type="checkbox"/> Inspection <input type="checkbox"/> Complaint/Feedback <input type="checkbox"/> On the Spot <input type="checkbox"/> Others: .		
8.Non-Conformance Classification: <input type="checkbox"/> Health & Safety <input type="checkbox"/> Personnel <input type="checkbox"/> Equipment and supplies <input type="checkbox"/> KPI		
9. Risk Rating: <input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low		
10.Centre/place:		
11.Reported by:		
12. Description of non-conformance:		
13.Photo /video:		
SECTION 3		
Corrective/Preventive Action (to be filled and return by respondent)		
14. Description of Immediate Actions /Corrective Actions:		
		15.Completion date & time:
16.Description of Preventive Action (to prevent recurrence):		
17.Approved by:	18. Accepted by:	19.Date:
SECTION 4 (for office use)		
Final Review & Closing Out of Report		
<input type="checkbox"/> Above actions implemented satisfactorily, report is CLOSED. <input type="checkbox"/> New NCR issued. Reasons:		
Other Comments:		
20. Reviewed by and Signature:		21.Date:

**SECTION 3
FORMS TO BE USED
CONTENTS**

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SCHEDULE 1 - TENDER FORM

To:

TENDER REFERENCE NO.: KK/331/2024/JPR(TC)

**PROVISION OF SECURITY SERVICES TO KIARONG DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES,
MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS**

TENDER OF (name of Supplier) : _____

Company/Business Registration No : _____

Tender Closing Date : _____

ITEM	PREMISE	RATE PER PERSON	MONTHLY PRICE (B\$)	YEARLY PRICE (B\$)	TOTAL PRICE FOR 3 YEARS (B\$)
Supply of Security Guards and Provision of Security Services; • 6 security personnel to cover 24 hours daily including public holidays (The Agency to specify)	Kiarong Dialysis Centre, Department of Renal Services				
TOTAL					

USER REQUIREMENTS	DETAILS OF THE OFFER
Company Registration	
No. of Security Guards & the shift	
Personnel Uniform	
Equipment / Facilities provided	
Training & Management of Personnel	
Security Service Experience	

1. We offer and undertake on your acceptance of our Tender to supply and deliver 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 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 202_

Signature of authorised officer of Tenderer

Name :

Designation :

Tenderer's official stamp:

SCHEDULE 2 - 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 is the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **PROVISION OF SECURITY SERVICES TO RIMBA DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS**
- (d) Other information which is considered relevant.

SCHEDULE 3 - 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 4 - 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 of Certificate of Registration (as the case may be).

SCHEDULE 5 - 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

Customers 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 nor 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 purpose.

SCHEDULE 6 - DECLARATION