

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/ DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THEN 2.00PM	FOCAL PERSON
KK/153/2025/SSBH(TC)	THE MANAGEMENT AND OPERATION OF CAFÉ / CANTEEN CONCESSION FOR LEARNING AND HEALTH DEVELOPMENT CENTER (LHDC) OF SURI SERI BEGAWAN (SSB) HOSPITAL FOR A PERIOD OF THREE (3) YEARS	3 YEARS	Suri Seri Begawan (SSB) Hospital, Kuala Belait	\$10.00	1 <sup>st</sup> July 2025	Abdul Mu'iz bin Haji Ibrahim Senior Hospital Administrator Suri Seri Begawan Hospital, Kuala Belait Ministry of Health Negara Brunei Darussalam Contact No.: 3335331 EXT 3197/3223

**TENDER REF. NO.: KK/153/2025/SSBH(TC)**

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**THE MANAGEMENT AND OPERATION OF CAFÉ /  
CANTEEN CONCESSION FOR LEARNING AND HEALTH  
DEVELOPMENT CENTER (LHDC) OF SURI SERI  
BEGAWAN (SSB) HOSPITAL FOR A PERIOD OF THREE (3)  
YEARS**

**TENDER FEES : \$10.00**

**RECEIPT NO. :**

**CLOSING DATE : ON TUESDAY, 01<sup>ST</sup> JULY 2025**

**TIME : 2.00 PM**

**FOA :**

**THE CHAIRMAN  
MINI TENDER BOARD, TENDER BOX  
GROUND FLOOR, MINISTRY OF HEALTH  
COMMONWEALTH DRIVE  
BANDAR SERI BEGAWAN BB3910  
NEGARA BRUNEI DARUSSALAM**

**(CLUSTERING)**

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**TENDER DOCUMENT**

**FOR**

**THE MANAGEMENT AND OPERATION  
OF CAFÉ / CANTEEN CONCESSION  
FOR LEARNING AND HEALTH  
DEVELOPMENT CENTER (LHDC) OF  
SURI SERI BEGAWAN (SSB) HOSPITAL  
FOR A PERIOD OF THREE (3) YEARS**

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## SECTION 2

### SPECIFICATIONS

TENDER REFERENCE NO.: KK/153/2025/SSBH(TC)

#### INVITATION TO TENDER FOR THE MANAGEMENT AND OPERATION OF CAFÉ / CANTEEN CONCESSION FOR LEARNING AND HEALTH DEVELOPMENT CENTER (LHDC) OF SURI SERI BEGAWAN (SSB) HOSPITAL FOR A PERIOD OF THREE (3) YEARS

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#### 1. GENERAL

- 1.1 With an average of over 50,000 visitors each month and a dedicated workforce of 600 staff members, Suri Seri Begawan (SSB) Hospital highly prioritizes on providing diverse and adequate range of amenities and facilities. This commitment is integral in maintaining and elevating the overall visitor experience.
- 1.2 To that end, Suri Seri Begawan is inviting interested parties to participate in a tender for the lease of the Learning and Health Development Centre to provide **Café / Canteen** services. These services aim to offer convenience to hospital staff while ensuring high-quality food and beverages. The selected vendor must uphold strict hygiene and safety standards while maintaining affordability.

#### 2. LEASE PERIOD

- 2.1 The lease will be for a period of "THREE" (3) years.

#### 3. SCOPE OF BUSINESS

- 3.1 The Tenderer shall be exclusively permitted to operate and manage the Café / Canteen service as approved by the Government of Brunei Darussalam within the designated hospital premises. The Tenderer shall be responsible for the full scope of operations, maintenance, and compliance with all applicable regulations, including but not limited to the following:

##### 3.2 Café / Canteen Operations

- 3.2.1 The Tenderer shall provide a diverse selection of Halal food options.
- 3.2.2 All food preparation, handling, storage, and distribution shall be conducted in compliance with hygiene and safety standards.
- 3.2.3 The Tenderer shall implement measures to minimize infection risks associated with food service operations.

##### 3.3 Equipment, Facilities, and Infrastructure

- 3.3.1 The Tenderer shall provide and maintain all necessary equipment, including crockery, cutlery, cold storage units, fixed cabinets, and loose furniture.
- 3.3.2 Any additional air conditioning units beyond existing hospital provisions shall require prior written approval from the Chief Executive Officer ("CEO") of the hospital and shall be procured, installed, and maintained at the Tenderer's sole expense.

### **3.4 Cleanliness and Hygiene**

- 3.4.1 The Tenderer shall maintain the premises in a clean and hygienic condition at all times and shall allow inspection by authorized hospital officers as required.
- 3.4.2 The Tenderer shall provide dedicated cleaners to ensure the continuous upkeep of Café / Canteen area including LHDC Ground Floor Male & Female Toilet used by staff and customers, and shall ensure proper storage of crockery, cutlery, and utensils (disposable).
- 3.4.3 The Tenderer shall supply and maintain essential cleaning tools and materials, including but not limited to:
  - 3.4.3.1 Utensils, washing dispensers, rubbish trolleys, bins, plastic bags, pails, mops, and detergents for floors, walls, and mirrors;
  - 3.4.3.2 Electrical insect killers and plastic curtains where necessary.
- 3.4.4 The Tenderer shall be responsible for the proper collection and disposal **off-site** of all waste, including used cooking oil, food waste, and disposable items, in accordance with hospital waste management policies.

### **3.5 Infrastructure Maintenance and Renovation**

- 3.5.1 The Tenderer shall be responsible for the maintenance and replacement of infrastructure, electrical fittings, and equipment within the designated premises.
- 3.5.2 Any modifications, renovations, or upgrades to the existing premises, including but not limited to walls, flooring, ceilings, and electrical fittings, shall be undertaken by the Tenderer at its own cost and must comply with hospital requirements and design standards.
- 3.5.3 Any proposed structural modifications, installations, or renovations shall require prior written approval from the CEO of the hospital.
- 3.5.4 The Tenderer is required to obtain all necessary permits, licenses, and approvals from the relevant authorities before commencing any works. These authorities include, but are not limited to:
  - Authority for Building Control and Construction Industry (ABCI)
  - Brunei Fire and Rescue Department
  - Department of Environment, Parks and Recreation (JASTRe), Ministry of Development (if required)
  - Department of Environmental Health Services, Ministry of Health
- 3.5.5 All construction and renovation works must be performed by qualified and licensed contractors. The Tenderer is fully liable for any damage caused during these works and is expected to ensure that all activities meet the required standards. The Hospital reserves the right to inspect the premises and request rectification of any non-compliant or unsatisfactory works at the Tenderer's expense.
- 3.5.6 The Tenderer is also responsible for the supply, installation, commissioning, and maintenance of all related equipment, furniture, and directional signage within the designated area, ensuring that all installations are safe, functional, and in line with the Hospital's operational needs.

### **3.6 Utilities and Compliance**

- 3.6.1 The Tenderer shall be solely responsible for and shall promptly pay all service charges related to electricity, telephone, online payment system and internet services within the designated premises. The obligation to pay for such utilities shall commence upon the Tenderer's initial usage.

- 3.6.2 The Tenderer shall comply at all times with the rules, regulations, and directives set by Suri Seri Begawan Hospital, as well as any applicable governmental laws and policies governing the operation of the Café / Canteen service.

#### **4. SUBMISSION OF PROPOSAL**

- 4.1 Tenderer is required to submit a business proposal (colored 2D) of the designated area, complete with the proposed enhancement of the appearance of the Café / Canteen services facilities and services to be offered. The business proposal should at least contain the following:
- 4.1.1 Company Profile
  - 4.1.2 Supporting Documents:
    - 4.1.2.1 Business License;
    - 4.1.2.2 Construction Permit including approvals from relevant authorities (if major renovation works are required)
    - 4.1.2.3 Occupation Permit (if major renovation works are required)
    - 4.1.2.4 Halal Certificate, if available, will be considered an advantage to the Tenderer; and
    - 4.1.2.5 List of current Café / Canteen and restaurants
  - 4.1.3 Business Proposal
    - 4.1.3.1 Proposed Café / Canteen Style
    - 4.1.3.2 Proposed Menu
- 4.2 Tenderer is also required **to submit price quote (MINIMUM BND 600.00 PER MONTH) for the Café / Canteen concession. Please state your best offer at Schedule 1 – Tender Form.**
- 4.3 Tenderer is also advised to attend tender briefing which will be notified and conducted before the closing of the advertisement.
- 4.4 Any other business proposal may be included upon Ministry of Health's approval.

#### **5. CODE OF CONDUCT**

- 5.1 The successful company shall not sub-let the contract to a third party.
- 5.2 The premises shall be maintained to the highest standard of cleanliness. Officers from the Suri Seri Begawan Hospital shall be allowed to inspect the premise at all time. If the premise is found not to be of high standard, Suri Seri Begawan Hospital shall engage a third party to clean the premise and charges relating to the cleaning works shall be borne by the Tenderer.
- 5.3 The Centre Management reserves the right to remove or replace any of workers employed by the successful Tenderer from the said premises, who in the opinion of the Centre Management has misbehaved or is incompetent or negligent in the performance of his/her duties.
- 5.4 The outlet shall not be used for other purposes except for purpose of operating a Café / Canteen service approved by the Government of Brunei Darussalam.
- 5.5 Pricing & Affordability
- 5.5.1 Prices should be reasonable and competitive while ensuring affordability for customers.
  - 5.5.2 The vendor shall provide a price list for hospital approval before commencing operations.

- 5.5.3 Any price adjustments must be approved in writing by hospital management.
- 5.5.4 Food and services charges must be priced and displayed properly.
- 5.6 The Tenderer's employees while on duty at the Suri Seri Begawan Hospital shall dress appropriately.
- 5.7 The Tenderer shall not advertise on behalf of any person or allow any person to put any advertising sign on the leased premises.
- 5.8 The Tenderer shall comply with all laws, Statutory Rules, Regulations and Enactment and pay all fees that may be lawfully demanded in respect thereof.
- 5.9 The Tenderer shall at all times during the period of the Agreement shall maintain and take proper care of the premises let.
- 5.10 The Tenderer shall as a condition precedent to the commencement of any work:
  - 5.10.1 Take out policies of Insurance indemnifying the Government from all liabilities arising out of claims for loss or damage to property in his possession or custody in the premises and from claims for compensation for death or personal injury to persons, whether or not in the employment of the Tenderer, arising out of the occupation of premises by the Tenderer.
  - 5.10.2 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 Compensation Act (Chapter 74) or any other law amending or replacing such ordinance and from all costs and expenses incidental or consequential thereto.
- 5.11 The Tenderer shall keep insured the term of contract and for any extension thereof of the Café / Canteen service loss or damage by fire, theft, public risk insurance and such other risks and special perils normally insured for the management of Café / Canteen service and to produce to the Government on demand the policy of such insurance and the receipt of payment of the premium thereof and to cause all monies received by virtue of any such insurance to be forthwith laid out in rebuilding and reinstalling the Café / Canteen service in accordance with any planning consents and permissions and to make up deficiency out of its own money.
- 5.12 License
  - 5.12.1 To obtain a 'Miscellaneous License' from the Brunei-Muara District Licensing Board under the Miscellaneous Licenses Act (Cap. 127 of the Laws of Brunei).
  - 5.12.2 To hold and continue to hold a Business License under the Business Names Act (Cap. 92 of the Laws of Brunei).
- 5.13 To use and occupy the Café / Canteen service for the purposes of managing and operating of Café / Canteen service only and to obtain any licenses, permits and approvals from the relevant authorities which may be required for such use.
- 5.14 Not to make any alteration, additions, changes to the Café / Canteen service without the Hospital Management's consent in writing which consent shall not be unreasonably withheld. PROVIDED ALWAYS that the consent or approval of the relevant authorities concerned, where necessary, shall first have been obtained prior to the carrying out of any work for which the Government's consent in writing has been given.
- 5.15 IT IS FURTHER PROVIDED ALWAYS that on the expiry or sooner determination of the term hereby granted the Tenderer shall at its own costs and expenses reinstate the Café / Canteen service to its original state and condition (fair wear and tear excepted).



## 6. MENU AND SERVICES

- 6.1 To submit a proposal of menu with price suited to Café / Canteen-style.
- 6.2 Tenderers are encouraged to propose healthy menu items within their proposal.
- 6.3 The Tenderer shall provide **at least 25 main dishes** daily consist of **Carbohydrate** (rice, noodles, potatoes, bread), **Proteins** (Chicken, Beef, Fish), **Vegetable** and **Fruits**.
- 6.4 All food menu shall be prepared and freshly cook for that day only.

## 7. SUPPLY AND OPERATION OF EQUIPMENT

- 7.1 The installation tasks to be performed shall include but not limited to:
  - 7.1.1 The connection of equipment to the electrical supply;
  - 7.1.2 The alignment and testing off all equipment;
  - 7.1.3 The provision of an earthing system and electrical surge protection;
  - 7.1.4 The supply, fabrication, painting and assembly of all miscellaneous material, minor components, supports and other such items as are indicated in the accompanying documentation, are clearly intended to be provided or are obviously required for completion of the works herein specified.
  - 7.1.5 The provision of appropriate buffet-style equipment, including but not limited to:
    - 7.1.5.1 Enclosed food display units to maintain hygiene and food safety standards.
    - 7.1.5.2 Food warmers or heated trays to keep food at the required serving temperature.
    - 7.1.5.3 Glass panels or sneeze guards to protect food from contamination.
    - 7.1.5.4 Refrigerated display units for cold food and beverages where necessary.
    - 7.1.5.5 Adequate storage solutions for utensils, trays, and serving dishes.
    - 7.1.5.6 Covers or lids for food trays to ensure food is protected when not being served.
- 7.2 The Tenderer shall be responsible for maintenance and replacement of electrical fittings and lighting within the premise using LED type lighting devices where appropriate.
- 7.3 The Suri Seri Begawan Hospital shall provide electricity supply at designated areas for the use and operation of the services management equipment.

## 8. KITCHEN & FOOD HANDLING REGULATIONS

- 8.1 **No open-flame or full-scale cooking is allowed on the premises.** Only reheating and warming of food using approved equipment is permitted.
- 8.2 The vendor shall use food warmers, bain-maries, coffee-maker and microwave ovens to maintain food temperature while ensuring food safety and hygiene.
- 8.3 The Tenderer shall ensure that all food items are covered with appropriate lids or enclosed within protective display units when not being actively served to prevent contamination and maintain food quality.
- 8.4 All food handlers employed by the Tenderer must possess valid Food Handler Certificates issued or recognized by the Ministry of Health, Brunei Darussalam where the Tenderer is responsible for ensuring that all food handlers are medically fit and trained in accordance with Brunei's food safety and hygiene standards.
- 8.5 The Tenderer must hold a valid Food Premises License, and all business operations shall comply with the Public Health (Food) Act, as enforced by the Department of Environmental Health Services, Ministry of Health.

- 8.6 The Tenderer must fully comply with all applicable food safety, sanitation, and environmental health regulations as stipulated by the Ministry of Health and other relevant authorities in Brunei Darussalam. Failure to comply may result in corrective action, suspension, or termination of operations at the discretion of the Hospital.

## **9. OPERATION OF CAFÉ / CANTEEN SERVICES**

- 9.1 The Tenderer shall operate the Café / Canteen services **minimum 7 days a week from 7:00am until 9:00pm.**
- 9.2 The Tenderer shall be responsible for ensuring timely replenishment of food, particularly during breakfast and lunch hours.
- 9.3 The Tenderer shall be responsible for direct staff employment, provision of training, coordinating and continuously monitoring / supervising the Café / Canteen services' equipment and providing qualified and experience / skilled supervisors and / technicians in the manner befitting a general eatery service.
- 9.4 The Tenderer shall not engage in sub-contracting. However, business consignment arrangements, where the Tenderer retains full responsibility while allowing third-party vendors to supply specific goods or products under agreed terms, are permitted.
- 9.5 Day-to-day operations including routine inspection and maintenance of equipment shall be the sole responsibility of the Tenderer.
- 9.6 The Tenderer shall communicate directly with the security officer/guards regarding Loading/Unloading and parking arrangement.

## **10. CAFÉ / CANTEEN APPEARANCE**

- 10.1 The Tenderer shall bear in mind that the appearance of the Café / Canteen services together with the operation management shall contribute and enhance the image of Suri Seri Begawan Hospital. It is recommended for the Tenderer to adopt a modern Café / Canteen style. Therefore, in the effort to enhance the look of the concerned eatery area:
- 10.1.1 The Tenderer shall keep the area clean and tidy at all times at its own cost.
- 10.1.2 The Tenderer shall provide cleaners to clean the Café / Canteen services' facilities during operation hours:
- 10.1.2.1 The Tenderer shall clean the café facilities and the surroundings including drain using appropriate equipment as and when required;
- 10.1.2.2 The Tenderer shall provide adequate numbers of rubbish bin with lid;
- 10.1.2.3 The Tenderer shall be responsible for the waste collection and the disposal of the waste and ensure disposal of the waste to designated approved government dumping area.

## **11. SIGNAGE**

- 11.1 The Tenderer shall maintain directional signage and informational signs at the Café / Canteen services either electronically or other method.
- 11.2 The Tenderer shall display notices / advertisement / health information or messages as approved by Suri Seri Begawan Hospital.

## **12. COMPLIMENTARY RIGHT OF USE**

- 12.1 In the event of any major disaster, Suri Seri Begawan Hospital shall reserve its right to close the Café / Canteen premises to the public.

## **13. BUSINESS CONTINUITY & SUSTAINABILITY REQUIREMENTS**

- 13.1 The Operator must submit a Business Continuity Plan (BCP) outlining measures for maintaining operations during emergencies (e.g., power failures, equipment breakdowns).
- 13.2 Sustainable practices must be adopted, including:
- 13.2.1 Use of biodegradable packaging
  - 13.2.2 Minimizing single-use plastics
  - 13.2.3 Proper food waste disposal practices

## **14. KEY PERFORMANCE INDICATORS (KPI'S)**

- 14.1 The following KPIs will be used to assess vendor performance:
- 14.1.1 Hygiene & Safety: 90% compliance with health and safety inspections.
  - 14.1.2 Service Quality: Customer satisfaction rating of at least 70% based on surveys, pricing and variety of food.

## **15. PERFORMANCE MONITORING & PENALTIES**

- 15.1 Monthly inspections will be conducted to assess cleanliness, service quality, and customer satisfaction.
- 15.2 Non-compliance with cleanliness, safety, service quality, pricing and operational hours will result in penalties:
- 15.2.1 First offense: Written warning
  - 15.2.2 Second offense: 2<sup>nd</sup> Written warning
  - 15.2.3 Third offense: Contract termination

## **16. PAYMENT OF RENT/LEGAL FEES**

- 16.1 The Tenderer shall pay the monthly rent in advance at the beginning of each month without deduction. Monthly rents shall be made in the form of cheque payable to the Government of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam and shall be submitted to the Chief Executive Officer, Suri Seri Begawan (SSB) Hospital not later than first week of each month.
- 16.2 If at any time the rent or any part thereof (whether lawfully demanded or not) shall remain unpaid for fourteen days after becoming payable or if the Tenderer shall at any-time fail or neglect to perform and observe any of the covenants and conditions and on his part to be performed and observed, the Government may terminate the contract with notice and without prejudice to any claim by remedy in respect of any antecedent breach of any covenant or condition.
- 16.3 Failure to pay rent for three consecutive months will result in contract termination.
- 16.4 The Tenderer shall be granted a mobilization period of "ONE" (01) month, unless an extension is formally requested and substantiated with a valid justification, subject to the approval of the Hospital.

- 16.5 The Tenderer shall continue such policy or policies of Insurance during the whole leased period and shall be required to produce to the Chief Executive Officer, Suri Seri Begawan (SSB) Hospital or his representative such policy or policies of Insurance and the receipt of payment of the current premium.
- 16.6 The Tenderer shall pay all dues, stamp duty charges and license fees.
- 16.7 Deposit
- 16.7.1 Deposit equivalent to 2 months' rent shall be paid upon contract signing or once receive letter of award.
- 16.7.2 The deposit shall be forfeited in cases of breach of contract, failure to operate for the full term, or damages beyond normal wear and tear.

## **17. TERMINATION CLAUSE**

- 17.1 Either party may terminate the contract with a notice period of TWO (02) months.
- 17.2 The hospital reserves the right to terminate the contract under the following conditions:
- 17.2.1 Failure to pay rent for three consecutive months.
- 17.2.2 Repeated violations of hygiene, operational, or pricing policies.
- 17.2.3 Three or more customer complaints related to food safety within a six-month period.
- 17.2.4 Failure to operate for more than 7 consecutive days without prior approval.
- 17.2.5 Failure to adhere Performance Management metrics.

## **18. SECURITY**

- 18.1 The Tenderer is fully responsible for monitoring and preventing illegal activities at the Café / Canteen service facilities/premises.
- 18.2 The Tenderer shall provide adequate security monitoring system such as CCTV at the designated area.
- 18.3 All cost of fitting out and renovations to the Café / Canteen service shall be borne solely by the Tenderer and in accordance with all rules building regulations and by laws of the relevant authorities.
- 18.4 To supply, install and maintain the equipment in the Café / Canteen service at its own costs and to ensure that the installation and maintenance of the said equipment shall not cause any disruption, nuisance or disturbance at the Hospital.
- 18.5 To be solely responsible or liable for the security and safety of the Café / Canteen service and all monies being kept at the Café / Canteen service at the sole risk of the Tenderer.
- 18.6 To provide adequate security personnel and equipment at its own costs.

## **19. EMPLOYEES**

- 19.1 The Tenderer shall employ an adequate number of employees preferably local in order to operate and run the Café / Canteen service efficiently.

## **20. PASSES AND UNIFORM**

- 20.1 For admission into the Facilities, the Tenderer is required to issue security passes for its employees. For that purpose, the Tenderer shall submit to the Suri Seri Begawan Hospital a list of its employees.
- 20.2 No employee of the Tenderer shall be admitted into the Facilities nor shall such employee, agent or sub-contractor be permitted to perform the service unless has been issued with a security pass;
- 20.3 All employees of the Tenderer must wear clean uniforms which shall be provided by the Tenderer. Such uniform shall have the name of the Tenderer clearly marked on it.
- 20.4 Uniform and Hygiene Standards:
  - 20.4.1 The Tenderer shall ensure that all personnel adhere to strict hygiene and uniform requirements when handling, preparing, and serving food.
  - 20.4.2 All food service staff shall wear:
    - 20.4.2.1 Clean and professional uniforms at all times;
    - 20.4.2.2 Face masks, gloves, and hair coverings while preparing and serving food;
    - 20.4.2.3 Closed-toe, slip-resistant footwear suitable for food service environments.
    - 20.4.2.4 The Tenderer shall enforce strict personal hygiene standards, including regular handwashing and proper handling of food items in accordance with health and safety regulations.

## **21. USE OF FACILITIES**

- 21.1 The Tenderer shall not enter the Facilities for any purpose other than that specified in this Agreement.
- 21.2 Whilst at the Facilities and in the performance of the Services, the Tenderer shall confine themselves to the immediate vicinity of the Facilities and shall cause minimum disturbance to patients.
- 21.3 The Tenderer shall prepare modification plan for the approval of the CEO of Suri Seri Begawan Hospital for the installation of prepaid meter for electrical supply to the designated area at their own expense.
- 21.4 Telephone line and internet at Tenderer own expense.

## **22. FACILITIES**

- 22.1 To permit the Government its agents or workmen with or without appliances at all reasonable notice to the Tenderer (except in case of emergency when no notice shall be required) to enter upon and view the state of repair and condition of the Café / Canteen service and to take inventories of the Government's fixtures and fittings therein and to do such works and things as may be required by the Government and the Government may serve notice on the Tenderer of any defect or damage of which the Tenderer may be responsible hereunder requiring the Tenderer within a reasonable time to repair the same in default of the Tenderer so doing it shall be lawful for the Government thereafter to enter and execute the required repairs and for that purpose the Government its architects contractors workmen and agents may enter upon the whole or any part of the Café / Canteen service and there remain the purpose of carrying out such repair work and all expenses and costs of carrying out such work shall forthwith be payable by the Tenderer to the Government on demand.

## **23. BREAKAGES AND DAMAGES**

- 23.1 From time to time to make good any breakage or damage to the common areas of the Hospital or to any adjoining premises or any facilities or appurtenances thereof occasioned by want of care or misuse either by the Tenderer its servants' licensees' agents or invitees and shall also repair and replace immediately all damaged or broken lighting, electrical equipment and plumbing and other fixtures and fittings installed upon the Café / Canteen service.
- 23.2 At the expiry or sooner determination of the term hereby granted to peaceably and quietly yield up the Café / Canteen service to the Government in good and Tenderer able repair and condition in accordance with the covenants hereinbefore contained and to remove any signs, names, advertisements or notices erected, painted, displayed or affixed and to make good any damage caused by such removal and also to remove all rubbish, trash, waste and any unwanted materials or items therefrom.
- 23.3 To keep in good repair the walls, floors, main drains and pipes and the external parts of the Hospital and the Café / Canteen service save where such repair is required due to the fault neglect or default of the Tenderer, its agents, servants, licensees, invitees.
- 23.4 So long as the Tenderer shall pay the monthly rental and perform and observe the several stipulations, conditions and agreements on its part herein contained, to allow the Tenderer to peacefully hold and enjoy the Café / Canteen Service during the term hereby created without any interruptions by the Government or any persons lawfully claiming through or under the Government.
- 23.5 Maintain and keep in repair the common areas of the Hospital provided that the manner and frequency of such maintenance and the expenditure thereon shall be at the absolute discretion of the Government.
- 23.6 If at any time during this tenancy the Café / Canteen service or any part thereof shall be destroyed or damaged by fire or other disabling or inevitable cause so as to become unfit for use and occupation except when such fire shall have been caused by any act or default of the Tenderer, its servants, agents, licensees or invitees, then the Monthly Rental or a fair and just proportion thereof according to the nature and extent of the damage sustained (to be ascertained in the case of dispute by arbitration in the manner provided in this tenancy) shall be suspended and ceased to be payable until Café / Canteen service shall have been reinstated and rendered fit for use Provided Always that if in the event that the Government shall be unable to rebuild or reinstate the Café / Canteen service fit for occupation within two (2) months from the date thereof, the Tenderer shall have the option either to terminate the tenancy herein created or to continue suspending the ceasing of payment of the Monthly Rental. The Government shall not be bound or compelled to rebuild or reinstate the same and in the event the Government decide not to rebuild or reinstate the said tenancy shall determine.

## APPENDIX A



**FIGURE 1: LEARNING AND HEALTH DEVELOPMENT CENTRE, SURI SERI BEGAWAN HOSPITAL, MINISTRY OF HEALTH, NEGARA BRUNEI DARUSSALAM**



**FIGURE 2: TOP VIEW OF LEARNING AND HEALTH DEVELOPMENT CENTRE, SURI SERI BEGAWAN HOSPITAL, MINISTRY OF HEALTH, NEGARA BRUNEI DARUSSALAM**





**FIGURE 3: CAFÉ / CANTEEN ENTRANCE (Current)**



**FIGURE 4: INTERIOR OF CAFÉ / CANTEEN (Current)**

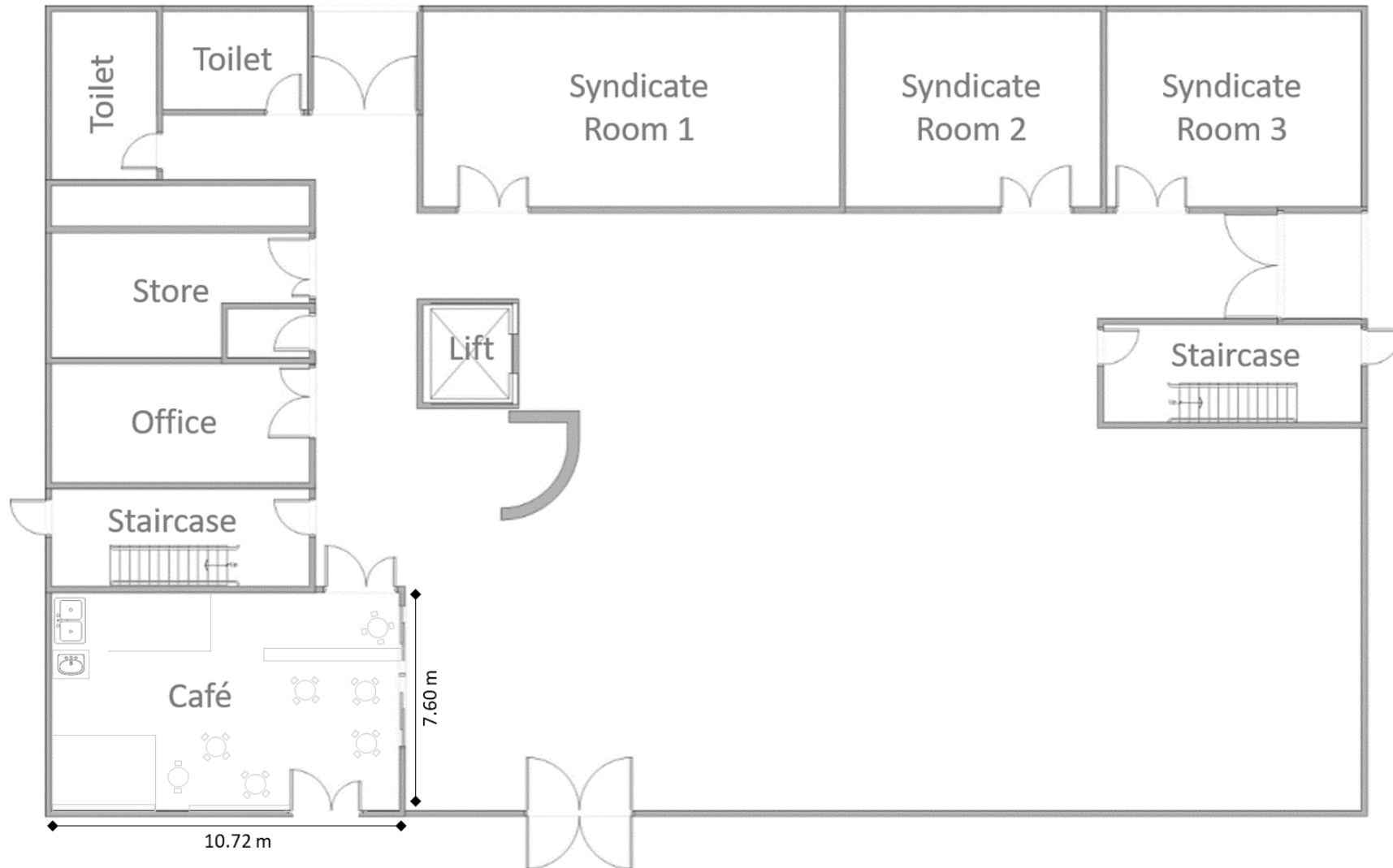




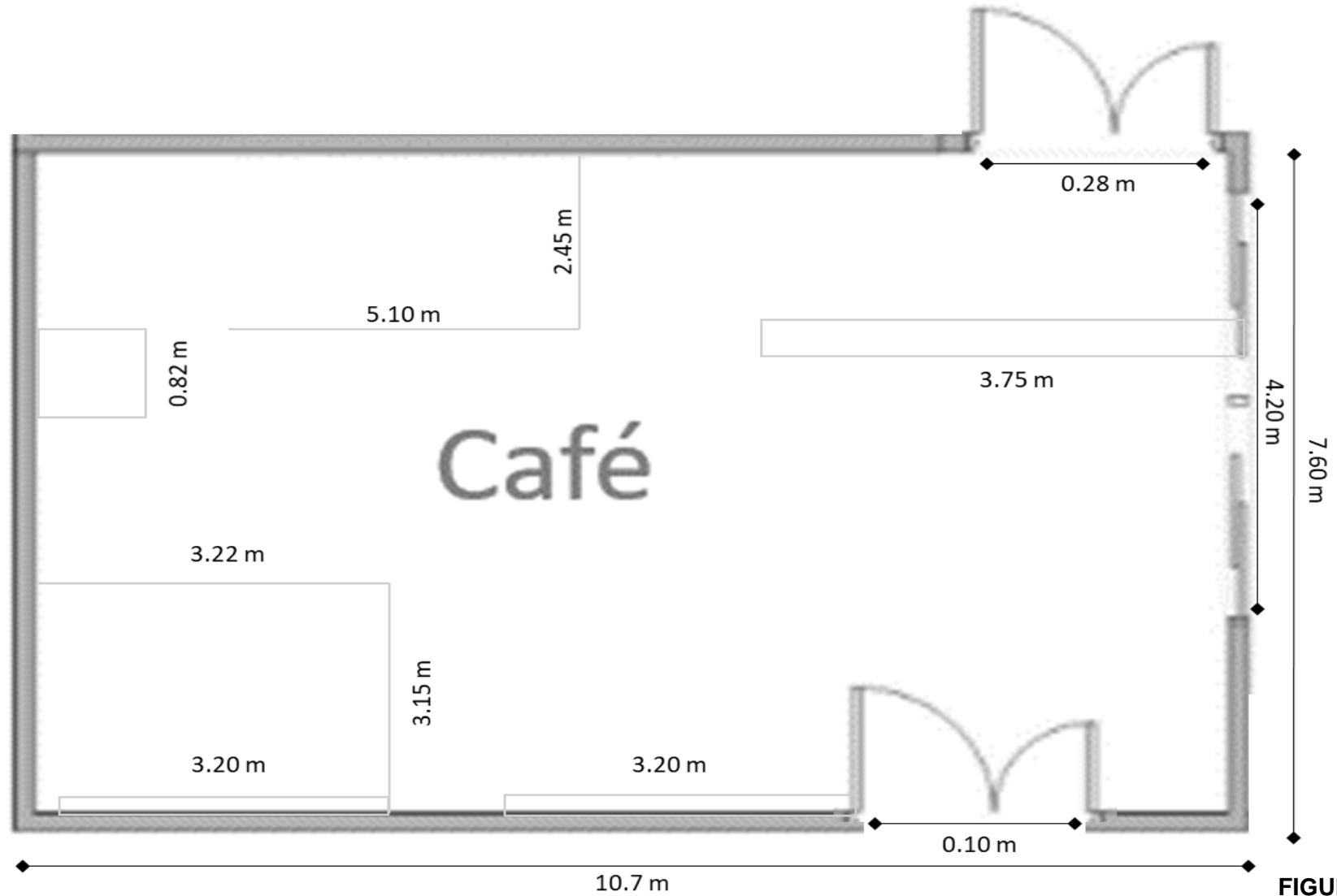
**FIGURE 5: INTERIOR OF CAFÉ / CANTEEN (Current)**



**FIGURE 6: CAFÉ / CANTEEN COUNTER (Current)**



**FIGURE 7: GROUND FLOOR PLAN OF LEARNING AND HEALTH DEVELOPMENT CENTRE, SURI SERI BEGAWAN HOSPITAL, MINISTRY OF HEALTH, NEGARA BRUNEI DARUSSALAM**



CAFÉ / CANTEEN DIMENSIONS

FIGURE 8:

**SCHEDULE 1 – TENDER FORM**

**TENDER FORM**

To:

**TENDER REFERENCE NO: KK/153/2025/SSBH(TC)**

**INVITATION TO TENDER FOR THE OPERATION OF CAFÉ / CANTEEN CONCESSION AT  
LEARNING AND HEALTH DEVELOPMENT CENTRE (LHDC) OF SURI SERI BEGAWAN (SSB)  
HOSPITAL FOR A PERIOD OF THREE (3) YEARS**

**TENDER OF (name of Supplier)** : \_\_\_\_\_

Company/Business Registration No : \_\_\_\_\_

Tender Closing Date : \_\_\_\_\_

***Business Proposal complete with the proposed enhancement of the appearance of the facilities, services to be offered including the system/equipment to be used and the operation, maintenance and cleaning program for the facilities (based on the checklist of the specifications and requirements)***

*(To be attached with this tender form)*

NO.	DESCRIPTION	RENTAL AMOUNT		
		PER MONTH (\$)	ONE (1) YEAR (\$)	THREE (3) YEARS (\$)
1.	The rental cost for 'THE OPERATION OF CAFÉ / CANTEEN CONCESSION AT LEARNING AND HEALTH DEVELOPMENT CENTRE (LHDC) OF SURI SERI BEGAWAN (SSB) HOSPITAL FOR A PERIOD OF THREE (3) YEARS'			

**Note:** Prospective Tenderers are advised to undertake site inspection. All Tenderers will be contacted for a site-visit and information-day/briefing, a week before tender closing date.

**PRICING LIST FOR FOOD AND BEVERAGES:**

**BREAKFAST MENU**

**EXAMPLE BREAKFAST OPTIONS:**

<b>Nasi Goreng</b>	<b>Pancake</b>	<b>Waffle</b>	<b>Bagadil</b>	<b>Fries</b>
<b>Roti Kuning</b>	<b>Cucur</b>	<b>Popiah</b>	<b>Pau</b>	<b>Martabak</b>
<b>Karipap</b>	<b>Roti Kawin</b>	<b>Hard/Half-boiled Eggs</b>	<b>Roti Kawin Cheese</b>	<b>Roti Telur</b>
<b>Sandwich</b>	<b>Hashbrown</b>	<b>Nasi Lemak</b>	<b>Nasi Katok</b>	<b>Teh Tarik</b>
<b>Nescafe</b>	<b>Kopi</b>	<b>Milo</b>	<b>Jus</b>	<b>Bubur</b>

Please refer to the example of breakfast food options above to fill in the table below as a guideline (please also note the food is not only limited to the option above):

<b>Breakfast Set Menu (Proposed)</b>			
<b>Set</b>	<b>Price \$</b>	<b>Proposed Food + Drink (Medium cup-250 ml)</b>	
A	\$3.50	<i>Waffle + Sandwich + Minuman Panas (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
B	\$3.00	<i>Nasi Goreng + Telur Goreng + Nescafe (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
C	\$2.50	<i>Nasi Lemak + Teh O (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
D	\$2.00	<i>Pau + Teh Tarik (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
E	\$1.50	<i>Roti Kawin + Kopi (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.

*Note: Please attached additional detailed proposal (pictures, menu booklet)\**

## LUNCH MENU

### EXAMPLE LUNCH OPTIONS:

<b>Nasi Goreng</b>	<b>Nasi Putih</b>	<b>Nasi Briyani</b>	<b>Nasi Katok</b>	<b>Nasi Kebuli</b>
<b>Masakan Ayam</b>	<b>Masakan Daging</b>	<b>Masakan Kambing</b>	<b>Masakan Ikan</b>	<b>Masakan Udang</b>
<b>Masakan Sayur</b>	<b>Masakan Sotong</b>	<b>Sambal</b>	<b>Buah-Buahan</b>	<b>Salad</b>
<b>Masakan Telur</b>	<b>Satay</b>	<b>Masakan Kerang</b>	<b>Sup</b>	<b>Soto</b>
<b>Ulam</b>	<b>Pasta</b>	<b>Mee Goreng</b>	<b>Dim Sum</b>	<b>Fish and Chip</b>
		<b>Japanese Tauhu</b>		

Please refer to the example of lunch food options above to fill in the table below as a guideline (please also note the food is not only limited to the option above):

Lunch Set Menu (Proposed)			
Set	Price \$	Proposed Food	
A	\$5.00	<i>Nasi putih + Telur dadar + Daging + Sayur + Ikan (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
B	\$4.00	<i>Nasi + Udang masak kari + Sayur (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
C	\$3.50	<i>Nasi + Sayur + Daging (Contoh)</i>	<i>Ayam Penyet (Contoh)</i>
		1.	2.
		3.	4.
		5.	6.
		7.	8.
D	\$3.00	<i>Nasi Ayam Roasted (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
E	\$2.50	<i>Nasi + Sayur + Ayam (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.
F	\$2.00	<i>Nasi + Ayam Kari (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.

Lunch Set Menu (Proposed)			
Set	Price \$	Proposed Food	
G	\$1.50	<i>Nasi + Ikan Rumahan Goreng (Contoh)</i>	1.
		2.	3.
		4.	5.
		6.	7.
		8.	9.

Note: Please attached additional detailed proposal (pictures, menu booklet) \*

### A LA CARTE MENU

À la carte/Per Serving/Portion					
No.	List	Price \$	No.	List	Price \$
1.	Nasi Putih		2.	Udang	
3.	Mee		4.	Daging	
5.	Sayur		6.	Sotong	
7.	Ayam		8.	Telur	
9.	Ikan		10.	Kambing	
11.	Nasi Goreng		12.	Fresh Slice Fruits	
13.	Vegetable Salad		14.		
15.			16.		
17.			18.		
19.			20.		

À la carte Drinks					
No.	List	Price \$	No.	List	Price \$
1.	Tea		2.	Coffee	
3.	Latte		4.	Fresh Juice	
5.	Cordial Drinks		6.	Bottled Water	
7.	Soft Drinks		8.		
9.			10.		
11.			12.		
13.			14.		



The tenderer shall propose a selection of dishes for each item below to be offered under the contract:

NO.	ITEM	PROPOSED DISHES
1.	Masakan Sayur	
2.	Masakan Ayam	
3.	Masakan Ikan	
4.	Masakan Daging	
5.	Masakan Kambing	
6.	Masakan Udang	
7.	Masakan Telur	
8.	Masakan Sotong	
9.	Masakan Sup	

1. We offer and undertake on your acceptance of our Tender to supply and deliver the above mentioned goods 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)** CALENDER 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                                  2025

\_\_\_\_\_  
**Signature of authorised officer of Tenderer**

Name                                  :

Designation                                  :

Tenderer's official stamp:

**THE MANAGEMENT AND OPERATION OF CAFÉ / CANTEEN CONCESSION FOR LEARNING AND HEALTH DEVELOPMENT CENTER (LHDC) OF  
SURI SERI BEGAWAN (SSB) HOSPITAL FOR A PERIOD OF THREE (3) YEARS**

NO.	SPECIFICATION AND REQUIREMENT	OFFER	REMARKS (IF ANY)
1.	The Tenderer shall only be permitted to conduct the business of operating and managing the cafe approved by the Government of Brunei Darussalam.		
2.	The Tenderer shall perform the following services:- 1. providing variety of food choices, 2. food preparation, handling, storage and distribution, and 3. reducing the risk of infections in the facility associated with operations of the food services		
3.	Provision of equipment including crockeries and cutleries to the facilities.		
4.	The tenderer needs to provide the premise with the needful necessities such as cold storage, fixed cabinet or loose furniture and water tank with filtration system.		
5.	The premise shall be maintained to the highest standard of cleanliness. Officers from respective hospitals/facilities shall be allowed to inspect the premise at all time.		
6.	The Tenderer shall provide cleaners to maintain the kitchen cleanliness, neatness, hygienic at all times.		
7.	The Tenderer shall keep/stock crockeries, cutleries and utensils in proper storage.		
8.	The Tenderer shall provide complete utensils, utensils' washing dispenser, rubbish trollies, rubbish/garbage bins, garbage plastic bags, pails and mops, detergents for floor, walls, mirrors and etc.		
9.	The Tenderer shall be responsible for the proper disposable of waste e.g. waste water, food waste, and used disposable items.		
10.	The Tenderer shall be responsible for maintenance of the infrastructure, replacements of electrical fittings, and equipment at all time.		
11.	Any civil work in relation to the installation of equipment including building modification will be responsible by the Tenderer.		

NO.	SPECIFICATION AND REQUIREMENT	OFFER	REMARKS (IF ANY)
12.	The proposed building modifications must be submitted to the CEO of the respective hospitals/facilities for permission before its implementation.		
13.	The Tenderer shall finance towards the cost of supplying, installing, commissioning and maintenance of any related equipment/furniture/ including directional signage. Installing of communication line.		
14.	The cafe tenderer shall comply with rules and regulations set by the Suri Seri Begawan Hospital at all times.		
15.	Tenderers are required to submit <b>a business proposal</b> (colored 2D) of the designated area, complete with the proposed enhancement of the appearance of the cafe facilities, services to be offered.		
16.	Tenderers are also required to submit <b>price quote (MINIMUM BND 600.00 PER MONTH) for the Café / Canteen concession. Please state your best offer at Schedule 1 – Tender Form.</b>		
17.	The successful company shall not sub-let the contract to a third party.		
18.	The Tenderer shall operate the Café / Canteen concession <b>minimum 7 days a week from 7:00am until 9:00pm.</b>		
19.	The Tenderer shall bear in mind that the appearance of the cafe together with the cafe operation management <b>shall contribute and enhance the image of Suri Seri Begawan Hospital. It should be of an ambience of quality and modern-style.</b>		

## 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:
  - ***Operating & Managing Food Establishments such as canteens, café, restaurant.***
- (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 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 purpose.



**SCHEDULE 6 – DECLARATION**

**PENGAKUAN PENENDER**  
**SUPPLIER'S DECLARATION**

**LIST OF PROPOSED EQUIPMENT**

<b>NO.</b>	<b>ITEM</b>	<b>QUANTITY</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		