

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/176/2025/PPN(TC)	THE PROVISION OF SECURITY SERVICES FOR THE NATIONAL DENTAL CENTRE, DEPARTMENT OF DENTAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF FIVE (5) YEARS	5 years	Department of Dental Services	\$10.00	29 th July 2025	Dk Masnunah binti Pg Haji Damit Pentadbir Kanan Hospital Jabatan Perkhidmatan Pergigian Kementerian Kesihatan Negara Brunei Darussalam Contact No: 2380433

TENDER REFERENCE NO.: KK/176/2025/PPN(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF SECURITY SERVICES FOR THE
NATIONAL DENTAL CENTRE, DEPARTMENT OF DENTAL
SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF FIVE
(5) YEARS**

TENDER FEES : \$10.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 29TH 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)

SECTION 2

TENDER REFERENCE NO: KK/176/2025/PPN(TC)

**INVITATION TO TENDER
THE PROVISION OF SECURITY SERVICES FOR THE NATIONAL DENTAL CENTRE,
DEPARTMENT OF DENTAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF FIVE (5)
YEARS**

SERVICE SPECIFICATION

1 GENERAL

- 1.1 Tenderers are sought from suitably qualified security company to provide security services for the **National Dental Centre**.
- 1.2 The contractor must be a Security Company currently engaged in the provision of security services, and with considerable experience in providing the services to any organization or government agencies
- 1.3 The duration of the Services is for **five (5) years**.

2 JOB SCOPE

- 2.1 The Contractor 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.
- 2.2 The Contractor shall be responsible for providing Security Guard services for the premises as set out in **Schedule A**.
- 2.3 The Contractor is required to provide monitoring and guarding services 24 hours a day, 365 days in a year as specified in **Schedule B**.
- 2.4 The Contractor shall provide an adequate number of workers as specified in **Schedule C**.
- 2.5 The Contractor is required to provide monitoring and guarding services as specified in **Para 17 - 21**.

3 CONTRACT PRICE AND PAYMENT

- 3.1 The Contractor shall submit a breakdown of the contract price.
- 3.2 The Ministry of Health reserves the right to reduce or extend the contract according to rate set out in the Contract Price.
- 3.3 The Contractor shall submit the invoice of the previous month on the first week of each month. All claims shall be addressed to:

*Chief Executive Officer
Department of Dental Services
National Dental Centre
Old Airport Road
Berakas BB3510
Negara Brunei Darussalam*

- 3.4 Payment will be made within **sixty (60) days** after submission of the invoice and other related documents.
- 3.5 Payment claims will be verified based on Satisfactory Notes received from the Officer in Charge in the monthly report.

4 ACCESS TO PREMISES

- 4.1 Reasonable access and access keys shall be provided by the Department of Dental Services to the Contractor's personnel for the purpose of patrolling, security inspection and monitoring.
- 4.2 Prior approval shall be sought from the Department of Dental Services to conduct patrolling inside restricted/controlled areas.

5 WORKING HOURS

- 5.1 The Contractor shall provide the Services for the National Dental Centre everyday including Fridays, Sundays and public holidays as specified in **Schedule B**.
- 5.2 The Contractor shall ensure all his personnel comply with the working days and hours set out by the National Dental Centre.
- 5.3 The Contractor shall ensure that his personnel are present at their designated work areas during such working hours.
- 5.4 Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services as specified.
- 5.5 Duty rosters for deploying the Security Guards shall be submitted by the Contractor to the Department of Dental Services, before the start of each month.
- 5.6 Any changes made to the roster must be immediately notified to the Department of Dental Services.
- 5.7 Within prescribed notice time, the Department of Dental Services reserves the right to:
- a) Increase or reduce the number of hours or timing of requirements at any location.
 - b) Change the number of security personnel at any location within the Service.
 - c) Add service at new locations.

6 PERSONNEL

- 6.1 To ensure the proper and efficient execution of the Services, the Contractor shall provide and employ an adequate number of trained Security Guards to perform the Services as set out in **Schedule C**.
- 6.2 The Contractor shall be given one month to recruit and train his staff to ensure that the National Dental Centre's requirements and standards are met.
- 6.3 List of Security Guards shall be submitted to the Department of Dental Services, prior to the start of service.
- 6.4 The Contractor shall provide experienced and competent, Malay/English speaking Security Guards for this service.

- 6.5 The Contractor shall inform to the Department of Dental Services for any replacement of its personnel.
- 6.6 The Contractor shall appoint one of the security personnel as the Head of Security.
- 6.7 The Head of Security must be able to make decisions on behalf of the Contractor.
- 6.8 Replacement must be sought **within 2 hours** in the event/s the personnel falls ill (on medical leave) or is due to go on leave.
- 6.9 The Contractor shall submit the CVs, basic duties and responsibilities of the security guard.
- 6.10 The Contractor shall employ Brunei Citizen or Permanent Resident only as the security guard and their supervisors.
- 6.11 The Contractor shall ensure that all his security guard are free from any criminal record or law offences that may deter their duties to perform the Service.
- 6.12 The Contractor must submit the clearance of any criminal record to the Department of Dental Services before the start of the services/contract.
- 6.13 The Contractor shall ensure that all his security guard appointed for the provision of the Services have undergone background screening and deemed medically fit (physically and mentally) to perform the Services.

7 SKILLS REQUIRED FOR THE PERSONNEL

- 7.1 The Security Guards must demonstrate ability to communicate effectively with patients, staff and general public.
- 7.2 The Security Guards must be physically and mentally capable to perform duties.
- 7.3 The Security Guards shall be professional, courteous, friendly, tactful and helpful at all times and at the same time be firm in executing their duties.
- 7.4 The Security Guards must be able to maintain a high standard of discipline and neatness in appearance at all times.

8 REMOVAL OF PERSONNEL

- 8.1 The Department of Dental Services reserves the right to remove (and asked for replacement) of any the security personnel employed by the Contractor from the National Dental Centre's premises, who in the opinion of the Department of Dental Services has misbehaved or is incompetent or negligent in the performance of his/her duties.

9 WAGES AND WELFARE

- 9.2 The Contractor is responsible for the wages, insurance, medical and welfare of his employees in accordance with the requirements of the Labour Department, Brunei Darussalam.
- 9.3 The Contractor shall take out, at its own expense, an insurance policy or policies specifically endorsed to provide indemnity to the Contractor, its personnel and to the National Dental Centre against any liabilities arising out of claims by any personnel for payment of compensation under the Workmen's Compensation Act (Cap. 74 of the Laws of Brunei).

10 UNIFORM

- 10.1 The Contractor must ensure that all Security Guards are neatly and properly attired in uniforms. Uniforms are to be provided by the Contractor at its own cost.
- 10.2 The Contractor shall at its own expenses provide, for all its personnel, identification passes or ID. Any damaged pass shall be replaced by the Contractor at its own cost.

11 SECURITY ARRANGEMENT

- 11.1 The Contractor will provide the Department of Dental Services with the following particulars of security personnel at least one (1) month before the commencement of the Services:
- a) Name
 - b) Address
 - c) Contact number
 - d) Identity Card Number
 - e) Gender
 - f) Citizenship
 - g) Expiry date of work pass

12 TRAINING AND DEVELOPMENT

- 12.1 The Contractor is to provide basic training for its Security Guards in accordance with the National Dental Centre's requirements before assigning them to the provision of the Services.
- 12.2 The security personnel shall be asked to attend the following training when available:
- a) Enforcement of No Smoking Act and other act pertinent to Ministry of Health policies;
 - b) Enforcement of hazardous materials management;
 - c) Enforcement of health and safety regulations;
 - d) Enforcement of fire safety regulations;
 - e) Enforcement of disaster preparedness;
 - f) Enforcement of workplace violence and harassment prevention.

13 EQUIPMENT TO BE USED

- 13.1 The Contractor is responsible to procure and provide at its own expenses of all necessary equipment and tools, as listed out in **Schedule D**, Equipment, for the efficient provision of the Services.
- 13.2 A list of the proposed equipment to be used in the provision of the Services, shall be submitted in the format set out in Section 3 of this Invitation To Tender.
- 13.3 The Contractor is responsible for the safe storage of the equipment and tools at its own expenses.
- 13.4 The Contractor shall ensure that the Security Guards are equipped with appropriate telecommunication devices (e.g. walkie-talkie, wireless phone) for easy communication with each other.

14 STORE/SPACES

- 14.1 The National Dental Centre shall provide the Contractor space for all equipment, and tools to be used in the provision of the Services.

15 REGULATIONS, LICENCES AND PERMITS

- 15.1 The Contractor 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.
- 15.2 In the event of any change in legal or regulatory requirements during the contract period, the Contractor shall promptly and at its own expense take any necessary action for complying with the changes.
- 15.3 The Contractor shall comply with any best practices proposed or recommended by any relevant bodies in the relevant industry, and also ensure that the standard of the Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

16 INSPECTIONS

- 16.1 The Contractor shall carry out joint inspection with the Department of Dental Services on an agreed schedule if required. Records of such meeting are to be provided to the Department of Dental Services.

17 GENERAL DUTY & RESPONSIBILITY OF THE SECURITY GUARDS

- 17.1 To ensure physical integrity and safety of the National Dental Centre's premises and assets.
- 17.2 Protect the National Dental Centre properties and employee against act of vandalism, theft or sabotage.
- 17.3 Check buildings during evenings, midnights, weekends and holidays for security and fire prevention purposes in accordance with a list of buildings supplied by the National Dental Centre.
- 17.4 Patrol the public areas, in and around the National Dental Centre, car park and other public areas every two hours.
- 17.5 Prevent and detect signs of intrusion and ensure security of doors, windows, gates and rooftop access.
- 17.6 Be vigilant of any person going in and out of the building to prevent theft.
- 17.7 Direct traffic flow, if and when required.
- 17.8 Control pedestrian and vehicular traffic at entrances during Emergency procedures.
- 17.9 Provide a courteous information service to the public, as required.
- 17.10 Maintain order to the general public.
- 17.11 Lock and unlock doors/gates when required.
- 17.12 Assist patients using wheelchair if required.
- 17.13 Assists in hoisting the National flag in daily basis.

- 17.14 Assists Clinical Staff to handle violent and unruly patients/residents/clients.
- 17.15 Submit a monthly report, attendance sheet and invoice every first week of the month.
- 17.16 Alert the Chief Executive Officer or officer in-charge immediately regarding any incidents, and submit a report to the Department of Dental Services within the first twenty-four hours.
- 17.17 Assists the National Dental Centre in other ad-hoc duties if given direction by the Department of Dental Services / In-Charges.

18 PATROLLING AND SURVEILLANCE

- 18.1 Observe and record the occurrence for any/all security breaches (for example – fence holes, gates broken, etc.). Report all incidents to the Department of Dental Services. Relevant Incident Report entries shall be made.
- 18.2 Recognise and report any signs of attempted and/ or successful unauthorized entries. Record details in Incident Report for further reference.
- 18.3 Observe record and report any fire, electrical and/ or safety hazards to the Department of Dental Services and other relevant authorities. Where possible, immediately rectify those hazards.
- 18.4 Observe, record and report any unauthorised persons or vehicles.
- 18.5 Immediately report to Law Enforcement / Authority for any evidence of crime, if applicable.
- 18.6 Ensure all emergency entrances or exits are not obstructed and are operational.
- 18.7 Ensure all lights in the consultation and treatment rooms, offices, toilets are switched off after office hours and leaving corridor lights to be switched on.
- 18.8 Ensure all security lights are functioning properly.
- 18.9 Ensure all fire suppressants equipment (hoses, extinguishers, smoke detectors, etc) are not tampered with and report any defects to the Department of Dental Services. Record the relevant defects in the Incident Report.
- 18.10 Ensure all windows, doors and gates are locked after operational hours.

19 ACCESS CONTROL

- 19.1 Ensure any visitors and contract workers report to Security Check Point before being allowed access to the premises.
- 19.2 The Security Guard shall issue Visitor's access card and record the Visitor's particulars in the Visitors Register.
- 19.3 The parking areas should be controlled and constantly monitored.
- 19.4 Ensure no individuals without valid reason to park within the National Dental Centre's compound at any time of the day;
- 19.5 Report to Police for any unidentified vehicles parked within the National Dental Centre's compound exceeding 12-hours;

- 19.6 Record and report all suspicious vehicles park in close proximity of the National Dental Centre's premises.
- 19.7 All persons i.e. employees and non-employees requiring access afterhours, weekends and public holidays are required to record all relevant information in a Register Logbook maintained by the Security Guard.

20 LOST AND FOUND

- 20.1 Every lost and found item discovered within the National Dental Centre premises (either inside or outside of the building) must be forwarded to the Department of Dental Services;
- 20.2 All items discovered, irrespective of whether they are valuable or non-valuable items must be registered in the Lost & Found Register;
- 20.3 Notify the Department of Dental Services for any individuals inquire about the missing object;
- 20.4 Report to Police for any unidentified and unclaimed valuables (especially electronic devices) for more than 24-hours.

21 TRAFFIC CONTROL AND CROWD MANAGEMENT

- 21.1 Ensure road safety are consistently maintained;
- 21.2 Ensure parking areas remain orderly and free from any disorderly that can endanger lives or property;
- 21.3 Investigate traffic accidents (only within the National Dental Centre perimeter);
- 21.4 Cordon off parking areas or any spaces when required by the National Dental Centre;
- 21.5 Supervising parking areas in major events i.e. conventions, conferences, or celebration events;

SCHEDULES

SCHEDULE A: SURVEILLANCE AREAS

SCHEDULE B: WORKING HOURS

SCHEDULE C: ALLOCATION OF PERSONNEL

SCHEDULE D: LIST OF EQUIPMENTS

SCHEDULE A

SURVEILLANCE AREAS

The patrol area consists of the following:

Inside & Outside The National Dental Centre Building

This area includes:

- Consultation Rooms
- Administration Office
- Laboratories
- All Store Rooms
- All corridors
- All pathways
- Generator room area
- Clinical waste room
- Domestic waste area
- Substation room
- Water tank area
- Chiller room
- Loading & unloading area
- Waiting areas
- Prayer Room
- Emergency stairs / exit
- Toilets (public, staff and disabled)
- Ablution Room
- Pantry

Compound / Surrounding Area

This area includes:

- Car parks
- Main gate (entrance and exit)
- Fencing
- Rooftops

SCHEDULE B
WORKING HOURS

Day:	Morning Shift:	Afternoon Shift:
Monday – Sunday Public Holiday	6.30 AM – 4.30 PM	4.30 PM – 6.30 AM

SCHEDULE C

ALLOCATION OF PERSONNEL

- The Contractor shall provide an adequate number of security personnels as follows:

Location	Morning Shift	Afternoon Shift
National Dental Centre	2	2

SCHEDULE D

LIST OF EQUIPMENTS

- Walkie-Talkie
- Flashlight
- Raincoat
- Baton
- Traffic Vest
- Traffic Gloves

SECTION 3
FORMS TO BE USED

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SCHEDULE 1 – TENDER FORM	
SCHEDULE 2 – INFORMATION SUMMARY	
SCHEDULE 3 – SUB-CONTRACTS	
SCHEDULE 4 – COMPANY'S BACKGROUND	
SCHEDULE 5 – REFERENCES	

SCHEDULE 1 - TENDER FORM

To:

TENDER REFERENCE NO: KK/176/2025/PPN(TC)

INVITATION TO TENDER

THE PROVISION OF SECURITY SERVICES FOR THE NATIONAL DENTAL CENTRE, DEPARTMENT OF DENTAL SERVICES,
MINISTRY OF HEALTH FOR A PERIOD OF FIVE (5) YEARS

TENDER OF (*name of Supplier*) : _____
Company/Business Registration No. : _____
Tender Closing Date : _____

ITEM			PREMISE	RATE PER PERSON	MONTHLY RATE (B\$)	YEARLY RATE (B\$)	5 YEARS RATE (B\$)
Supply of Security Guards and Provision of Security Services:			BUILDING OF THE NATIONAL DENTAL CENTRE, DEPARTMENT OF DENTAL SERVICES				
Health Centre	Morning Shift	Afternoon Shift					
National Dental Centre	2	2					
▪ To cover 24 hours daily including public holidays (the Agency to specify) supervisor for each shift							
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	

- Dated this day of 2025

Designation:

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 for the National Dental Centre Buildings.***
- (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.