

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/178/2025/JPR(TC)	THE PROVISION OF CLINICAL CARE ASSISTANT SERVICES AT THE DEPARTMENT OF RENAL SERVICES, MINISTRY OF HEALTH	-	Department of Renal Services	\$500.00	22 nd July 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

TENDER REFERENCE NO.: KK/178/2025/JPR(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF CLINICAL CARE ASSISTANT
SERVICES AT THE DEPARTMENT OF RENAL SERVICES,
MINISTRY OF HEALTH**

TENDER FEES : \$500.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 22nd 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)

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SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO.: KK/178/2025/JPR(TC)

**INVITATION TO TENDER
THE PROVISION OF CLINICAL CARE ASSISTANT SERVICES AT THE DEPARTMENT OF
RENAL SERVICES, MINISTRY OF HEALTH**

SCHEDULE A

GOVERNMENT REQUIREMENTS

1. GENERAL

- 1.1. Tenders are invited from suitably qualified providers of Clinical Care Assistant (**CCA**) services (hereinafter referred to as "the **Services**") for the Department of Renal Services (hereinafter referred to as "the **Centre**").
- 1.2. The provision of the Services is required at the following Centre:
 - 1.2.1. Rimba Dialysis Centre
 - 1.2.2. Kiarong Dialysis Centre
 - 1.2.3. Tutong Dialysis Centre
 - 1.2.4. Kuala Belait Dialysis Centre & Ward 1 Suri Seri Begawan Hospital
 - 1.2.5. Renal Dialysis Unit, Raja Isteri Pengiran Anak Saleha Hospital
 - 1.2.6. Renal Dialysis Unit, Pengiran Isteri Hajjah Mariam Hospital
- 1.3. The provision of the Services shall be for a period of **five (5) years, with the option to extend for an additional period of two (2) years**, subject to performance review and mutual agreement.
- 1.4. The Tenderer shall be fully responsible for ensuring compliance with all applicable regulations, guidelines, and requirements of the Ministry of Health (MOH), as well as relevant labour policies and laws in Brunei Darussalam, to the extent that they relate to any aspect of the Services to be performed under this Contract.

2. SCOPE OF SERVICES

- 2.1. The Services shall include, but are not limited to, supporting healthcare workers in delivering safe and high-quality dialysis care. This includes patient monitoring and compliance with infection control protocols in accordance with guidelines issued by the Ministry of Health (MOH) (refer to **Schedule B**).
- 2.2. The Services shall include the provision of all required manpower and related services to ensure the consistent and professional delivery of Clinical Care Assistant (CCA) services for the daily operations of the designated dialysis Centre.
- 2.3. The placement of Clinical Care Assistants (CCAs) shall be as follows:

NO	LOCATION	NO. OF CCA REQUIRED	NO. OF CCA SUPERVISOR REQUIRED
1	Rimba Dialysis Centre, Brunei-Muara District	18	1
2	Kiarong Dialysis Centre, Brunei-Muara District	3	
3	Renal Dialysis Unit, Raja Isteri Pengiran Anak Saleha Hospital, Brunei-Muara District	12	

NO	LOCATION	NO. OF CCA REQUIRED	NO. OF CCA SUPERVISOR REQUIRED
4	Tutong Dialysis Centre, Tutong District	6	
5	Kuala Belait Dialysis Centre & Ward 1, Suri Seri Begawan Hospital, Belait District	11	
6	Renal Dialysis Unit, Pengiran Isteri Hajjah Mariam Hospital, Temburong District	2	
	TOTAL	52	1

- 2.4. The Tenderer shall be responsible for deploying the required number of qualified CCAs at each specified location throughout the duration of the Contract.
- 2.5. The Tenderer shall ensure that all personnel assigned to deliver Critical Care Assistant Services are trained and competent to support healthcare workers in a high-dependency or critical care setting.
- 2.6. All assigned CCAs shall have completed relevant training, including but not limited to Basic Life Support (BLS), infection control, patient handling, and emergency response protocols.
- 2.7. **All training costs shall be borne by the Tenderer.**

3. GOVERNMENT OBLIGATIONS

- 3.1. The Training related to renal services operational work shall initially be conducted by the Centre at its premises. However, all associated training materials and refreshments shall be provided at the Tenderer's expense.
- 3.2. The appointed Supervisor shall be trained by the Centre as a qualified trainer in designated areas, including the manual handling of patients and the application of Standard Operating Procedures, such as infection control protocols, and shall undergo assessments as required.
- 3.3. Subject to availability, the Centre shall provide a vacant room to be used as an office for the Tenderer's CCA Supervisor. If provided, the office space shall be temporary and at the sole discretion of the Centre, and must be vacated upon request. The following conditions shall apply:
 - 3.3.1. The Tenderer shall contribute to and enhance the image of the facilities.
 - 3.3.2. The Tenderer shall bear all costs related to the supply, installation, renovation, commissioning, and maintenance of any relevant equipment and furniture, including directional signage.
 - 3.3.3. The Tenderer shall, at all times, be responsible for the maintenance of the allocated office, including infrastructure and the replacement of electrical fittings and equipment.
 - 3.3.4. Any proposed building modifications shall be submitted to MOH Estate Management for approval through the Centre.
 - 3.3.5. The allocated office area shall be maintained to the highest standard of cleanliness. Officers from the Centre shall be permitted to inspect the premises at any time.
- 3.4. The Centre shall provide basic Personal Protective Equipment (PPE), such as face masks, aprons, and gloves, for daily use by CCA personnel while performing duties within the Department's premises. Any other required items not listed above—including but not limited to safety shoes, specialized face coverings, and other work-related equipment—shall be supplied and fully borne by the Tenderer.

4. WARRANTY

- 4.1 The Tenderer warrants that it has sufficient skilled and qualified personnel to deliver Clinical Care Assistant (CCA) services effectively at the Centre.

- 4.2 The Tenderer further undertakes to ensure that the welfare, safety, and wellbeing of all assigned personnel are consistently upheld in accordance with applicable employment standards, workplace safety requirements, and any relevant Centre policies.

5. WORKING HOURS

- 5.1. The Tenderer shall provide the Services as outlined in **Schedule B** and **Schedule C**.
- 5.2. All services are to be delivered in accordance with the designated shifts specified therein. Any deviations from the approved shift schedules must receive prior written approval from the relevant Centre.
- 5.3. The Tenderer shall ensure that all deployed personnel strictly adhere to the working days and hours established by the Centre. Failure to comply may result in administrative actions or service penalties, as deemed appropriate by the Centre's Management (refer to **Annex 1** and **Annex 2**).
- 5.4. The Centre's Management reserves the right to amend the working hours at any time, without prior notice to the Tenderer, in order to meet operational requirements or respond to unforeseen circumstances.
- 5.5. The Tenderer shall ensure that all assigned personnel are present at their designated work areas throughout the stipulated working hours, as determined by the Centre.
- 5.6. In the event of absenteeism, the Tenderer shall take immediate action to provide suitable temporary replacements or relief personnel in order to maintain full staffing levels and ensure uninterrupted service delivery to the satisfaction of the Centre.
- 5.7. The Tenderer shall make the necessary provisions for any additional expenses incurred should their personnel be required to work beyond normal working hours. This includes coverage during emergencies or disaster situations, when requested by the Centre or the designated Manager-in-Charge.
- 5.8. The Clinical Care Assistants (CCAs) may be required to perform duties after normal office hours or on weekends, where necessary, to avoid disruption to the day-to-day operations of the Centre.

6. PERSONNEL

- 6.1. The Tenderer shall employ only qualified personnel (CCAs and the Supervisor) who are competent in performing their assigned duties as specified in **Schedule B** and able to adhere to the work schedules set out in **Schedule C**.
- 6.2. The Tenderer shall ensure that all personnel engaged under this Contract are citizens of Brunei Darussalam, as evidenced by their **valid yellow-coloured National Identity Card**.
- 6.3. The Tenderer shall ensure that all assigned personnel have undergone comprehensive background screening to verify the absence of any prior criminal history.
- 6.4. The Tenderer shall employ an adequate number of qualified personnel at all times to ensure the proper and efficient execution of the Services and to perform the duties specified under this contract. This includes providing Stand-by CCAs/Supervisors, if required.
- 6.5. All personnel shall respond promptly to alarms and emergency requests. They are expected to apply verbal de-escalation techniques in managing safety-related incidents, uphold confidentiality and discretion when handling sensitive information, and consistently demonstrate strong customer service skills in all interactions.
- 6.6. In situations involving stress, verbal threats, or physical aggression, all personnel shall immediately seek guidance or assistance from the Nurse Manager or designated supervisory staff. They must maintain self-control at all times and refrain from the use of excessive physical force or any form of abusive language.
- 6.7. The minimum basic criteria for Clinical Care Assistant (CCA) personnel assigned to the Site shall include the following:
- 6.7.1. Must be a citizen of Brunei Darussalam.
- 6.7.2. Must be at least 18 years old and not older than 35 years at the time of recruitment.
- 6.7.3. Must possess at least 2 'O' levels, or equivalent qualifications. Higher qualifications are advantageous. Applicants without 'O' Level qualifications must

have at least one year of experience in healthcare or prior service as a Housekeeping Attendants, Patient Care Assistance (PCA) or Clinical Care Assistant (CCA), supported by positive recommendations.

- 6.7.4. Must possess a valid medical fitness report confirming the ability to perform duties without health-related restrictions and demonstrate good eyesight, hearing, and overall health to effectively carry out tasks.
- 6.7.5. Must be medically, mentally, and physically fit to perform CCA duties, including the ability to assist immobile patients.
- 6.7.6. Must be a non-smoker.
- 6.7.7. Must have good communication skills, with the ability to greet and interact tactfully, especially with patients, VIPs, the general public, and Ministry of Health (MOH) personnel.
- 6.7.8. Must demonstrate the ability to read, understand, communicate, and apply written and verbal instructions, rules, and regulations in both English and Malay.
- 6.7.9. Must possess sound judgment, alertness, emotional stability, and the ability to remain calm under pressure.
- 6.7.10. Must be capable of maintaining composure and self-control in high-stress situations, such as during fires, explosions, civil disturbances, or building evacuations.
- 6.7.11. Must be perceptive, dependable, tactful, punctual, and able to work effectively in a team-oriented environment.
- 6.7.12. The Tenderer **shall recruit all CCAs previously employed by the former vendor**, subject to favourable recommendations from the Centre and the acceptance of the respective CCAs, as they have already received relevant training.

7. SUPERVISOR

- 7.1. The Tenderer shall appoint a dedicated Supervisor to oversee the provision of Services, subject to prior approval from the Centre.
- 7.2. The appointed Supervisor shall work exclusively for the Tenderer and be based on-site.
- 7.3. The Supervisor must be duly authorised to act and make decisions on behalf of the Tenderer in matters relating to the execution of the Services.
- 7.4. In the event the Supervisor is on medical or scheduled leave, the Tenderer must obtain approval from the Centre for a suitable replacement to ensure continuity of oversight.
- 7.5. The Supervisor shall serve as the primary liaison between the Centre and the Tenderer, ensuring consistent communication, timely reporting, and the resolution of any service-related matters.
- 7.6. The Supervisor shall be present and available at all times during working hours and shall be responsible for overseeing all operational activities on behalf of the Tenderer.
- 7.7. The Tenderer shall enforce strict discipline and good conduct among its personnel. The Tenderer shall also maintain active supervision and implement necessary control measures to ensure compliance with all rules and regulations applicable at the Centre.
- 7.8. The Tenderer shall ensure that a supervisor is assigned to guide and train newly appointed CCA personnel as necessary. The supervisor shall be responsible for ensuring that the CCA performs their duties in accordance with the Standard Operating Procedures (SOP) established by the Centre.
- 7.9. The Tenderer shall submit the curriculum vitae (CV), as well as the basic duties and responsibilities of the proposed Supervisor, for review to ensure alignment with the Centre's job descriptions and role requirements.
- 7.10. The Tenderer shall ensure that the Supervisor responds to any call or instruction from the Centre, Nurse-in-Charge, or Operational Officer within five (5) minutes of notification.
- 7.11. The minimum basic criteria for the CCA **Supervisor** assigned to the Site shall include the following:
 - 7.11.1. The Tenderer shall provide a Supervisor who is experienced, competent, and capable of preparing reports and delivering presentations, and who possesses strong leadership skills.
 - 7.11.2. Must be a citizen of Brunei Darussalam.

- 7.11.3. Must be at least 25 years old and not older than 45 years at the time of recruitment.
- 7.11.4. Must possess at least 4 'O' levels, or equivalent qualifications. Higher qualifications are advantageous. Applicants without 'O' Level qualifications must possess a minimum of two years' supervisory experience, supported by positive recommendations.
- 7.11.5. Must possess a valid medical fitness report confirming the ability to perform duties without health-related restrictions and demonstrate good eyesight, hearing, and overall health to effectively carry out tasks.
- 7.11.6. Must be medically, mentally, and physically fit to perform supervisory duties, including the ability to assist immobile patients when necessary.
- 7.11.7. Must be a non-smoker.
- 7.11.8. Must have good communication skills, with the ability to greet and interact tactfully, especially with patients, VIPs, the general public, and Ministry of Health (MOH) personnel.
- 7.11.9. Must demonstrate the ability to read, understand, communicate, and apply written and verbal instructions, rules, and regulations in both English and Malay.
- 7.11.10. Must possess sound judgment, alertness, emotional stability, and the ability to remain calm under pressure.
- 7.11.11. Must be capable of maintaining composure and self-control in high-stress situations, such as during fires, explosions, civil disturbances, or building evacuations.
- 7.11.12. Must be perceptive, dependable, tactful, punctual, and able to work effectively in a team-oriented environment.

8. REMOVAL OF PERSONNEL

- 8.1. The Centre's Management reserves the right to request the immediate removal or replacement of any personnel employed by the Tenderer who, in the opinion of the Centre's Management, has engaged in misconduct, exhibited incompetence, or demonstrated negligence in the performance of their duties.
- 8.2. The removal or replacement of personnel shall be carried out without delay upon notification from the Centre.

9. WAGES AND WELFARE

- 9.1. The Tenderer shall bear full responsibility for the timely payment of wages, the provision of insurance coverage—including Workmen's Compensation and Medical Insurance—and for addressing the medical and welfare needs of all personnel employed under this Contract. These responsibilities must be fulfilled in full compliance with the regulations and requirements set by the Labour Department of Brunei Darussalam.
- 9.2. The Tenderer shall provide a minimum basic salary of **BND\$650.00** per month to each CCA employed under this Contract. This amount excludes contributions to the Employees National Retirement Scheme (Skim Persaraan Kebangsaan - SKP) and any other applicable allowances.
- 9.3. The Tenderer shall provide a minimum basic salary of **BND\$750.00** per month to CCA Supervisor employed under this Contract. This amount excludes contributions to the Employees National Retirement Scheme (**Skim Persaraan Kebangsaan - SKP**) and any other applicable allowances.
- 9.4. The Tenderer shall provide an annual salary increment of not less than ten dollars for each CCA and the CCA Supervisor.
- 9.5. The Tenderer shall provide an annual performance-based bonus to all eligible personnel, determined on the basis of merit.
- 9.6. The Tenderer shall, at its own expense, obtain and maintain insurance coverage under a policy or policies that provide indemnity to the Tenderer. This insurance shall cover all liabilities, including those arising from claims by any personnel for compensation under the Workmen's Compensation Act (Cap 74 of the Laws of Brunei Darussalam).
- 9.7. The Tenderer shall provide a written undertaking to indemnify the Government against all liabilities, claims, damages, or losses arising from any claim made by personnel

employed under this Contract. This includes, but is not limited to, claims for compensation under the Workmen's Compensation Enactment 1957 (including any amendments or replacement legislation), as well as any related legal costs or consequential expenses.

10. EMPLOYMENT OF ILLEGAL WORKERS

- 10.1. The Tenderer undertakes and agrees that neither it nor any of its sub-Tenderers shall employ any illegal foreign workers at any time during the execution of this Contract.
- 10.2. The Tenderer shall bear full responsibility for ensuring compliance with all applicable immigration and labour laws of Brunei Darussalam throughout the duration of the Contract.

11. TRAINING

- 11.1. The Tenderer shall bear all costs related to the training of all personnel, including refresher courses where payment is required.
- 11.2. The Tenderer shall ensure that all personnel undergo appropriate training immediately upon recruitment. This training—whether conducted by the Ministry of Health (MOH) or privately funded—must be fully completed prior to the commencement of duties at the Centre, particularly where such training is mandated by the Centre, to ensure personnel are ready and competent in delivering the Services.
- 11.3. The Supervisor shall be responsible for training newly assigned personnel throughout the contract period, as necessary, with all trainees to be subsequently assessed by the Centre
- 11.4. The following certifications and training relevant to Site operations are mandatory and shall be completed by all personnel within their first year of service. Validity must be maintained throughout the contract period. All associated expenses shall be borne by the Tenderer:
 - 11.4.1. Fire Marshal
 - 11.4.2. First Aid
 - 11.4.3. Basic Life Support (BLS)

12. SAFETY AND HYGIENE

- 12.1. The Tenderer shall instruct its employees, agents, and sub-Tenderers accordingly and ensure they take all reasonable steps to safeguard their own safety, as well as the safety of others who may be affected by their actions or omissions.
- 12.2. The Tenderer shall, at all times, observe and comply with all prevailing laws and regulations related to occupational safety, health, and hygiene while carrying out the Services.
- 12.3. The Tenderer shall take all necessary and prudent precautions to ensure the safety of its personnel, the staff and property of the Centre, and the general public on the premises.
- 12.4. The Tenderer shall protect its employees from health and safety risks at the workplace by implementing appropriate measures, including but not limited to:
 - 12.4.1. Establishing and maintaining safe work practices and a safe working environment;
 - 12.4.2. Ensuring that employees injured at work receive immediate access to medical attention and rehabilitation;
 - 12.4.3. Assigning employees to roles and workplaces suitable for their physical capabilities;
 - 12.4.4. Providing all necessary Personal Protective Equipment (PPE) not supplied by the Centre.; and
 - 12.4.5. Ensuring all employees are medically insured.
- 12.5. The Tenderer's employees shall be responsible for working towards the elimination of workplace hazards and risks through safe behavior and the reporting of unsafe conditions.
- 12.6. The Centre shall not be held liable for any act, omission, negligence, or misconduct by the Tenderer's employees, agents, servants, or sub-Tenderers. Furthermore, the Centre

shall bear no responsibility for any insurance coverage required for the execution of this Contract, nor for any costs, claims, or liabilities arising from illness, injury, disability, or death of the Tenderer's personnel engaged in providing the Services.

- 12.7. The Tenderer shall comply with all safety and hygiene-related instructions, policies, and regulations issued by the Centre from time to time in relation to the execution of the Services.
- 12.8. In the event of workplace injuries, the Tenderer shall be solely responsible for bearing all associated treatment costs.
- 12.9. During the execution of the work, the Tenderer shall follow all standard safety precautions and procedures to prevent accidents or damage to personnel, equipment, and property. Failure to adhere to this clause may result in a formal written warning issued by the Government.
- 12.10. Any damage or pilferage to the Centre's property due to mishandling or negligence by the Tenderer or its employees shall be fully recoverable from the Tenderer's claims or payments. All materials issued to the Tenderer shall remain under its sole responsibility for the duration of the Contract.
- 12.11. All workplace accidents and incidents must be reported immediately to the Centre's Operational Officer. The Tenderer is responsible for investigating each case, ensuring corrective actions are taken, and maintaining a proactive safety culture.
- 12.12. Regular safety inspections shall be conducted by the Tenderer's supervisors to ensure a safe working environment is consistently upheld.
- 12.13. A basic first aid kit, at a minimum, must be provided and maintained at each work site at the Tenderer's own cost.

13. UNIFORM

- 13.1. All personnel shall wear the approved uniform from the Centre at all times while on duty, maintain a high standard of personal grooming and hygiene, and clearly display the company's name, logo, or identification badge. This ensures ease of identification and upholds a professional image in accordance with the Centre's expectations.
- 13.2. The Tenderer shall ensure that all personnel are properly attired in clean, neat, and presentable uniforms at all times while on duty.
- 13.3. The Tenderer shall provide uniforms for all personnel at the Tenderer's own expense. This shall include two sets of shirts and pants for male personnel, and two sets of shirts, pants, and scarves for female personnel.
- 13.4. The design, colour, and material of the uniforms must be submitted to the Centre for prior approval.
- 13.5. In the event of a damaged uniform, the Tenderer shall provide a replacement at least once every two years. Additionally, two sets of new uniforms shall be issued every two years.

14. REGULATIONS, LICENCES AND PERMITS

- 14.1. The Tenderer shall be responsible for procuring and maintaining all necessary licenses, permits, and approvals, and shall ensure compliance with all applicable legal and regulatory requirements relevant to the provision of the Services at all times.
- 14.2. In the event of any changes in legal or regulatory requirements during the term of the contract, the Tenderer shall promptly take the necessary actions, at its own expense, to ensure compliance with such changes.
- 14.3. The Tenderer shall adhere to best practices as proposed or recommended by relevant industry bodies and ensure that the standard of Services provided meets or exceeds the quality generally regarded as good within the relevant industry.

15. REPORTS AND INFORMATION

- 15.1. The following documents shall be submitted by the Tenderer to the Centre using formats approved by the Centre upon commencement of the Services:
 - 15.1.1. An efficient and effective roster system is in place to meet CCA standards and ensure the continuous availability of required personnel.

- 15.1.2. Supervisor shall submit monthly reports by the first week of each month. These reports shall include, but are not limited to, details on staff strength, service analysis and recovery (if applicable), training utilization, updates on Quality Improvement projects, and any other feedback or documentation as requested from time to time.
- 15.2. Regular exchange of information between the Tenderer and the Centre on advancements in technology and processes relevant to the Services is encouraged.
- 15.3. The Supervisor shall conduct regular random inspections and monitoring activities, in addition to scheduled joint inspections with the Operational Officer from the Centre. All findings from inspections must be reported, documented, and submitted to the Centre.

16. PERFORMANCE STANDARDS

- 16.1. The Tenderer shall ensure the following:

- 16.1.1. Each individual CCA performs duties as outlined in the Scope of Work (**Schedule B**), which will also be used as part of their individual performance assessments.
- 16.1.2. Monthly performance assessments of the CCAs (refer to **Annex 1** and **Annex 2**) shall be conducted to ensure ongoing compliance with the contract requirements. Any failure to meet the required standards may result in the imposition of financial penalties.
- 16.1.3. The “CCA of the Month” initiative shall be implemented and showcased to all, including patients. Selection shall be based on votes from patients and relevant healthcare workers, and managed by the CCA Supervisor.

17. MONITORING & FEEDBACK

- 17.1. The Supervisor shall maintain daily logs and reports to monitor staff attendance, task completion, and overall work performance.
- 17.2. The Supervisor shall conduct unannounced inspections from time to time to ensure compliance with the required standards.
- 17.3. All complaints and feedback from patients and staff shall be systematically recorded, reviewed, and used as part of performance assessment.
- 17.4. A formal performance review shall be carried out on a monthly basis, during which appropriate penalties may be imposed for non-compliance or underperformance.
- 17.5. Repeated negative feedback from patients and staff shall prompt further investigation and may result in penalties imposed on the Tenderer for non-performance.

18. COMPLIANCE AND PAYMENT ADJUSTMENTS

- 18.1. The monthly charges for each individual CCA will be calculated based on their KPI achievement percentage for the month, aligned with the corresponding percentage stated in the Grading of Amount Payable to Tenderer list (refer to **Annex 1**).
- 18.2. The performance percentage for each individual CCA KPI shall be calculated using the following formula:

$$\% \text{ Performance} = \frac{\text{Total Number of Satisfactory}}{\text{Total Number of Applicable Assessment List}} \times 100$$

- 18.3. Penalty deductions shall be imposed based on the individual CCA's monthly KPI percentage and/or the issuance of a **Non-Conformance Report (NCR)**.
- 18.4. For the management and operations of the Tender, penalty deductions shall be imposed on the appointed CCA Supervisor's monthly charges based on the issuance of a **Non-Conformance Report (NCR)**.
- 18.5. A **Non-Conformance Report (NCR)** (refer to **Annex 2**) shall be issued to the Tenderer if the quality of work is found to be unsatisfactory. The Centre reserves the right to apply deductions from the monthly charges payable to the Tenderer, based on the findings of joint inspections and/or compliance assessments. Such deductions shall be imposed according to the following categories:

MONTHLY GRADE	PAYMENT DUE		
	1 st Warning	2 nd Warning	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 %

- 18.6. If the Tenderer's performance **falls below 70% for three consecutive months**, the Contracting Authority reserves the right to terminate the contract.
- 18.7. Repeated non-compliance, following the issuance of a third and final warning letter, may lead to the suspension or termination of the Contract, at the sole discretion of the Government.
- 18.8. The Tenderer shall comply with all terms and conditions of this Contract, as well as all applicable laws and regulations.
- 18.9. Failure to comply with any provision of this Contract or the applicable license may result in regulatory actions requiring rectification within a specified timeframe and/or the imposition of penalties.
- 18.10. In the event of a workforce shortage, the Tenderer shall take immediate action to deploy trained **temporary** personnel to ensure continuity of services. The Centre's designated Manager-in-Charge shall be notified of any such replacement no later than one (1) hour after the start of the affected shift.
- 18.11. The Tenderer shall ensure that the number of Clinical Care Assistants (CCAs) is consistently maintained in full accordance with the Centre's requirements. In the event of a resignation, the Tenderer shall be responsible for recruiting a replacement CCA within two (2) weeks from the date of resignation and shall provide a temporary replacement during the interim period. All necessary training shall be conducted immediately upon recruitment. The newly recruited CCA shall commence duties only after completing the required training, which must be concluded within thirty (30) days from the date of the previous CCA's resignation.
- 18.12. Failure to provide adequate replacement personnel within the stipulated timeframe shall result in the imposition of a penalty on the Tenderer, in accordance with the following scale:

POSITION	SCALE
Clinical Care Assistant (CCA)	BND 3.00 per CCA/hour
CCA Supervisor	BND 5.00 per supervisor/hour

- 18.17. These penalty deductions are non-negotiable unless the Tenderer provides valid justification and evidence that corrective actions have been implemented within the specified timeframe.

19. RIGHT TO APPOINT OTHER VENDORS

- 19.1. In the event that the Tenderer fails to perform the Services in full compliance with the terms and conditions of the Contract, the Centre reserves the right to appoint one or more alternative vendors to carry out the required Services, either in whole or in part, without prior notice.
- 19.2. Any additional expenses incurred by the Centre as a result of appointing other vendors shall be fully recoverable from the Tenderer, either through direct invoicing or by deducting the amount from any payments due to the Tenderer.

20. DAMAGE TO PERSONS AND PROPERTY

- 20.1. The Tenderer shall fully indemnify the Centre for any loss or damage to property arising from any negligent act or omission by the Tenderer or its employees.

21. AUTHORISED REPRESENTATIVE

21.1. For the purpose of providing the Services, the Centre shall be represented by the Operational Officer, who shall serve as the authorised representative of the Centre.

21.2. All communications and notices shall be directed to the attention of:

*Operational Officer
Customer Services Unit
Rimba Dialysis Centre, Simpang 253-56, Jalan Tungku Link
Bandar Seri Begawan BE3119
Negara Brunei Darussalam
Tel: +673 2457694 ext. 142*

22. DOCUMENTS TO SUBMIT

22.1. The following documents shall be submitted, labeled accordingly, along with the documents listed in **Section 3** of this Invitation to Tender:

- 22.1.1. Proposed List of Standard Operating Procedures
- 22.1.2. CV of Supervisor
- 22.1.3. List of Staff with Qualifications
- 22.1.4. Staff Qualification Certificates
- 22.1.5. Staff Insurance Documentation
- 22.1.6. Job Descriptions (JDs) of Staff
- 22.1.7. Proposed Training Programme for Staff
- 22.1.8. List of Safety Measures Provided
- 22.1.9. Staff Medical Fitness Report
- 22.1.10. Basic Life Support Certificate
- 22.1.11. Fire Marshal Certificate
- 22.1.12. First Aid Certificate
- 22.1.13. Any Other Relevant Supporting Documents

SCHEDULE B - SCOPE OF SERVICES

SCOPE OF SERVICES – CCA

1. Position Summary

The Clinical Care Assistant (CCA) plays a crucial role in supporting the healthcare team by providing both direct and indirect care to patients. Responsibilities include assisting with clinical procedures, patient mobility, safety monitoring, and ensuring cleanliness and organization within the healthcare setting. This role also involves managing and distributing medical and non-medical consumables, providing support during emergency situations, and carrying out additional duties as assigned by nursing or administrative staff. The Clinical Care Assistant contributes to the smooth operation of the dialysis unit or ward, promoting patient well-being and enhancing overall service efficiency.

2. Scope of Services

A. Clinical Services

- Working in Shifts;
- Conduct triage for dialysis patients, including:
 - measuring and recording body weight,
 - measuring and recording blood pressure, and
 - taking and recording body temperature.
- Assisting nurses on duty in units/wards, which includes but is not limited to the following duties:
 - Assists in patient care, especially for those with limited mobility, injured, disabled, bedridden, or mentally or physically ill. This includes providing support during treatment, assisting with tasks such as transferring patients for comfort, monitoring the patient's condition, providing oxygen when needed, and putting pressure on the patient's AVF after undergoing dialysis treatment;
 - Prepare, Provide and distribute medical consumables to each patient station at all times;
 - Preparing and testing a hemodialysis machine including setting up dialysis tubing and dialyser.
 - Perform machine disinfection after dialysis treatment according to dialysis centre policy;
 - Assisting in cleaning after procedures of catheter insertions or removal or other related procedures in accordance with dialysis centre policy;
 - Assisting nurses during emergency situations such as accessing emergency trolley/items and ensuring that emergency routes are always unobstructed and easy to traverse in the event of an emergency;
 - Assisting nurses in transferring patients to the ICU, ED and Wards (if applicable)
- Mobilization:
 - Assisting in the transfer of patients according to procedure and performing activities safely using rehabilitation aids;
 - Transferring patients from the dialysis centres / unit to a designated location using a bed trolley or wheelchair;
 - Ensure that rehabilitation aids are in good condition and safe to use & Report to the nurse in-charge if it is found that the equipment is damaged;
 - Carry out other duties as assigned by the nurse administrator. (If applicable according to scope of work).

B. Non-Clinical Services

- Inform patients of scheduled or rescheduled appointment times and days according to available stations or clinics;
- Working with cleaners to maintain the cleanliness and maintenance of wards/units:
 - Ensure that signage can be provided if the floor of the ward is found to be wet / dirty and inform the cleaner to be cleaned;

- Inspect biohazards, domestic bins and notify the cleaner if they are found to be full and to be replaced;
 - Ensure and prepare gel/scrub hand rubs that are empty and need to be replaced; and
 - Arrange gloves, aprons, facemasks and place PPE Organizer and ensure that it is organized and neat;
- Report any damage found either inside and outside the ward/unit to the in-charge nurse;
- Preparation of patient beds/chair and medical equipment:
 - To carry out cleaning activities (bed making, bedside tables, cardiac tables, chairs) after patients carry out dialysis treatment and prepare beds before the next patient admission; and
- Assist in replacing malfunction dialysis machine and documentation according to the faulty.
- Assist and monitor patient safety at all times;
- Report immediately to the Nurses/staff if there are signs of fire, smoke and odours related to the risk of fire occurring;
- Assistance for the management of the deceased:
 - Assist and follow instructions from the nurse in-charge in the management of the deceased;
 - Prepare and clean the trolley before and after use; and
 - Assisting in the delivery of the body to the location (Morgue);
- Carry out other duties as assigned by the nurse administrator.
- Assist in sending specimens to the Laboratory Services Department according to the set guidelines (SOP);
- Collect ward stock medications from pharmacy;
- Assist in collecting and dispatching all sterile items (surgical items, linen & soft packs) from and to the sterile services department (CSSD) center;
- Assist in dispatching medical equipment to and from the required locations within the Hospital grounds as directed by manager/supervisor/hospital/ward officer;
- Assist in collecting dialysis inventory;
- Collecting, storing, and organizing items in storerooms or treatment rooms, as well as replenishing medical consumables for daily use;
- Ensuring that the dialysis machine is organized and tidy in a dedicated room;
- Ensure that the storage room environment is always clean, tidy and safe and appropriate;
- Inform any insufficient supply of sharp bins, bio hazard plastics to nurse manager;
- Helping in feeding patients with disabilities/needs;
- Carrying out other duties as assigned by the nurse administrator.
- Clear outdated notice boards and posters
- Provide labour support across Centre's premises for scheduled tasks

C. Medical, Non-Medical Consumables & Stationary Supplies

- To assist in the stocking of goods in the store room and replenishment of medical consumable items for daily usage.
- To assist in unloading and sorting of consumables received from the Medical Store.
- Receive, unload and shelf supplies.
- Unpack and arrange consumables/supplies as required.
- Top-up consumables/supplies from main store.
- Distribute consumables/supplies to every patient's station.
- Providing labour support across the Centre's premises for planned tasks and requests.
- Manage, collect and/or send consumables/supplies from/to the Centres.

D. Others

- Carrying out duties and responsibilities as directed by the Centre's Nurse Manager from time to time.

SCOPE OF SERVICES – CCA SUPERVISOR

1. Position Summary

The Clinical Care Assistant Supervisor is responsible for overseeing and managing Clinical Care Assistants (CCAs) to ensure the delivery of high-quality, safe, and compassionate patient support services. This role involves supervising daily operations, ensuring adherence to healthcare standards, coordinating training and assessments, maintaining accurate documentation, and monitoring Key Performance Indicators (KPIs) to foster service excellence.

2. Scope of Services

A. Supervision & Operations

- Supervise and coordinate daily work assignments of CCAs.
- Ensure compliance with work schedules and protocols.
- Address minor disciplinary issues or escalate to management when needed.

B. Quality and Compliance

- Oversee implementation of hygiene, infection control, and patient safety protocols.
- Conduct regular rounds to observe and evaluate quality of patient assistance.
- Ensure proper use of equipment and PPE by CCAs.

C. Training and Staff Development

- Plan and conduct orientation programs for CCAs.
- Organize and implement ongoing training sessions and refresher courses.
- Collaborate with nursing educators to enhance skill development.

D. Performance Assessment/ Evaluation

- Conduct regular staff evaluations and skills assessments.
- Conduct the “CCA of the Month” initiative.
- Maintain updated records of competency certifications.
- Identify and address performance gaps through targeted coaching or training.

E. Reporting and Documentation

- Maintain accurate records including:
 - Attendance and daily assignments
 - Incident reports and resolutions
 - Training logs and competency assessments
 - Monthly or quarterly activity reports
- Submit regular reports to the Nurse Manager or Administrative Officer.

F. Monitoring and Feedback

- Track and report on the following:
 - Staff attendance and punctuality
 - Number and nature of incident reports
 - Completion rate of mandatory training
 - Patient satisfaction with assistance services
 - Response time to patient needs
 - Recommend improvements or corrective actions based on KPI data.
- Conduct **scheduled** inspections and monitoring activities at least once a week at each facility, during and outside office hours, including on Fridays, Sundays (if applicable), and public holidays.
- Conduct **random** inspections and monitoring activities at least once a week at each facility, during and outside office hours, including on Fridays, Sundays (if applicable), and public holidays.
- Conduct **scheduled joint inspections** with the Operational Officer from the Centre as required.
- All findings from inspections and monitoring activities shall be reported, documented, and submitted to the Centre.

G. Communication and Coordination

- Serve as liaison between nursing/clinical staff and CCAs.
- Communicate directives, updates, and feedback to CCA teams.
- Coordinate with other departments for logistical and operational support.

H. Health and Safety

- Ensure strict adherence to health and safety policies.
- Facilitate emergency drills and assist during real-time emergencies.
- Report hazards or unsafe practices immediately.

I. Others

- Carrying out duties and responsibilities as directed by the Centre's Operational Officer from time to time.

3. Working Conditions

- Shift-based work depending on operational needs
- May require occasional weekend or emergency duty
- Involves physical activities such as lifting, assisting patients, and inspecting service areas.

SCHEDULE C - SERVICE REQUIREMENTS

Rimba Dialysis Centre

A) Total Number of CCA required – 18 CCA

Rimba Dialysis Centre	
Shift A (06 30 am – 02 30 pm)	
CCA	6
Shift B (12 30 noon – 08 30 pm)	
CCA	6
Shift C (07 00 pm to 03 00 am)	
CCA	6
Total	18

B) Peak hours (CCA)

Monday to Saturday																					
	2AM –3AM	1AM –2AM	12AM– 1AM	11PM-12AM	10PM-11PM	9PM-10PM	8PM-9PM	7PM-8PM	6PM-7PM	5PM-6PM	4PM-5PM	3PM-4PM	2PM-3PM	1PM-2PM	12PM-1PM	11AM-12PM	10AM-11AM	9AM-10AM	8AM-9AM	7AM-8AM	6AM – 7AM
Shift A																					
Shift B																					
Shift C																					

** Note:

The distribution of staff may be adjusted according to the Centre's requirements and/or the haemodialysis service schedule.

Two CCAs may be required for general cleaning once a month on a Sunday.

Kiarong Dialysis Centre

A) Total Number of CCA required – 3 CCA

Kiarong Dialysis Centre	
Shift A (07 00 am – 03 00 pm)	
CCA	1
Shift B (12 00 am – 08 00 pm)	
CCA	1
Shift C (06 00 pm to 02.00 am)	
CCA	1
Total	3

B) Peak hours (CCA)

Monday to Saturday																				
2AM – 3AM																				
1AM - 2AM																				
12AM – 1AM																				
11PM-12AM																				
10PM-11PM																				
9PM-10PM																				
8PM-9PM																				
7PM-8PM																				
6PM-7PM																				
5PM-6PM																				
4PM-5PM																				
3PM-4PM																				
2PM-3PM																				
1PM-2PM																				
12PM-1PM																				
11AM-12PM																				
10AM-11AM																				
9AM-10AM																				
8AM-9AM																				
7AM-8AM																				
	Shift A	Shift B	Shift C																	

** Note:

The distribution of staff may be adjusted according to the Centre's requirements and/or the haemodialysis service schedule. One CCA may be required to assist with general cleaning once a month on a Sunday.

Kuala Belait Dialysis Centre and Ward 1, Suri Seri Begawan Hospital

A) Total Number of CCA required - 11 CCA

Kuala Belait Dialysis Centre		WARD 1 SSBH
Shift A (07 00 am – 03 00 pm)		
CCA	3	1
Shift B (11 00 am – 07 00 pm)		
CCA	3	1
Shift C (04 30 pm – 12 30 am)		
CCA	2	1

B) Peak hours (CCA)

Monday to Saturday																		
	12AM – 1AM								3PM - 4PM	4PM- 5PM	5PM - 6PM	6PM - 7PM	7PM - 8PM	8PM - 9PM	9PM - 10PM	10PM - 11PM	11PM - 12AM	
	12PM - 1PM																	
	1PM - 2PM																	
	2PM - 3PM																	
	11AM - 12P M																	
10AM - 11AM																		
9AM - 10AM																		
8AM - 9AM																		
7AM - 8AM																		
	Shift A	Shift B	Shift C															

**** Note:**

The distribution of staff may be adjusted according to the Centre's requirements and/or the haemodialysis service schedule. One CCA may be required for standby duties on Sundays and for general cleaning once a month on a Sunday.

Tutong Dialysis Centre

A) Total Number of CCA required – 6 CCA

Tutong Dialysis Centre	
Shift A (06 30 am – 02 30 pm)	
CCA	2
Shift B (12 30 am – 08 30 pm)	
CCA	2
Shift C (07 00 pm – 03 00 am)	
CCA	2

B) Peak hours (CCA)

Monday to Saturday													
	6.30AM - 7.30PM	7.30AM - 8.30AM	8.30AM - 9.30AM	9.30AM - 10.30AM	10.30AM - 11.30AM	11.30AM - 12.30PM	12.30PM - 1.30PM	1.30PM - 2.30PM	2.30PM - 3.30PM	3.30PM - 4.30PM	4.30PM - 5.30PM	5.30PM - 6.30PM	6.30PM - 7.30PM
Shift A													
Shift B													
Shift C													

** Note:

The distribution of staff may be adjusted according to the Centre's requirements and/or the haemodialysis service schedule. One CCA may be required for general cleaning once a month on a Sunday.

**Renal Dialysis Unit,
Raja Isteri Pengiran Anak Saleha Hospital**

A) Total Number of CCA required – 12 CCA

Renal Dialysis Unit RIPAS Hospital	
Shift A (07 00 am – 03 00 pm)	
CCA	4
Shift B (03 00 pm – 11 00 pm)	
CCA	4
Shift C (11 00 pm to 07 00 am)	
CCA	3
Sunday (07 00 AM – 03 00PM)	
CCA	1

B) Peak hours (CCA)

Monday to Saturday																							
5AM – 6AM																							
4AM – 5AM																							
3AM – 4AM																							
2AM – 3AM																							
1AM - 2AM																							
12AM – 1AM																							
11PM - 12AM																							
10PM - 11PM																							
9PM - 10PM																							
8PM - 9PM																							
7PM - 8PM																							
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11AM - 12PM																							
10AM - 11AM																							
9AM - 10AM																							
8AM - 9AM																							
7AM - 8AM																							
Sh ift A																							
Sh ift B																							
Sh ift C																							

**** Note:**

The distribution of staff may be adjusted according to the Centre's requirements and/or the haemodialysis service schedule. One CCA may be required for standby duties (following the morning shift) and general cleaning once a month on a Sunday.

Dialysis Unit, Pengiran Isteri Hajjah Mariam Hospital

A) Total Number of CCA required – 2 CCA

Dialysis Unit, Pengiran Isteri Hajjah Mariam Hospital	
Shift A (06 30 am – 02 30 pm)	
CCA	1
Shift B (11 30 am – 07 30 pm)	
CCA	1

B) Peak hours (CCA)

Monday to Saturday													
	6.30AM - 7.30PM	7.30AM - 8.30AM	8.30AM - 9.30AM	9.30AM - 10.30AM	10.30AM - 11.30AM	11.30AM - 12.30PM	12.30PM - 1.30PM	1.30PM - 2.30PM	2.30PM - 3.30PM	3.30PM - 4.30PM	4.30PM - 5.30PM	5.30PM - 6.30PM	6.30PM - 7.30PM
Shift A													
Shift B													

**** Note:**

The distribution of staff may be adjusted in accordance with the Centre's requirements and/or the haemodialysis service schedule. One CCA may be required once a month on a Sunday to perform general cleaning duties.

ANNEX 1 - CCA INDIVIDUAL PERFORMANCE ASSESSMENT

Employee Name: _____

Place of Work: _____

*Tick (✓) each assessment number under the appropriate column:

Satisfactory (**S**), Not Performed (**X**), or Not Applicable (**N/A**).

*Each Tick marked as 'S' or 'X' is equivalent to one point.

*The list of assessments may be revised from time to time in accordance with the Centre's requirements.

No. of Assessment	Pre-Dialysis Preparation:	S	X	N/A	Comments
1	Triaging – Vital sign & weight recording				
2	Clean and disinfect dialysis stations.				
3	Assist patients with mobilization.				
4	Ensure call bells and emergency buttons are accessible.				
	Patient Assistance During Dialysis	S	X	N/A	Comments
5	Observe and report patient distress.				
6	Provide necessary items (water, blanket, call bell).				
7	Keep the dialysis unit clean and organized.				
	Infection Control & Hygiene	S	X	N/A	Comments
8	Perform hand hygiene before/after patient care.				
9	Wear appropriate PPE.				
10	Dispose of clinical waste and used supplies properly.				
11	Follow infection control and safety protocols/guidelines.				
12	Report hazards, spills, or damages immediately.				
	Post-Dialysis Care	S	X	N/A	Comments
13	Assist patients with mobilization.				
14	Record post-dialysis weight.				
15	Clean and disinfect stations for the next session.				
	Teamwork	S	X	N/A	Comments
16	Attendance and Punctuality				
17	Report patient concerns/incidents to the nurse.				
18	Collaborate with the dialysis team.				
19	Carry out other duties as assigned by the nurse administrator.				
	Customer Service Relations	S	X	N/A	Comments
20	Wear proper uniform and maintain tidiness & personal grooming.				
21	Greet patients, visitors, and staff courteously.				
22	Maintain a positive, professional attitude.				
23	Keep patient information confidential.				
24	Report safety concerns or incidents immediately.				
	Others	S	X	N/A	Comments
25	Report any damage found / any unsafe transportation to nurse administrator.				
26	Collect/send ward stock medication cards.				
27	Transport medical equipment as instructed.				
28	Stock and replenish medical consumables.				
29	Top up treatment room supplies.				
30	Keep dialysis areas tidy.				

ANNEX 1

OVERALL MONTHLY PERFORMANCE

$$\frac{\text{Total no. of Satisfactory}}{\text{Total no. of applicable Assessment List}} \times 100\% = \boxed{} \%$$

CCA ASSESSMENT AGREEMENT

Assessment	<input type="checkbox"/> Agree <input type="checkbox"/> Disagree
Comments	
Name	
Signature & Date	
Name of Assessor and Position	
Signature & Date	

REASSESSMENT NOT REQUIRED IF THE CCA AGREES WITH THE INITIAL ASSESSMENT

Reassessment Percentage	%
Comments	
Name of Reassessing Officer	
Position	
Signature & Date	

Payment Reference	
Monthly Performance	Payment Due
80% - 100 %	100 %
70% - 79 %	100 %
60% - 69%	90 %
50% - 59%	50%
Below 50%	30%

ANNEX 2 - NON-CONFORMANCE REPORT (NCR)

Project or Contract Name:				
Tender No.:				
1.	NCR No.:	2.	Date Issued:	
3.	Reported By:	4.	Department/Section:	
5.	Contractor / Service Provider:	6.	Location:	
7.	Nature of Non-Conformance (Tick applicable):			
	<input type="checkbox"/>	Service not delivered as scheduled	<input type="checkbox"/>	Poor quality of service
	<input type="checkbox"/>	Incomplete task	<input type="checkbox"/>	Safety violation
	<input type="checkbox"/>	Repeated complaint	<input type="checkbox"/>	Others: _____
8.	Details of Non-Conformance:			
	Provide clear and specific description of the issue, including dates, staff involved, and any reference documents or photos.			
9.	Reference Document(s):			
	Attach any relevant evidence – photos, logs, checklists, reports			
10.	Immediate Action Taken:			
	Briefly describe what was done upon discovery – e.g. verbally informed contractor, stopped usage, etc.			
11.	Corrective Action Required:			
	State what the contractor is expected to do – e.g. re-clean area, submit investigation report, replace item, retrain staff, etc.			
12.	Deadline for Rectification: [DD/MM/YYYY]			
13.	Penalty (if applicable):		*Refer to Clause 18, Section 2 of the contract.	
	<input type="checkbox"/>	2nd NCR: 20% deduction	<input type="checkbox"/>	3rd NCR: 50% deduction
14.	Verified By:			
	Name:		Signature:	
	Designation:		Date:	
15.	Contractor's Response / Comments:			
	To be completed by contractor.			
16.	Action Taken by Contractor:			
	Description of action taken + proof of rectification.			
17.	Final Review and Closure:			
	<input type="checkbox"/>	Closed	<input type="checkbox"/>	Further action required
	Reviewed by:		Date:	

PAYMENT PENALTY	
2 nd Warning	3 rd Warning
80 %	50 %
80 %	50 %
70 %	50 %
30 %	15 %
10 %	5 %

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- 4. SCHEDULE D - COMPANY'S BACKGROUND**
- 5. SCHEDULE E - REFERENCES**
- 6. SCHEDULE F - DECLARATION**

SCHEDULE A - TENDER FORM

To:

TENDER REFERENCE NO.: KK/178/2025/JPR(TC)

INVITATION TO TENDER

THE PROVISION OF CLINICAL CARE ASSISTANT SERVICES AT THE DEPARTMENT OF RENAL SERVICES, MINISTRY OF HEALTH

TENDER OF (*name of tenderer*) : _____

Company/Business Registration No : _____

Tender Closing Date : _____

NO.	DESCRIPTION	QUANTITY	RATE	MONTHLY (PRICE)	7 YEARS (PRICE)
1	Price quoted for providing manpower: Provide manpower that are physically fit and can perform the services assigned to them. Carry out Clinical Care Assistant Services daily for every service under Department of Renal Services:	1 Supervisor			
	1. Rimba Dialysis Centre	18 CCA			
	2. Kiarong Dialysis Centre	3 CCA			
	3. Renal Dialysis Unit, Raja Isteri Pengiran Anak Saleha Hospital	12 CCA			
	4. Tutong Dialysis Centre	6 CCA			
	5. Kuala Belait Dialysis Centre & Ward 1, Suri Seri Begawan Hospital	11 CCA			
	6. Renal Dialysis Unit, Pengiran Isteri Hajjah Mariam Hospital	2 CCA			
	Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.	Total 53			
	OVERALL TOTAL				

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

Dated this day of 20 .

Signature of authorised officer of Tenderer
Name:
Designation:

Tenderer's official stamp:

SCHEDULE B - INFORMATION SUMMARY

- 2.1 Tenderers shall provide in this Schedule the following information:
- a. Management summary
 - b. Company profile (including Contractor and sub-contractor(s), if any)
 - c. Other information which is considered relevant

SCHEDULE C – SUB CONTRACTS

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

Table 3.1 Responsibility Table

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

SCHEDULE D - COMPANY'S BACKGROUND

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

SCHEDULE E - REFERENCES

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

Table 5.1 References of previous customers

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

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

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

SCHEDULE F - DECLARATION

TENDERER'S DECLARATION