

TENDER REFERENCE NO.: KK/216/2025/MOH(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF CLEANING SERVICES AT THE
HOSPITALS AND HEALTH FACILITIES OF THE MINISTRY
OF HEALTH FOR A PERIOD OF FIVE (5) YEARS**

TENDER FEES : \$2,000.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 28th October 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

SPECIFICATION OF SERVICE

1.0 INTRODUCTION

- 1.1 Cleanliness of hospitals and health facilities is crucial to create safe operating environment that is conducive for patient care and wellbeing of building occupants. In fact, the environment and quality of care is very much influenced by the level and quality of cleaning services at CLS Service Facilities.
- 1.2 This document provides the requirements for Cleaning Services at Ministry of Health Hospitals and Health Facilities covering the components of standards and specifications for service implementation as follows:
1. Scope of work
 2. Master Procedures
 3. Specification for devices and consumables
 4. KPI and Payment of Claims

2.0 SCOPE OF WORK

2.1 General Requirements

(1) Management and Planning

- i. The Company is required to provide effective and efficient management of **the Services** for cleaning of wards, clinics and other areas within the CLS Service Facilities including cleaning of operating theatres, laboratories, pharmacies and areas within the respective boundaries.
- ii. The Company shall be responsible and liable to ensure that the requirements for the Services and other obligations are delivered in accordance to the Ministry of Health's requirements under this Contract with a focus on patient safety and quality of service as well as awareness of cost control.
- iii. The locations to be covered for the whole duration of the Contract (*here-in-after referred to as **CLS Service Facilities***) are listed as in **Schedule A**. The list shall also be recorded in HSIP and updated accordingly upon any changes.
- iv. The Company shall be liable for all costs and expenses incurred including but not limited to the obtaining of any consultations, spares, equipment and the related maintenance, consumables and any expenditure for the operation and management and the provision of the Services under this Contract.
- v. Certain specific documents related to the Services as issued by Ministry of Health from time to time shall be followed for the performance of service. They include Hospital Specific Implementation Plan (HSIP) and Project Operation Guidelines (POG). Non-adherence to the requirements shall constitute a serious non-conformance to the service standards.
- vi. The Company shall follow best practices as suggested or recommended by relevant industry bodies. Therefore, the quality of Services provided must meet or exceed the general industry standard for healthcare services and as issued or adopted by Ministry of Health, including the relevant standards and guidelines below:
 - Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;

- Code of Practice for the Prevention of Infection and Accidents in the Hospital, Laboratory and Post-Mortem Rooms (Ministry of Health);
 - Universal Infection Control Precautions (Ministry of Health);
 - Disinfection and Sterilization Policy and Practice of Ministry of Health;
 - Publicly Available Specification British Standards Institution, PAS 5748:2014 – Specification for the Planning, Application and Measurement of Cleanliness Services in Hospitals.
 - PBD 32: 2022 Tourist Services Standard – Public Toilet
- vii. The Company shall be given two months' prior notice to be ready to perform the Services right from the first day of commencement of contract and meet the technical service requirements for the Service.
- viii. Within three months from the commencement of contract, the Company shall conduct a thorough Facility Audit for the following purposes:
- a. to re-inspect the condition of existing equipment, facilities and devices that they are in order for operation (*first inspection conducted at tender stage*);
 - b. to compile relevant operating data;
 - c. to plan for maintenance, replacement or upgrading works; and to prepare KPI performance reporting format.

(2) Takeover Procedures

The takeover procedures are designed to ensure a seamless transition of services from the incumbent provider to the new contractor with minimal disruption to operations. For a smooth transition of services, in conjunction with the Ministry of Health's obligations, the Ministry of Health will:

i. Collaborate Effectively:

Work closely with the awarded Company on all service-related matters, including meetings to discuss quotations and tenders, assisting with evaluation processes, and coordinating appointments with End Users.

ii. Provide Resource Access:

Grant the Company exclusive, cost-free access to the Government Furnished Resources (GFR). Ensure all the GFR that are provided to the contractor for the provision of the services are in good working order and suitable for the purpose for which it is used in relation to the services

iii. Ensure Compliance:

Adhere to the established Standard Operating Procedures (SOPs) for service delivery.

iv. Facilitate Operational Requirements:

Provide, in a timely manner and without charge, exclusive access to necessary office accommodations, data, and other facilities as specified in the relevant Purchase or Delivery Orders.

(3) Contingency Plan

- i. The Company shall develop and implement contingency plan to address potential failures or crisis especially emergency response procedures for all

critical equipment / services and to include the contingency of possible loss thereof.

- ii. The contingency plan must be tested in one form or another on yearly basis to ensure that all personnel is prepared for any incident or disaster such as fire, flood, explosion, landslide, terrorism, outbreak etc.
- iii. The Company shall also set up Emergency Response Team @ ERT to perform emergency work and maintain the CLS Service Facilities in a high state of preparedness as and when required.
- iv. The ERT members shall be led by the Contract Manager and remain contactable at all times by advising their contact details including hand phone numbers on 24/7 to the CLS Service Facilities.
- v. The costs related with the standby and support of an Emergency Response Team led by the Contract Manager and supported by the Facility Management Team is deemed inclusive in the Contract. No additional cost for any overtime work or emergency attendance / support can be claimed.
- vi. It is the total responsibility of the Company to ensure that adequate spares, materials, tools, equipment and labour are made available to perform such works and no additional claims will be entertained due to the emergency nature of any of the works and services to be executed.

(4) Human Resource

i. Manpower Management

- a. The Company shall ensure proper delegation of management responsibilities and authority within the operations of the Services to achieve the objectives. Contract Manager shall be the person in charge and he/she shall be certified by education or qualified by training and experienced to manage the Service to the requirements of Ministry of Health.
- b. The Company shall always ensure sufficient personnel are deployed to deliver the expected delivery performance including those of the following:

No.	Position
------------	-----------------

- | | |
|----|---|
| 1. | Contract Manager |
| 2. | CLS Executive @ Assistant Contract Manager; |
| 3. | CLS Supervisors |
| 4. | Cleaners |
| 5. | Help Desk Operators |

Details of deployment and job description are specified as in **Schedule B**.

- c. Appointment and deployment of supervisors, executive officers and contract manager shall be notified to the Ministry of Health prior to deployment. Consequently, Contract Manager, executives and supervisors concerned shall work exclusively for the Company and deployed for the provision of the Service exclusively. The Company shall update the CVs, basic duties and responsibilities of the officers concerned in HSIP.
- d. Replacement of Contract Manager and/or Supervisors shall be notified by the Company to the Ministry of Health in the event of leave.
- e. The Company shall provide adequate qualified and competent manpower

with good language fluency in English and Malay and match the prescription to perform all the activities for the Service.

- f. The Company shall provide on-call staff after office hours including working days and public holidays to deliver any requested services or at any emergency case such as major medical emergency and in an event of major disaster. The Company shall provide the contact numbers of the scheduled on-call supervisor or staffs.

- g. Working hours.

- Working hours differ by facility; all relevant personnel shall be deployed according to the specific schedule outlined for each location:

FACILITY	POST	WORKING HOURS/SHIFTS	FREQUENCY
HOSPITALS			
RIPASH	Supervisor	24 hours <ul style="list-style-type: none"> ▪ Morning: 7:00am – 3.15pm ▪ Afternoon: 2.45 pm – 11.00pm ▪ Night: 11:00pm – 7.15 am 	Everyday
	Cleaner	24 hours <ul style="list-style-type: none"> ▪ Morning: 7:00am – 3.15pm ▪ Afternoon: 2.45 pm – 11.00pm ▪ Night: 11:00pm – 7.15 am Office hours: 7:00am – 5:00pm	Everyday
PMMPMHAMBH	Supervisor and Cleaner	24 hours (wards, ward waiting areas, waiting rooms, A&E, OT, Labour room and public areas) <ul style="list-style-type: none"> ▪ Morning: 7:00am – 3:00pm ▪ Afternoon: 3:00pm – 11:00pm ▪ Night: 11:00pm – 7:00am 	Everyday
		(All other areas) Office hours: 7:00 – 4:30	Mondays to Thursdays and Saturdays (excluding public holidays)
SSBH	Supervisor and Cleaner	24 hours Morning: 7:00am – 3:00pm <ul style="list-style-type: none"> ▪ Afternoon: 3:00pm – 11:00pm ▪ Night: 11:00pm – 7:00am Office hours: <ul style="list-style-type: none"> ▪ 7:00am – 12:00pm ▪ 1:00pm – 4:00pm 	Everyday
PIHMH	Supervisor and Cleaner	24 hours Morning: 7:00am – 3:00pm <ul style="list-style-type: none"> ▪ Afternoon: 3:00pm – 11:00pm ▪ Night: 11:00pm -7:00am 	Everyday
HEALTH CENTRE			
Berakas Health Centre	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none"> ▪ Morning: 6:30am – 12:30pm ▪ Afternoon: 12:30pm – 5:00pm ▪ Night: 5:00pm – 9:30pm 	Monday – Thursday and Saturday
		<ul style="list-style-type: none"> ▪ Morning: 6:30am – 11:30am ▪ Afternoon: 2:00pm – 5:00pm ▪ Night: 5:00pm – 9:30pm 	Friday

FACILITY	POST	WORKING HOURS/SHIFTS	FREQUENCY
		<ul style="list-style-type: none">Morning: 2:00pm – 5:00pmNight: 5:00pm – 9:30pm	Sunday and Public Holiday
PAPHMWHB, Rimba-Gadong Health Centre	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none">Morning: 6:30am – 12:30pmAfternoon: 12:30 – 5:00pm	Monday – Thursday and Saturday
		<ul style="list-style-type: none">Morning: 6:30am – 11:30amAfternoon: 2:00pm – 5:00pm	Friday
<ul style="list-style-type: none">Muara Health CentreJubli Perak Sengkurong Health CentreJubli Emas Bunut Health CentrePengkalan Batu Health CentrePAPHRSB Sg Asam Health CentreBangar Health CentrePekan Tutong Health CentreSungai Kelugos Health CentreLamunin Health CentreTelisai Health Centre(I) Kuala Belait OPD (KB OPD)(II) Kuala Belait MCH (KB MCH)Seria Health Centre	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none">Morning: 6:30am – 12:30pmAfternoon: 12:30pm – 5:00pm	Monday – Thursday and Saturday
		<ul style="list-style-type: none">Morning: 6:30am – 11:30amAfternoon: 2:00pm – 5:00pm	Friday
Sungai Liang Health Centre	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none">Morning: 6:30am – 12:30pmAfternoon: 12:30pm – 5:00pm	Monday – Thursday and Saturday
		<ul style="list-style-type: none">Morning: 6:30am – 11:30amAfternoon: 2:00pm – 5:00pmNight: 5:00pm – 9:30pm	Friday
		<ul style="list-style-type: none">Afternoon: 2:00pm – 5:00pmNight: 5:00pm – 9:30pm	Sunday and Public Holiday
HEALTH CLINIC			
Sg. Besar Health Clinic	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none">Morning: 6:30am – 12:30pmAfternoon: 12:30 – 5:00pm	Monday – Thursday and Saturday
		<ul style="list-style-type: none">Morning: 6:30am – 11:30amAfternoon: 2:00pm – 5:00pm	Friday
Bolkiah B Health Clinic	Supervisor and Cleaner	Operate 2 times per month and/or as required. 6:30am – 12:30pm	Monday – Thursday and Saturday
Labi Health Clinic	Supervisor and Cleaner	Daily basis <ul style="list-style-type: none">Morning: 6:30am – 12:30pmAfternoon: 12:30am – 5:00pm	Monday – Thursday and Saturday
		<ul style="list-style-type: none">Morning: 6:30am – 11:30amAfternoon: 2:00pm – 5:00pm	Friday

FACILITY	POST	WORKING HOURS/SHIFTS	FREQUENCY
Sukang (Flying Services) Health Clinic	Cleaner	Operate 1 time per month, and/or as and when required by MOH	
DIALYSIS CENTRE			
Rimba Dialysis Centre	Supervisor	Office hours ▪ Morning: 7:30am – 12pm ▪ Afternoon: 1:30pm – 5:00pm	Monday – Thursday and Saturday
	Cleaner	▪ Shift A: 6:00am – 2:00pm ▪ Shift B: 11:00am – 7:00pm ▪ Shift C: 5:00pm – 1:00am	Monday – Thursday and Saturday
Kiarong Dialysis Centre	Supervisor	Office hours ▪ Morning: 7:30am – 12pm ▪ Afternoon: 1:30pm – 5:00pm	Monday – Thursday and Saturday
	Cleaner	▪ Shift A: 6:00am – 2:00pm ▪ Shift B: 11:00am – 7:00pm ▪ Shift C: 6:30pm – 2:30am	Monday – Thursday and Saturday
Tutong Dialysis Centre	Supervisor	Working hours: 7:00am – 1:00am ▪ Morning: 7:30am – 12:00pm ▪ Afternoon: 1:30pm – 5:00pm	Monday – Thursday and Saturday
	Cleaner	▪ Shift A: 6:00am – 2:00pm ▪ Shift B: 11:00am – 7:00pm ▪ Shift C: 5:00pm – 1:00am	Monday – Thursday and Saturday
HEALTH OFFICE			
Berakas Screening Centre	Supervisor and Cleaner	▪ Morning: 7:00am – 12:00pm ▪ Afternoon: 1:00pm – 4:30pm	Monday – Thursday and Saturday
		7:00am – 12:00pm	Friday
		Areas Inside Building: Office hours or as Required Areas Outside Building: Office hours or Friday/ Sunday/ Public Holidays as Required	
Tutong Health Office	Supervisor and Cleaner	▪ Morning: 7:00am – 12:00pm ▪ Afternoon: 1:00pm – 4:30pm	Monday – Thursday and Saturday
Belait Health Office	Supervisor and Cleaner	Daily basis 7:00am – 4:30pm	Monday – Thursday and Saturday
Temburong Health Office	Supervisor and Cleaner	Daily basis ▪ Morning: 7:00am – 2:00pm ▪ Afternoon: 2:00pm – 4:30pm	Monday – Thursday and Saturday
		Areas Inside Building: Office hours or as Required Areas Outside Buidling: Office hours or Friday/Sunday/Public Holidays as Required Office hours: 7:00am – 4:30pm	
OTHERS			
Mental Health Unit, Kiarong	Supervisor and Cleaner	Male In-Patient; Female In-Patient 24H	Everyday
		Child and Adolescent; Rehabilitation; Administration; Geriatric 7:00am – 5:00pm	Weekdays
		Male Assisted Living Unit; Female Assisted Living Unit	Friday
		7:00am – 5:00pm	
Pusat Amal Cerah Sejahtera, Subok (PACS)	Cleaner	Daily basis Bungalow 1 and Bungalow 2 7:00am – 5:00pm	Monday – Thursday and Saturday

FACILITY	POST	WORKING HOURS/SHIFTS	FREQUENCY
Child Development Centre (CDC)	Supervisor and Cleaner	Bungalow 1; Bungalow 2; Bungalow 3; Bungalow 4; Bungalow 5; Playground, Therapeutic Garden, Parking Area and Driveway 7:00am – 5:00pm	Monday – Thursday and Saturday
Circumcision Unit, Kiarong	Cleaner	7:00am – 5:00pm	Monday -Thursday and Saturday
Foreign Workers Health Services	Supervisor and Cleaner	<ul style="list-style-type: none"> ▪ Morning: 7:00am – 12:00pm ▪ Afternoon: 1:00pm – 4:30pm 	Monday – Thursday and Saturday
		7:00am – 12:00pm	Friday
		Areas Inside Building: Office hours or as Required Areas Outside Building: Office hours or Friday/Sunday/Public Holidays as Required	
National Dental Centre	Supervisor and Cleaner	Daily basis 7:00am – 5:00pm	Mondays - Saturdays

- Ministry of Health reserves the right to amend the working hours and notify the Company as required.
- The Company shall ensure that his personnel are present at their designated work areas during such working hours.
- The Company may be required to perform floor polishing outside office hours to avoid causing any inconvenience to the public.
- Weekly duty rosters for deploying the number of workers shall be submitted by the Company to the Ministry of Health management for approval. Any changes made to the roster must be immediately notified to the Ministry of Health.
- The Company shall ensure that its personnel, including cleaners, are available to provide services outside of the designated working hours if requested by the Ministry of Health, at no additional cost to the Ministry.

ii. Personnel Administration

The Company shall ensure efficient administration of personnel deployed for the contract including of the following:

- medical screening to ensure employees are medically fit;
- payment of statutory fees, insurances and wage in accordance with the requirements of the Labour Department, Brunei Darussalam and to adhere to the minimum wage order from the Manpower Planning and Employment Council (MPEC) including the “Skim Persaraan Kebangsaan” for its local employee;
- provision of insurance coverage against any liabilities arising out of claims by employees for payment of compensation under the Workmen’s Compensation Act (Chapter 74 of the laws of Brunei);
- ensure all non-local staff are provided the necessary medical coverage during their employment in Brunei;

- e. provision of uniform with company's Logo at Company's expenses;
- f. application of dress code and PPEs to suit with the operating and hygiene requirements at CLS Service Facilities;
- g. provision of appropriate PPEs for employees' work processes, including but not limited to as gloves, masks, aprons, and face shields;
- h. vaccinations and immunization programmes;
- i. promotion of hand hygiene practices;
- j. provision of employees' identification passes with colour photos and barcodes;
- k. registration, tracking and maintenance of updated record on work permits and employment pass for foreign employees;
- l. security procedures and measures to deal with unauthorised access and loss of security passes;
- m. enforcement of access procedures to ensure employees do not at any time enter into areas which are not specified except as directed by Ministry of Health;
- n. maintain contingency team and their contact numbers to deliver the Services when needed during off working hours;
- o. monitor and enforce staff attendance at their designated work areas during such working hours, and provide temporary replacement/relief to make up with the full strength of the employees required for the Services;
- p. prepare duty rosters for deployment of employees and notify Ministry of Health accordingly; and
- q. install and operate Attendance Monitoring System/Unit to record and monitor attendance of personnel and track their movements and deployment on real-time basis. Ministry of Health shall be notified of the installation and placement of the Attendance Monitoring System accordingly.

iii. Attendant Services

Cleaning personnel may be required to provide logistic support at the CLS Service Facilities for planned tasks and ad- hoc requests. The Company shall allow the personnel to assist CLS Service Facilities to perform housekeeping for the programmes, events or service arrangement undertaken at the CLS Service Facilities. Examples of tasks include arrangement of furniture and office items, clearing outdated notices and posters from notice boards and keeping of wheelchairs at the designated wheelchair parks.

iv. Training and Development

- a. The Company shall plan and implement trainings on operations and delivery requirement for the Service and awareness programmes on Health Safety and Environment (HSE) issues for the personnel to ensure the effectiveness in the provision of the Services both prior to deployment at work place and in the course of service performance.

- b. Training for the supervisors and cleaners assigned on-site at the CLS Service Facilities shall be conducted prior to their job assignment to ensure their familiarity of the important aspects of the provision of the Services. Refresher courses shall also be planned to the respective employees to ensure quality delivery of the Service.
- c. The Company shall have a development plan and adequate training to end users to conform to the relevant regulations and codes of practices.
- d. The Company shall provide at least 4 (four) user trainings a year to CLS Service Facilities personnel involved with CLS and forward training modules to Ministry of Health for acknowledgement. The number of minimum participants shall be decided by the CLS Service Facilities. The Company shall document the agreed user training programmes in the HSIP and evaluate the effectiveness of such programmes for improvement.

v. Effective Communication and Consultation

- a. The Company shall provide continuous and credible information via trainings, seminars, brochures, meetings, posters, reports or any other means to create awareness.
- b. The Company shall establish communication procedures of reporting and updating on issues of the Services such as testing of system, training requirements, equipment maintenance, warranty expirations and equipment recall, handling procedures and safety practices.

vi. Security

- a. The Company shall ensure their employees are aware of and abide to security regulations of the respective CLS Service Facilities. Pilferage and damage caused by their employees to any item belonging to the CLS Service Facilities will be borne by the Company.
- b. For access into the CLS Service Facilities, the Company, its employees, agents and sub-contractors must have security passes issued by the Company. The list of personnel to be issued the passes shall be approved by the Ministry of Health. For that purpose, the Company shall submit detailed listing of their employees, agents and sub-contractors to the CLS Service Facilities Administration, and complete with photographs for access to certain locations as determined by the CLS Service Facilities.
- c. Staff of the Company, its employees, agents and sub-contractors shall only have access to areas as prescribed by the CLS Service Facilities and that they shall not access any facility for any purpose other than that specified for the Services. They are also liable to security check at any places within the CLS Service Facilities compound. The Company shall ensure that their personnel do not, at any time, enter into areas which are not part of the designated premises except as directed by the Ministry of Health.
- d. The Company is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Company must ensure that such records are maintained daily.

- e. The Company undertakes to inform the Ministry of Health of any changes to the list of personnel and to obtain the necessary approval of the Ministry of Health.
- f. The Company shall request from Ministry of Health all the individual personnel for security clearance. Consequently, the company shall issue security passes to the Company's Employees, at the Company's own costs. For admission into the Site, such passes must be worn by the Employees in a conspicuous manner so as to be easily identified by the Ministry of Health's security personnel. Such passes must be worn at all times while performing the Services on Site.
- g. The Company shall at its own expense, issue "Break Time" passes to the Employees. Such passes must be worn by the Company's Employees ONLY during their break time, with prior approval from the Officer in-charge on the set time.
- h. For security purposes, the Company will provide the Ministry of Health's officer in-charge with the following particulars of their workers at least one (1) month before the commencement of the services:
 - Name
 - Address
 - Identity Card Number / Passport Number
 - Gender
 - Citizenship
 - Expiry date of work pass (for foreign workers)

(5) Management of Outsourced Services

The Company shall ensure that any sub-contractor(s) engaged to carry out any part of the scope of work are registered with the relevant authority and approved by the Ministry of Health. The Company shall remain fully responsible for the performance of sub-contractors at all times.

(6) Policies and Procedures

- i. Master Procedures
 - a. All policies, technical requirements and Master Procedures CLS000 – CLS022 stated herein shall be adhered to accordingly. The list of Master Procedures is as follows:

CLS000	Definition of Cleaning
CLS001	General Areas
CLS002	Medical Area
CLS003	Specialized Area
CLS004	Others Areas
CLS005	Identification of Source of Generation and Type of Waste Generated
CLS006	Containers and Receptacles
CLS007	Management of Spillage
CLS008	Collection Route, Frequency and Schedule of Collection
CLS009	Sealing and Handling of Bags
CLS010	Transfer of Sealed Bags from Containers and Receptacle into Collection Devices
CLS011	Lining the Domestic waste Container and Receptacle with Bags
CLS012	Movement of Collection Device within and outside CLS Service Facilities
CLS013	Storage for Domestic waste

CLS014	Cleaning of Containers, Receptacles and Collection Devices
CLS015	Standard of Cleaning Tools and Equipment
CLS016	Standard Operating Procedure
CLS017	Identification of Responsible Staff
CLS018	Health and Safety and Housekeeping for CLS
CLS019	Hospital Specific Implementation Plan (HSIP)
CLS020	User and Technical Training
CLS021	Specification for Bags
CLS022	Specification for Containers and Receptacles

The above procedures are provided as in Appendix A.

- b. Whilst Master Procedures provide key tasks and responsibilities of Ministry of Health and the Company, detailed standard operating procedures (SOPs) shall be established by the Company to enable effective and efficient operations and delivery of the Services to all CLS Service Facilities. The documents shall be made available and understood by all personnel. The Company shall prepare a complete set of all SOPs and register them under their Quality Management System accordingly.
- ii. Hospital Specific Implementation Plan
 - a. The Company shall establish Hospital Specific Implementation Plan (HSIP) and to be developed together with Ministry of Health within the first year of contract for each Hospital. HSIP is essentially a specific plan for service delivery at the respective hospital. It should be updated from time to time or at least annually to reflect changes to any part of the plan. The HSIP shall include the following:
 - 1) Basic Hospital Information.
 - 2) Basic Information Cleaning Services Setup.
 - 3) List of User Department and Location
 - 4) Floor Layout Plan and Location.
 - 5) Standard Operating Procedures (SOP) and Exemption.
 - 6) Schedules activities.
 - 7) Provision of consumable by department.
 - 8) List of chemicals used (based on Government approved chemical list) and tools and equipment.
 - 9) Contingency plans.
 - 10) Quality Assurance Programme, Deduction Formula and Exemption List.
 - 11) Others related to Cleaning Services.
 - b. In the event the Company fails to submit the Hospital Specific Implementation Plan (HSIP) within the first contract year—despite receiving three (3) formal written notices from the Ministry of Health, shall constitute a serious non-conformance to the service standards and may be deemed a breach of contract, which could result in termination.

(7) Management of Facilities and Resource Centre

i. Facilities and Helpdesk

- a. Company shall provide comprehensive technical resources at their own expense including cleaning service facilities, equipment storage areas and Help Desk facility complete with tools, test equipment, parts and other relevant resources to effectively carry out the scope of the Services.

- b. Helpdesk services shall be made available at all operating CLS Service Facilities.
 - c. The Company shall ensure that maintenance activities for the facilities are planned and implemented to render continuous operations and consistent quality performance as required by the Service specification.
 - d. Communication devices shall be provided at Company's own costs.
 - e. The Company shall finance all the design, constructions as well as the operation and maintenance of all the facilities concerned.
- ii. **Management of Resource Centre**
- a. The Company shall provide comprehensive resource center for effective document management system to contain records of service, operating procedures, and technical references such as manuals drawings and other related documents to carry out the scope of the Services.
 - b. The Company shall procure necessary technical documents from manufacturers and project consultants where available and update all the references as required.

(8) Quality and Improvement Activity

i. Quality Management System

- a. The Company shall ensure that the Service provided under the Contract is of high quality, using updated technology and conform to the Scope of Services, requirements and indicators as outlined in this specification and contract document. The Company shall conform and maintain quality assurance system to achieve ISO9001 certification.
- b. The Company shall attain management standard ISO9001 Quality Management System and ISO14001 Environmental Management Standard (EMS) within three years from date of commencement of contract.
- c. The Company shall be responsible for the quality of service. Ministry of Health's monitoring of quality of service shall not relieve the Company of any contractual obligations in any respect towards quality requirements.

ii. Quality Assurance Program

- a. The Company shall institute and maintain a documented Quality Assurance Program (QAP) with continual improvement initiatives to raise standard of efficiency and performance reliability.
- b. The Company shall maintain records and statistics on the performance of the Service including equipment and services availability, quality, analysis of delivery efficiency and recommendation for continual improvement. Analysis of performance and solutions for improvement to minimize unfavourable service issues shall be submitted to Ministry of Health on quarterly basis.
- c. The Company shall conduct assessment of service feedback, analysis of root cause for complaints, failures of compliance and recurring service complaints. Analysis of findings and solutions shall be submitted to CLS Service Facilities accordingly.

- d. Service Improvement – the Company shall endeavor to continually improve the quality of service through implementation of Quality Assurance Programme and relevant ISO certification programmes. In addition, the Company shall institute proper documented training programme for all personnel involved in the Service, service inspections by Company supervisors, review of fee deduction, and analysis of customer or user feedback on the quality of Service. Performance report shall be submitted to CLS Service Facilities illustrating achievements against targets and the frequency as indicated below:

No.	Indicator	Target	Reporting Frequency
1.	% Of Acceptable Cleaning Quality Based on Joint Inspection per month	100%	Monthly
2.	% Of Domestic waste Collections as Scheduled per month	100%	Monthly

(9) Safety

i. Safety Management

- a. The Company shall practice and develop written safety plans and activities for the provision of the Services at the respective CLS Service Facilities. The plans shall also include but not limited to Incident Reporting as required under the relevant acts and regulations.
- b. The following are among safety activities to be conducted:
 1. establish procedures to report all unsafe conditions, near miss accidents, and unsafe act of other employees or users of CLS Service Facilities;
 2. provide continual safety and health education, medical check-up and immunization program for CLS operatives, protective equipment such as safety glasses/goggle (with side shields where necessary) safety helmets, respirators, gloves, safety boots and establish safety rules for various personnel; and
 3. conduct regular safety audit; and
 4. conduct regular review meetings on safety practices and effectiveness of actions to address specific safety issues or non-compliance.

ii. Risk Management

The successful Company is required to identify the risk areas (Very High Risk, High Risk, Moderate Risk and Low Risk) in order to establish SOPs and providing quality service to the Ministry of Health premises. The areas in the Ministry of Health premises are categorised into 4 types of risks as stated in **Schedule C**.

(10) Technical Support

The Company shall provide professional technical advice / recommendations to improve service provision, quality of service and as an input to work schemes on a regular basis or when the need arises. Technical advice on specific processes to address specific issues shall be submitted to the CLS Service Facility Management within two (2) weeks upon request.

(11) Reports and Records

- i. The Company shall provide and demonstrate implementation mechanism to ensure the accuracy of operational data in hard copy and digital mode. The Company shall ensure that all data and pertinent information on the Service and the equipment are registered completely and standardized.
- ii. Any form, documents, drawings, data and specification referred to as records used for, arising from or in respect of the Services shall be the property of the Ministry of Health. All the records related to the Service in both hard copy and digital format shall be properly kept and filed securely for easy access and retrieval for inspection and analysis. The record includes any and all reports as requested by the Ministry of Health.
- iii. All the records and reports requested by Ministry of Health must be delivered within 7 working days.
- iv. The Company shall grant Ministry of Health or its Authorised Officers access to those records as they may reasonably require in order to ensure that the Company is in compliance with the Contract and any applicable laws.
- v. At the end of contract period, the records shall be handed over to Ministry of Health within three months after the contract expiry date. All the records shall also be retained for a minimum period of six (6) years upon contract expiry.
- vi. The Company shall prepare and submit service performance reports regularly to Ministry of Health to present various aspects of the Service including the situation of resource deployment, service challenges and issues, KPI performance and initiative or action plan to improve the Service.
- vii. The Company's operating performance has to comply with the technical requirements as specified. The performance compliance shall be identified, among others, from the following records:
 - 1) Record of supplies of all type of bags, receptacles, containers and bracket for treatment trolley receptacles at all times.
 - 2) Record of all waste collection according to agreed procedures and as per user request, frequency, time, approved routes storage, transportation, treatment and disposal in accordance with the procedures as specified in MAP.
 - 3) Record of cleaning activities carried out as per schedule and frequency.
 - 4) Record of collection of domestic waste done.
 - 5) Record of compliance with regulations and conformance to standards.
 - 6) Record of QAP reports submitted on time.
 - 7) Record of response on time.
 - 8) Record of service complaint and presence of over, odor, insects, rodent or other pests at central domestic waste store.
 - 9) Record of services performance based on the agreed KPIs and customer feedback.
 - 10) Record of submission of reports and record in timely manner and with data accuracy.
 - 11) Record of supply of consumables (tissue rolls, dispensers etc.) for the service.
 - 12) Record of supply of consumables (gloves, masks, etc.) for the service.
 - 13) Record of supply of manpower for the service.
 - 14) Record of staff and user training.
 - 15) Record of updated logbook / log sheet.
 - 16) Record of work improvement initiatives.
 - 17) Record of Material Safety Data Sheet (MSDS).

(12) Service Information and Management System

- i. Company shall design, develop, test, commission, supply, deliver and install customized and integrated Service Information and Management System (SIMAS) into full operation within one year from the commencement of contract. The design of SIMAS should provide the Service with a strong database on the operations and the analytics to realize service requirements.
- ii. Development of SIMAS shall be coordinated by Ministry of Health to ensure practical application of the Service. Requirements for installation of SIMAS are specified under **Schedule D**.
- iii. Tenderer shall make a provision of budget for the development and continuous maintenance and operation of SIMAS.
- iv. The Company shall ensure trained personnel are employed throughout the data gathering and data entry activities to ensure integrity of data entry and provide training for Ministry of Health personnel on the use, administration and operation of the system and software.
- v. At the expiry of contract, the System shall be handed over to Ministry of Health complete with updated record of service, source codes, system specification and manual for continuous application.

(13) KPI and Payment of Service Charges

i. Service Charges

- a. The Company shall be paid according to the agreed service charges for each CLS Service Facilities groupings. The service charges shall be calculated based on the performance of service and full deployment of the required supervisors and cleaners on-site as specified in **Schedule E**.
- b. In case of workers non-attendance, the Company shall provide replacement personnel within the **one (1) hour** from commencement of shift hour. Failure to provide such replacement will result in the imposition of penalty according to the following scale:

POSITION	SCALE
Supervisor	\$30.00 per supervisor/shift
Worker	\$20.00 per worker/shift

ii. KPI for Performance Measurement

- a. Prior to installation of Service Information and Management System (SIMAS), the review of the Company's monthly performance rating shall be based on the scheme below:

PERFORMANCE RATING	% OF CLAIMABLE AMOUNT
90% - 100%	100%
80% - 89%	90%
70% - 79%	80%
60% - 69%	70%
50% - 59%	60%
49% and below	50%

- b. Upon implementation of SIMAS, the expected service performance or the KPI for the service and deduction for service shortfall will be applied.

The KPIs and deduction indicators for the Service are provided under **Schedule E**.

- c. The Ministry of Health reserves the right to terminate the Service contract if the Company's performance does not meet the KPIs for three consecutive months or fail to improve the services within the agreed rectification period.
- d. The Company shall prepare and submit monthly invoices for each CLS Service Facilities and address to the respective Chief Executive Officers or Senior Hospital Administrators of the Hospitals.

2.2 Service delivery

(1) Cleaning Quality

The expected outcome from cleaning activities at the health facility shall be an environment or facility which is visibly free of dust or dirt or stain on all surfaces, properly housekept for safe and functional activities and clinically hygienic for medical purposes. The definition and general standards of cleanliness are stated in the **Master Procedures CLS000** as in **Appendix A**.

(2) Cleaning Operations

Operations of Cleaning Services shall be conducted by the Company according to the following:

- i. Provide the Services completely at all the cleanable areas according to the methods and specification requirements, schedule and service requirements. Typical service area includes the following:
 - a. Medical area
 - b. Specialized area
 - c. General area
 - d. Others area
- Details of the areas are listed and specified in the Master Procedures and in the **HSIP**.
- ii. Provide cleaning of all common areas within CLS Service Facilities compound.
- iii. Provide cleaning of fixtures, furniture and exposed areas of general equipment at the ward;
- iv. Perform all daily activities and periodic works according to the schedule and frequency of Cleaning Services as stated in **Table 1**;
- v. Schedule performance of job activities in accordance with Hospital Specific Implementation Plan and as agreed with the respective departments for all areas within the CLS Service Facilities;
- vi. Carry out weekly Joint Inspection with Ministry of Health's staff as per agreed schedules;
- vii. Implement good practices and adhere to the policies and procedures of work set out in Master Procedures. The Company shall comply with all the related legislations and regulations and amendments thereof during the Contract Period;

- viii. Prepare SOPs for specific method of cleaning within the Master Procedures (MAP) and register them under Quality Management system;
- ix. Use appropriate method to prevent dust particles from airborne (with the exception of vacuums with 3-stage-filtration). No broom is allowed in all areas except all cement rendered store rooms, hostels / quarter, corridors, 5 feet pathway and other specified areas by the Ministry of Health;
- x. Exhaust all possible methods of cleaning of bad or stubborn stains on surfaces to the satisfaction of the Ministry of Health. For any cases of stubborn stain that could not be removed, the Company shall prepare Condition Appraisal and submit to CLS Service Facilities. However, building finishes shall be preserved with care by using the right chemicals, materials, tools and methods at all times;
- xi. Record all service activities in Daily Cleaning Activities and Scheduled Periodic Work Form and get them verified by the respective Ministry of Health designated officers accordingly;
- xii. Comply to the expected quality criteria for specified cleanable areas as prescribed under Master Procedures; and
- xiii. Respond to emergency service request at the specified time below:
 - a. 5 minutes for specialized and medical areas; and
 - b. 10 minutes for general and other areas.

Example: to clear spillage (blood, urine etc.) at any one time.

(3) Toilets

The Company shall ensure that the Services of public toilets within CLS Health Facilities meet the following minimum requirements:

i. Infection Prevention & Control (IPC) Compliance

- a. Cleaning protocols must follow the Ministry of Health guidelines or equivalent healthcare cleaning standards.
- b. Use of hospital-grade disinfectants on all high-touch surfaces (e.g. toilet seats, flush handles, taps, door handles).
- c. Regular disinfection of floors, walls, and fixtures to prevent microbial growth.

ii. Cleaning Frequency & Schedule

- a. Toilets must be cleaned and disinfected at scheduled intervals (**see Table 1**).
- b. Dedicated toilet attendant must be stationed at the units with high traffic to observe regular cleaning or increase of cleaning frequency during peak visiting hours or infectious outbreaks.
- c. Cleaning logs must be maintained and displayed clearly.
- d. User complaint shall be responded within 15 minutes.

iii. Provision of consumables

- a. Ensure adequate supply of consumables and installation of the respective dispensers:
 - 1. Liquid soap dispensers;
 - 2. Jumbo roll dispensers;
 - 3. Toilet roll folders;
 - 4. Hand paper dispensers.

- a. Toilet cubicles must also be equipped with toilet rolls / jumbo rolls at all time;
- b. Deodorizers shall be provided in all toilets as agreed by Ministry of Health;
- c. The standards required for the provision in the toilet requisites are as follows:
 - 1. Paper towels – pulp, 3 ply or hand towel.
 - 2. Toilet roll – pulp, 3-ply.
 - 3. Liquid soap – neutral (pH 7), the product shall not be diluted.

iv. Waste Management

- a. Proper waste bins with lids must be provided and emptied according to schedule;
- b. Sanitary disposal units to be made available in female toilets and maintained.

(4) Domestic waste

i. Supply of collection bags and containers

- a. The Company shall provide all durable bags, containers and receptacles of acceptable quality for collection and handling as specified in Master Agreed Procedure (MAP) and the related product standards and specification to meet the demand at site. This shall include the following:
 - 1. Supply the required bags, containers and receptacles at user areas and all facilities from which waste is generated or any location specified by the CLS Service Facilities' Administrator/OIC for temporary on-site storage of domestic wastes prior to collection.
 - 2. All such bags, containers and receptacles shall comply with specifications as prescribed in MAP.
- b. Bags shall be of adequate strength to prevent breakage under normal use and meet BS 6642:1985 requirements.
- c. The Company shall place standard-sized bins for the respective user areas and XXXX the designated location points for collection.
- d. In the event of emergencies, the Company shall be able to immediately provide adequate supply of all bags, containers and receptacles on time at any location specified by the CLS Health Facilities' Administrator.

ii. Waste Handling

- a. The Company shall collect all domestic waste in a manner as approved by Ministry of Health which will not interfere neither with the normal functioning of the user areas nor causing nuisance to the user or interference with the normal functioning of the areas concerned.
- b. The Company shall collect all domestic waste at the stipulated minimum frequency and an agreed time scheduled. More frequent collection from user areas to the central domestic waste store may be necessary for sources with high generation rate.
- c. Domestic waste shall not be collected with healthcare waste.

- d. All collectors shall be available to response once a request is made to dispose bag holders which are already full at any one time. Response time of 10 minutes (max) is expected to be followed once a request is made.
- e. The Company shall ensure containers and receptacles should not easily tipped over. When emptying the content of the containers and receptacles, the collection bag lining should be tied and disposed of.
- f. Company may handle by himself / herself domestic waste transportation in line with applicable regulations on domestic waste management or subcontract the transportation to a licensed domestic waste transporter.
- g. The bins and waste receptacles shall be maintained clean.
- h. The Company shall initiate efforts to prevent generation of waste wherever possible, by adopting policies aimed at:
 - Implementation of policies for reuse and minimum packaging;
 - Reducing single-use items whenever possible;
 - Reducing waste to landfill and similar expensive disposal options; and
 - Avoiding to the extent possible non-biodegradable, polluting, toxic or hazardous substances.

iii. Domestic Waste Store

The Company shall be responsible to design, construct, operate and maintain domestic waste store, as well as supply of suitable and adequate storage bins according to the following requirements:

- a. the design of the facility and the external storages shall meet the requirement and approval by Ministry of Health;
- b. the existing facility shall be upgraded to meet the relevant Local Authorities or any equivalent standard acknowledged by Ministry of Health;
- c. the facilities should be properly covered and installed with cleaning and washing facility;
- d. all containers and receptacles, collection device shall be properly laid out and cleaned according to the frequency set out at central domestic waste store;
- e. collection from central domestic waste store shall be carried out for disposal by a licensed company appointed by Ministry of Health;
- f. In the absent of a licensed waste disposal company, the Company shall be responsible for disposal of domestic waste daily or per schedule set in HSIP;
- g. After each collection, the central domestic waste store should be cleaned;
- h. All liquid / waste waters from the central domestic waste store shall be drained to sewer system leading to a treatment facility. If the sewer manhole is nearby then the Company shall connect properly at no extra cost to the Ministry of Health;

- i. The central domestic waste store shall be maintained such that no bad odour, insects, rodent or other pests etc. are present.

(5) Maintenance Response

- i. The Company shall call directly the Fault Reporting Centre of the CLS Service Facilities to report any fault of service facilities detected during the delivery of cleaning activities.
- ii. The Company shall report any damage (due to negligence of the workers) to Ministry of Health's property immediately to the Fault Reporting Centre and also CLS Service Facilities' administrator.

(6) Supply of Equipment, Tools and Consumables

1. The Company is responsible to procure and provide on its own expenses of all necessary equipment, tools and materials for the efficient provision of the Services.
2. A list of the proposed equipment to be used in the provision of the Services, together with the manufacturer's brochure(s), shall be submitted, according to the requirement of the Ministry of Health, Brunei Darussalam.
3. Machinery shall have procedure manuals and maintenance manuals.
4. The Company undertakes and warrants that all equipment, tools and materials utilized for the Services shall be free from all defects, patent or latent, and fit and suitable for the purpose of providing the Services and shall be compliant with relevant industry standards.
5. The Company is responsible for the safe storage of the equipment, tools and materials at its own expenses. The Company shall ensure that all chemicals and / or poisons to be used in the provision of the Services are segregated and kept in the safe place.
6. The Company shall ensure that an adequate supply of consumables as set out in **Section 3 - Schedule I** shall be provided in the wards, toilets and other specified areas in the Ministry of Health throughout the Contract.
7. The Company is also required to submit a list indicating the brand / quality and quantity of products / materials they intend to provide in the format set out in Section 3 of this Invitation to Tender.
8. All equipment, tools and materials to be used for the provision of the services must be approved by the Ministry of Health prior to the commencement of the cleaning services. The usage of appropriate and adequate equipment shall be envisaged to reduce the amount of physical effort on behalf of the operator. Typical tools of cleaning activities can be referred to in **Section 3 – Tender Submission Forms**.
9. The Company shall provide Material Safety Data Sheet (MSDS) for cleaning chemicals and consumables.
10. The Company shall ensure that all chemicals are properly labeled to identify product properties, safety precautions and hazard information.
11. Cleaning chemicals shall be stored in a manner that eliminate risk of contamination, inhalation, skin contact or personal injury.

12. The Company shall use only certified electrical appliances and circuit breakers.
13. The Company shall implement cleaning infection control policies, practices and procedures that incorporate universal standard of precaution.
14. For the purpose of infection prevention and control, the identification of tools and equipment utilized in the different areas of the Ministry of Health is essential. In this respect, clear identification by colour coding of the various items of cleaning equipment is considered the most effective method of restricting equipment to individual areas of the Ministry of Health.
15. All tools and equipment used in the following areas shall be colour-coded according to the Ministry of Health's colour coding standards:

Application	Colour
Infection / Isolation areas	Yellow
Toilets / Bathrooms / Dirty Utility Room	Red
General Cleaning	Blue
Operating Theatres	White

16. The Company shall ensure that chemicals used for such cleaning are safe for use. All chemicals used must comply with national standards and shall be used according to their technical specifications. For chemicals that require dilution before use, correct dilution shall be well indicated as well as the method of application.
17. Tools and equipment include trolleys, dry mops, wet mops, mop handlers, buckets, gloves and cleaning cloths. Any other equipment that may encourage the spread of infection, shall also be colour-coded.
18. The mopping cloths and wiping cloths must be changed between each area / bay to ensure that the highest standards for infection control are being achieved.
19. The Company on its own expenses, shall replace any broken or damage equipment(s) that has been provided to the Ministry of Health in order to provide acceptable cleaning service throughout the Contract period.
20. The Company shall ensure that materials / equipment such as cloths, mops and mechanical washing devices are clean, kept in working order, stored dry between uses and where possible the cloths and mop heads should be laundered each day.
21. Necessary tools and equipment and chemicals are provided according to the required standards and specifications.
22. Supply all necessary tools and equipment and chemicals as per Project Operation Guidelines and Approved Chemicals List for Cleaning Services.
23. Only approved chemicals shall be used.
24. All cleaning equipment and its accessories used shall be submitted to the Ministry of Health for acknowledgement.
25. Dedicated cleaning materials and tools as per Project Operation Guidelines shall be provided for EVERY isolation room. Any equipment used for isolation rooms shall be cleaned and disinfected before and after use.

26. For any chemical that is not in the Approved Chemicals List for Cleaning Services, the Company shall propose for Ministry of Health's approval.
27. A chemical container with a built-in mechanism for dilution shall be provided if the chemicals are dispensed raw or concentrated to the cleaners.
28. Cleaning tools, equipment and materials are cleaned according to the required standard of hygiene.
29. Ensure that clean and soiled cleaning tools with different colour codes shall be kept separately. Tools used for isolation rooms; toilets / sluice shall not be mixed with tools used for cleaning of other areas.
30. Adequate storage areas for cleaning chemicals are provided to comply with the published SHENA guidelines, requirements, applicable regulations, and relevant standards.
31. Storage areas are provided with adequate ventilation and secured with restricted entry.
32. Any reusable materials, tools and equipment as per Project Operation Guidelines used for cleaning activities shall be cleaned, disinfected and dried daily or at every end of shift in accordance to Master Procedures.
33. The chemicals to be used must meet the following standards:
 - a. Disinfectant for isolation wards, Operation Theatre and Laboratory – BS.EN1276:1997 requirements against bacteria, virus, fungus and spores; it should be ideal for environmental surface cleaning and medical equipment;
 - b. A neutral detergent is for general cleaning of the CLS Service Facilities;
 - c. Toilet cleaners – BS.EN13697:2011 requirements; pH level must be appropriate to the drainage pipe system of the CLS Service Facilities;
 - d. Multi-purpose cleaners – BS.EN1276:1997 requirements; pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The Company will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces;
 - e. Floor polishes must be emulsion polish suitable for hard floor surfaces and vinyl floor surfaces;
 - f. Carpet cleaning – suitable carpet cleaning solution / chemicals;
 - g. Specific strippers to be used for hard floor surfaces and vinyl floor surfaces to prevent staining or discolouration of the floor polishes; and
 - h. Stainless steel cleansers must be suitable for all metal or chrome fittings with an acceptable pH level to prevent corrosion to steel fitting;
34. Make all attempts to minimize the release of harmful chemicals into the environment by reducing the usage through procedures, tools and equipment that work with minimal or without chemicals. Example: steam, microfiber and / or by using green chemicals, etc.
35. Auto-timer deodorizers shall be installed in conference/seminar rooms, waiting areas (enclosed area), meeting rooms, offices and public toilets.

(7) Space for Office and Stores

- i. CLS Service Facilities shall provide the Company available space for storage of all equipment, machinery, tools and consumable items to be used in the provision of the Services.
- ii. The Company shall at its own expenses maintain an office with a minimum of 2 telephone lines, other than dedicated lines for help desk.
- iii. The proposed building modifications must be submitted to CLS Service Facilities' Administrator for permission before its implementation and the Company shall finance towards the cost of supplying, installing, commissioning and maintenance of any related equipment / furniture / including directional signage.
- iv. The Ministry of Health shall pay all charges for water and electricity consumed by the Company's Employees in its performance of obligations under the given Contract.
- v. The Company shall endeavor to economize the use of water and electricity and ensure that his Employees do not misuse any water and electricity privilege provided by the Ministry of Health.
- vi. The Company shall ensure that the water pipes are turned off and the electricity is switched off when not in use or after usage.
- vii. The Company shall ensure that any electrical connections made to the electrical equipment and / or supplies are properly made and conforms to the present standard procedures and safety regulations. The Company shall be responsible for any damage to the electrical circuit and installations caused by its Employees.

TABLE 1: SCHEDULE AND FREQUENCY OF CLEANING SERVICES

NO.	AREAS	SCHEDULE AND FREQUENCY						
		FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURE, FIXTURE AND EQUIPMENT	EMPTY CONTAINER AND RECEPTACLES	CLEANING OF CONTAINER AND RECEPTACLES
A	GENERAL AREA							
1	Corridor	V/DM 4XD AR	SC 1XW AR HDV/C 1XW AR	SC 1XD W/DW 1XW AR	HDV/C 2XM AR	SC AR DW 1XW	3XD	1XW
	▪ Railing	—	—	DW 1XM PSH 1XM AR SC AR	—	—	—	—
	▪ Glass Panels	—	—	SC 1XD AR	—	—	—	—
2	Stair Case	V/SB/DM 3SD AR	SC AR DW 1XW PSH 1XM	SC AR DW 1XW	HDV/C 1XW SC AR	SC AR DW 1XW	—	—
3	Lift (Elevators)	V/DM 2XD SC AR	DW 2XD SC AR	DW 2XD PSH 2XM AR	SC AR HDV/C 1XW	SC AR DW 1XW	—	—
4	Toilet (Public)	WS 6XD AR MS 6XD SC AR	WS 3XD AR SC AR DW 3XD	DW 1XD AR	HDV/C 2XM SC AR		2XD AR	1XW
5	Office Administration	V/DM 1XD AR VMS 1XW AR SC AR	SC AR DW 1XM	SC AR DW 1XW	SC AR HDV/C 1XM	DW 1XD	1XD	1XW
	▪ Toilet	W 2XD SC AR WS 1XW	SC AR DW 1XW	DW 1XW SC AR	HDV/C 2XM SC AR	RT 3XD AR WS 1XD DW 1XD	1XD	1XW
6	Stores	V/SB/DM 2XW AR	DW 1XM SC AR	DW 1XW SC AR	SC AR HDV/C 1XM	DW 1XW	1XD	1XW
7	Kitchen	WS 3XD AR DM 3XD	W 2XD AR SC 2XD AR	DW 1XD AR SC 2XD AR	HDV/C 2XM SC AR	DW 3XD AR	2XD AR	1XW AR
8	Dining	V/DM 3XD AR WS 1XW AR	HDV/C 1XM WS 1XM	DW 1XW SC AR	HDV/C 1XW SC AR	DW 3 XD SC AR	3XD	1XW AR
9	Balcony	V/SB/SM 4XD	DW 2XM SC 1XW AR	SC 1XW AR	HDV/C 2XM AR	—	—	—

NO.	AREAS	SCHEDULE AND FREQUENCY						
		FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURE, FIXTURE AND EQUIPMENT	EMPTY CONTAINER AND RECEPTACLES	CLEANING OF CONTAINER AND RECEPTACLES
10	Pavement (Foot-path to attached building)	V/SB/DM 4XD AR	SC 1XW AR HDV/C 1XW	SC 1XD AR	HDV/C 1XW AR	—	2XD	1XW
11	Pantry	DM 2XD AR	DW 1XW AR	DW 1XW AR	HDV/C 1XW AR	DW 2XD AR	3XD	1XW
B	MEDICAL AREA							
1	Clinic	DM 2XD S 1XW AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD AR	2XD	1XW
2	Examination Room	DM 2XD S 1XW AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C w2XM SC AR	DW 1XD AR	2XD AR	1XW
3	Treatment Room	DM 2XD S 1XW AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD AR	2XD AR	1XW
4	Waiting Room	DM 2XD S 1XW AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD AR	2XD	1XW
5	Wards							
5.1	Patient care	DM 3XD S 1XW SC AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD AR	2XD	1XW
5.2	Pantry	DM 3XD SC AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD SC AR RT 1XD AR	2XD	1XW
5.3	Toilet / Bathroom	WS 3XD DC SC AR	DW/C 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD SC AR RT 1XD AR	2XD	1XW
C	SPECIALISED AREA							
1	Operating Room (including Scrub, Induction, Sterile)	MS 3XD WS 1XW PCC/AEC/EOD	DW/S 3XD WS 1XW PCC/AEC/EOD	V/DW/S 3XD PCC/AEC/EOD	HDV/C 3XD PCC/AEC/EOD	DW/S 3XD PCC/AEC/EOD	AEC, AR, EOD	1XW
2	Other rooms in Operating Theatre	MS 3XD SC AR	DW/S UD AR SC AR	V/DW/S 1XW SC AR	HDV/C 1XD AR	DW/S 1XD SC AR	1XD	1XW
3	Laboratory	VMS 3XD AR SC AR	DW/S UD AR SC AR	DW 1XD AR	HDV/C 1XW AR SC AR	DW 1XD SC AR	3XD AR	1XW

NO.	AREAS	SCHEDULE AND FREQUENCY						
		FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURE, FIXTURE AND EQUIPMENT	EMPTY CONTAINER AND RECEPTACLES	CLEANING OF CONTAINER AND RECEPTACLES
4	Pharmacy							
4.1	All room / areas	DM 3XD S 1XW	DW 1XW SC AR	DW 1XW SC AR	HDV/C 2XM SC AR	DW 1XD SC AR	3XD AR	1XW
4.2	Total Parenteral Nutrition (TPN)	VMS 3XD	DW/S UD	DW 1XD AR	HDV/C 1XW AR	DW/S 1XD AR	3XD AR	1XW
4.3	Clean room	SC AR	SC AR	SC AR	SC AR	SC AR	3XD AR	1XW
5	Theatre Sterile / Central Sterile Supply Dept	WS 1XW AR VMW 3XD AR SC AR	DW/S 1XD AR SC AR	DW/S 1XD AR	DW/S 1XD AR	DW/S 1XD AR	3XD AR	1XW
6	Blood bank	VDM 3XD AR SC AR	DW 1XW SC AR	DW 1XD SC AR	HDV/C 1XW	DW 1XD	3XD AR	1XW
7	Burn Unit	VDM 3XD AR SC AR	DW/S 1XW SC AR	DW 2XD SC AR	HDV/C 1XW SC AR	DW/S 3XD SC AR	3XD	1XW
8	Phlebotomy Room	VDM 3XD AR SC AR	DW 1XW SC AR	DW 1XD SC AR	HDV/C 1XW	DW 1XD SC AR	3XD AR	1XW
9	Labour room	VMS 3XD WS DSC PCC/AEC/EOD	DW/S 2XEi WS DSC AR PCC/AEC/EOD	DW/S 1XD SC AR PCC/AEC/EOD	HDV/C 1XW PCC/AEC/EOD	DW/S SC AR PCC/AEC/EOD	AEC, AR, EOD	1XW
10	Pediatric / Neonates Intensive Care Unit (PICU / NICU)	VMS 4XD SC AR	DW/S 1XD AR SC AR	DW/S 2XD AR SC AR	CDV/C 1XW AR SC AR	DW/S 3XD SC AR	3XD AR	1XW
11	Intensive /coronary care unit (ICU/ CCU)	VMs 4XD SC AR	DW/S 1XD AR SC AR	DW/S 2XD AR SC AR	CDV/C 1XW AR SC AR	DW/S 3XD SC AR	3XD AR	1XW
12	Surgical ICU (SICU), Medical ICU (MICU) and	VMs 4XD SC AR	DW/S 1XD AR SC AR	DW/S 2XD AR SC AR	CDV/C 1XW AR SC AR	DW/S 3XD SC AR	3XD AR	1XW

NO.	AREAS	SCHEDULE AND FREQUENCY						
		FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURE, FIXTURE AND EQUIPMENT	EMPTY CONTAINER AND RECEPTACLES	CLEANING OF CONTAINER AND RECEPTACLES
	Special Care Baby Unit (SCBU)							
13	Infection Ward	VMS 3XD SC AR	DW/S 2XD AR SC AR	DW/S 3XD SC AR	HDV/C 1XW AR	DW/S 3XD SC AR	3XD AR	1XW
14	Accidents and Emergency Area (A&E)	DM 4XD AR SC AR PCC/EOD	DW/S 3XD AR SC AR	DW/S 2XD AR SC AR	HDV/C 1XW AR	DW 2XD AR	3XD AR	1XW
D	OTHER AREAS							
1	Hostel / Quarter	V/DM 1XD AR	DW 1XW SC AR	DW 1XW AR	HDV/C 2XM AR	DW 1XD AR	3XD AR	1XW
3	Surau / prayer room	V/DM 3XD AR WS 2XW AR	SC AR DW 2XW AR	SC AR DW 2XW AR	SC AR DW 2XW AR	DW 1XD AR	2XD	1XW
4	Mortuary (Forensic)	DMS 3XD AEC WS 1XW AR SC AR	DW 1XD AR SC AR	DW 1XD AR SC AR	HDV/C 2XM AR	DW 2XD AR	3XD AR	1XW
5	Flat roof excl. engineering facilities	WS 1X3M						
6	Glass (internal)			SQG 1XW (height < 10 ft)	SQG 1XW SC AR			
7	Metal Cladding & Glass (external)		TC 1XY AR	TC 1XY AR				
8	Grease Trap (external)	W 2XW						
9	Perimeter Drains	WS 1XW SC AR	WS AR (elevation)					
10	Covered external walkway	SC AR SB 1XD			HDV/C 1XM AR		2XD AR	EXW
11	Signages (except external signage)		DW 1X3M					
12	Decks	SB 1XM AR	SC 1XM AR		HDV/C 1XM			

NO.	AREAS	SCHEDULE AND FREQUENCY						
		FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURE, FIXTURE AND EQUIPMENT	EMPTY CONTAINER AND RECEPTACLES	CLEANING OF CONTAINER AND RECEPTACLES
13	Seminar Room / Health Education Room	V/DM 1XD AR	DW 1XW AR	DW 1XW AR	HDV/C 1XM	DW 1XD AR	1XD AR	1XW
14	Auditorium	V/DM 1XD AR	DW 1XW AR	DW 1XW AR	HDV/C 1XM	DW 1XD AR	1XD AR	1XW
15	Rehabilitation	DM 2XD S 1XW SC AR	DW 1XW SC AR	DW 1XW SC AR	HDV/C 1XM SC AR	DW 1XD SC AR RT 1XD AR	2XD AR	1XW
16	Security Post and Security office / guard house	V/DM 1XD AR	DW 1XW SC AR	DW 1XW AR	HDV/C 1XM AR	DW 1XD AR	2XD	1XW
17	Bus stop within CLS Service Facilities	V/DM 1XD AR	DW 1XW SC AR	DW 1XW AR	HDV/C 1XM AR	DW 1XD AR	3XD	1XW
18	Lobbies	V/DM 4XD AR	SC 1XW AR HDV/C 1XW AR	SC 1XD W/DW 1XW AR	HDV/C 2XM AR	SC AR DW 1XW	3XD AR	1XW
19	Reception Areas	V/DM 4XD AR	SC 1XW AR HDV/C 1XW AR	SC 1XD W/DW 1XW AR	HDV/C 2XM AR	SC AR DW 1XW	3XD AR	1XW
20	Exposed ceiling truss				HDV/C 1X3M			
21	Ledges (reachable)		DW 1XM AR					
22	Skylight	SB 1XD SC AR			HDV/C 1XM AR			
23	Other areas identified	TBS AR	TBS AR	TBS AR	TBS AR	TBS AR		

NOTE:

- 1)
 - a. Where floors are polishable (vinyl, terrazzo, etc) then it should be maintained:
 - i. By stripping and polishing once in 3 months or 6 monthly for low traffic areas
 - ii. Buffing once a week
 - b. Where floors are non-polishable, then it should be maintained by:
 - i. Scrubbing once a week
- 2) Where floors are carpeted, then it should be maintained by Bonnet buffing *once* a month; Shampooing once in six months; heat or steam extraction once a year
- 3) Fans, Lights and Air-Condition Outlet should be cleaned using vacuum / damp wiping 1XM.
- 4) No contact type liquid disinfectant soap dispenser shall be used in hand washing areas at specialized and high-risk areas.
- 5) External facade and window glass for multi-storey building shall be cleaned once a year or as requested (AR). AR shall be based on badly condition of external building and agreed by both parties. Frequency shall be not more than 2XY. Internal window glass which is more than 10 feet shall be cleaned six monthly.
- 6) Cleaning of high-rise netting shall be done 1XM.
- 7) Descaling of toilets shall be conducted 1XM.
- 8) Fixtures mean all fittings (example: sinks, mirrors, we (water closet), sanitary, etc.)
- 9) Equipment means all equipment other than biomedical and IT equipment.
- 10) Sanitize = Disinfect.
- 11) For canteen / cafeteria (third party), cleaning of tables, chairs, counter and food service areas are EXCLUDED.
- 12) Cleaning frequency for TBS areas shall adhere to the minimum frequency established in Table 1.

DM	Dust And Mop	D	Daily	V	Vacuum For Carpet and Escalator/Travelator
SC	Spot Clean	W	Weekly	VMS	Vacuum, Mop and Sanitize
DW	Damp Wipe	M	Monthly	PCC	Post Case Cleaning
W	Wash	Y	Yearly	HDV/c	High Dust Vacuum or Cleaning with Cobweb Brush
WS	Wash And Scrub	DSC	Daily Spot Cleaning	EOD	End Of the Day
SB	Sweep Broom	RT	Replenish Toiletries	DMS	Dust, Mop and Sanitize
MS	Mop and Sanitize	P	Polish	TC	Thorough Clean
AEC	After Every Case	S	Sanitize	PSH	Polish Stainless Steel
HPC	High Pressure Clean	SQG	Squeegee Clean	TBS	To Be Specified
AR	As Requested / a one off request when the Service is required but not an additional on routine Cleaning Frequency				

3.0 LIST OF SCHEDULES

Schedule A	CLS Service Facilities
Schedule B	Manpower Requirements
Schedule C	Typical Risk Categories
Schedule D	Service Information and Management System (SIMAS)
Schedule E	Key Performance Indicators

END OF DOCUMENT

SECTION 3
TENDER SUBMISSION FORMS
CONTENTS

- 1. SCHEDULE A – TENDER FORM**
- 2. SCHEDULE B – PRICE PROPOSAL FORM**
- 3. SCHEDULE C – INFORMATION SUMMARY**
- 4. SCHEDULE D – SUB-CONTRACTS**
- 5. SCHEDULE E – COMPANY BACKGROUND**
- 6. SCHEDULE F - REFERENCES**
- 7. SCHEDULE G – LETTER OF DECLARATION**
- 8. SCHEDULE H – LIST OF TYPICAL EQUIPMENT & MACHINERY**
- 9. SCHEDULE I – LIST OF TYPICAL CHEMICALS, CONSUMABLES AND DISPENSER**
- 10. SCHEDULE J – SITE VISIT FORM**

SCHEDULE A
TENDER FORM

To :

TENDER REFERENCE NO.: KK/216/2025/MOH(TC)

**INVITATION TO TENDER FOR
THE PROVISION OF CLEANING SERVICES AT THE HOSPITALS AND HEALTH FACILITIES OF
THE MINISTRY OF HEALTH, FOR A PERIOD OF FIVE (5) YEARS**

TENDER OF (*name of tenderer*) _____

Company/Business Registration No : _____

Tender Closing Date : _____

THE PROVISION OF CLEANING SERVICES AT THE HOSPITALS AND HEALTH FACILITIES OF THE MINISTRY OF HEALTH, FOR A PERIOD OF FIVE (5) YEARS	
TOTAL COST / 1 YEAR (\$)	
TOTAL COST / 5 YEARS (\$)	

SUMMARY OF PRICES

NO.	SERVICE FACILITIES	PRICE BND (\$) / MONTH	PRICE BND (\$) / YEAR	PRICE BND (\$) / 5 YEARS
1	Hospital Raja Isteri Pengiran Anak Saleha (RIPAS)			
2	Hospital Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah (PMMPMHAMB) Tutong			
3	Hospital Suri Seri Begawan (SSB) Kuala Belait			
4	Hospital Pengiran Isteri Hajjah Mariam (PIHM) Temburong			
5	Jabatan Perkhidmatan Kesihatan			
6	Perkhidmatan Renal			
7	Perkhidmatan Pergigian			
8	Jabatan Perkhidmatan Kesihatan Alam Sekitar			
	TOTAL			

- Provide the breakdown of the Cost Offered in separate sheet as per **Schedule B**.

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 **SIX (6) 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 – PRICE PROPOSAL FORM

No	Facilities	Location	Price BND (\$) / Month		Price BND (\$) / Year	
			Per Facility	Total	Per Facility	Total
Hospital Raja Isteri Pengiran Anak Saleha						
1	Hospital Raja Isteri Pengiran Anak Saleha - Pusat Perkembangan Kanak-Kanak, Kiarong (Off-site) - Pusat Amal Cerah Sejahtera, Subok (Off-site) - Mental Health Unit, Kiarong (Off-site) - Klinik Perkhidmatan Berkhatan, Kiarong (Off-site)	Brunei - Muara				
Hospital Tutong PMMPMHAMB						
2	Hospital Tutong PMMPMHAMB - Pusat Pengasingan Kebangsaan + Perkembangan Pusat Pengasingan Kebangsaan (NIC + NICE)	Tutong				
Hospital Suri Seri Begawan, Kuala Belait						
3	Hospital Suri Seri Begawan, Kuala Belait	Belait				
Hospital PIHM, Temburong						
4	Hospital PIHM, Temburong	Temburong				
Jabatan Perkhidmatan Kesihatan						
5	5.1 Pusat Kesihatan Berakas Berakas Health Centre	Brunei - Muara				
	5.2 Pusat Kesihatan PAPHMWHB, Rimba-Gadong PAPHMWHB Health Centre, Rimba-Gadong					
	5.3 Pusat Kesihatan Muara Muara Health Centre					
	5.4 Pusat Kesihatan Jubli Perak, Sengkuring Jubli Perak Health Centre, Sengkuring					

No	Facilities		Location	Price BND (\$) / Month		Price BND (\$) / Year			
				Per Facility	Total	Per Facility	Total		
	5.5	Pusat Kesihatan Jubli Emas, Bunut <i>Jubli Emas Health Centre, Bunut</i>							
	5.6	Pusat Kesihatan Pengkalan Batu <i>Pengkalan Batu Health Centre</i>							
	5.7	Pusat Kesihatan PAPHRSB Sg Asam <i>PAPHRSB Health Centre, Sg Asam</i>							
	5.8	Klinik Kesihatan Sg Besar <i>Sg Besar Heatlh Clinic</i>							
	5.9	Klinik Bolkiah B <i>Bolkiah B Clinic</i>							
	5.10	Pusat Lamunin Kesihatan <i>Lamunin Heath Centre</i>	Tutong						
	5.11	Pusat Kesihatan Sg Kelugos <i>Sg Kelugos Health Centre</i>							
	5.12	Pusat Kesihatan Telisai <i>Telisai Health Centre</i>							
	5.13	Pusat Kesihatan Tutong <i>Tutong Health Centre</i>							
	5.14	Pusat Kesihatan Seria <i>Seria Health Centre</i>	Belait						
	5.15	Pusat Kesihatan Sg Liang <i>Sg Liang Health Centre</i>							
	5.16	Klinik Kesihatan Labi <i>Labi Health Clinic</i>							
	5.17	Klinik Kesihatan Sukang (Flying Service) <i>Sukang Health Clinic</i>							
	Perkhidmatan Renal								
6	6.1	Pusat Dialisis Rimba <i>Rimba Dialysis Centre</i>	Brunei - Muara						

No	Facilities		Location	Price BND (\$) / Month		Price BND (\$) / Year	
				Per Facility	Total	Per Facility	Total
	6.2	Pusat Dialisis Kiarong <i>Kiarong Dialysis Centre</i>					
6.3	Pusat Dialisis Tutong <i>Tutong Dialysis Centre</i>	Tutong					
Perkhidmatan Pergigian							
7	Pusat Pergigian Negara <i>National Dental Centre</i>		Brunei - Muara				
Jabatan Perkhidmatan Kesihatan Alam Sekitar							
8	8.1	Pusat Pemeriksaan Kesihatan Berakas <i>Berakas Health Screening Centre</i> - Foreign Workers Health Services	Brunei- Muara				
	8.2	Pejabat Kesihatan Tutong <i>Tutong Health Office</i>	Tutong				
	8.3	Pejabat Kesihatan Belait <i>Belait Health Office</i>	Belait				
	8.4	Pejabat Kesihatan Temburong <i>Temburong Health Office</i>	Temburong				
TOTAL							

SCHEDULE C – INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

- a. Management summary
- b. Company profile (including Contractor and sub-contractor(s), if any)
- c. Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **Provision of cleaning services**
- d. Other information which is considered relevant

SCHEDULE D – 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 E – 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 F – REFERENCES

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

Table 5.1 - References of previous customers

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

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

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

SCHEDULE G – LETTER OF DECLARATION

Tenderers shall complete and submit the Declaration form below.

DECLARATION FORM

TENDER REFERENCE : _____

TENDER TITLE : _____

That I, The owner / one of the
Owners of Company which
Participates in the above-mentioned tender, hereby declare that I or any member of my
family do not have any interest in other companies competing for the same tender.

Signature & Company Stamp

DECLARATION

Tenderers shall complete and submit the Declaration form below.

PENGAKUAN PENENDER *TENDERER'S DECLARATION*

SCHEDULE H – LIST OF TYPICAL EQUIPMENT AND MACHINERY

- 7.1 Tenderers are required to list out the equipment and tools including the quantity required, which shall be used in providing the services described in **Section 2** of this Invitation To Tender. Tenderers are allowed to add in any other equipment and tools which are deemed necessary for the execution of the services.

NO.	LIST OF EQUIPMENT AND MACHINERY	QUANTITY	BRAND
1	Janitor Cart		
2	Mop Squeeze bucket with wet mop		
3	Dry Mop		
4	Vacuum Cleaner		
5	Wet and Dry Vacuum Machine		
6	Polishing Machine		
7	Scrubbing Machine		
8	Carpet Shampoo Machine		
9	Carpet Dryer		
10	Wet Suction		
11	High Pressure Cleaner		
12	Glass Cleaning Tools		
13	Caution Signboards		
14	Lobby Dustpan		
15	Toilet Bowl Brushes		
16	Brute Angle Brooms		
17	Aluminium Ladders		
18	Big garbage trolleys		
19	Cleaning Chemical		
20	Sanitary Bins		
21	Domestic Garbage Bins (Various Sizes)		
22	Floor Dryer Fan / Blower		
23	Scaffolding with proper safety kits		
24	Burnishing Machine		

SCHEDULE I – LIST OF TYPICAL CHEMICALS, CONSUMABLES AND DISPENSER

8.1 Tenderers are required to list out the chemicals which are intended to be used for the services.

NO.	DESCRIPTION	BRAND	COUNTRY OF ORIGIN
1	Floor Sealer		
2	Floor Polish		
3	Floor Stripper		
4	Carpet Shampoo		
5	Carpet Pre-Treatment		
6	Disinfectant for Cubicle area		
7	General disinfectant		
8	Furniture Polish/ Cleaner		
9	Buffing Liquid		
10	Deodoriser		
11	Deodorant Block		
12	Liquid Hand Soap		
13	Toilet Bowl Cleaner		
14	Toilet Disinfectant		
15	Toilet Paper (3-ply)		
16	Glass/Mirror Cleaner		
17	Dustbin Liners		
18	Hand Soap Dispenser		
19	Tissue Toilet rolls (3-ply)		
20	Tissue C-Fold (3-ply)		
21	Tissue C-Fold Dispenser		
22	Air Freshener Dispenser		
23	M-Fold Towel Dispenser		
24	Jumbo Roll Toilet Paper Dispenser		

SCHEDULE J – SITE VISIT FORM

COMPANY NAME : _____

DATE OF SITE VISIT : _____

I hereby on behalf of my Company has made a Site Visit to the work location on the date stated above and understand the work requirement(s) and all specification stated in this Tender document.

I (My Company) also agree not to make any additional claim to MOH should any accident(s) or damage(s) occur during the contract period.

CONTRACTOR'S SIGNATURE

NAME: _____

DATE: _____

COMPANY STAMP

FOR OFFICIAL USE ONLY

VERIFIED BY S.O./O.I.C.

NAME: _____

DATE: _____

DEPARTMENT STAMP

The Contractor must fill in this form and obtain signature from the S.O./O.I.C. as verification for having visited the Site. Failing to do so will lead to **disqualification** from this Tender.

SCHEDULE A

CLS SERVICE FACILITIES

NO.	FACILITIES	LOCATION
Hospital Raja Isteri Pengiran Anak Saleha		
1	Hospital Raja Isteri Pengiran Anak Saleha - Pusat Perkembangan Kanak-Kanak, Kiarong (Off-site) - Pusat Amal Cerah Sejahtera, Subok (Off-site) - Mental Health Unit, Kiarong (Off-site) - Klinik Perkhidmatan Berkhatan, Kiarong (Off-site)	Brunei - Muara
Hospital Tutong PMMPMHAMB		
2	Hospital Tutong PMMPMHAMB - Pusat Pengasingan Kebangsaan + Perkembangan Pusat Pengasingan Kebangsaan (NIC + NICE)	Tutong
Hospital Suri Seri Begawan, Kuala Belait		
3	Hospital Suri Seri Begawan, Kuala Belait	Belait
Hospital PIHM, Temburong		
4	Hospital PIHM, Temburong	Temburong
Jabatan Perkhidmatan Kesihatan		
5	5.1 Pusat Kesihatan Berakas <i>Berakas Health Centre</i>	Brunei - Muara
	5.2 Pusat Kesihatan PAPHMWHB, Rimba-Gadong <i>PAPHMWHB Health Centre, Rimba-Gadong</i>	
	5.3 Pusat Kesihatan Muara <i>Muara Health Centre</i>	
	5.4 Pusat Kesihatan Jubli Perak, Sengkurong <i>Jubli Perak Health Centre, Sengkurong</i>	
	5.5 Pusat Kesihatan Jubli Emas, Bunut <i>Jubli Emas Health Centre, Bunut</i>	
	5.6 Pusat Kesihatan Pengkalan Batu <i>Pengkalan Batu Health Centre</i>	
	5.7 Pusat Kesihatan PAPHR SB Sg Asam <i>PAPHR SB Health Centre, Sg Asam</i>	
	5.8 Pusat Lamunin Kesihatan <i>Lamunin Health Centre</i>	Tutong
	5.9 Pusat Kesihatan Sg Kelugos <i>Sg Kelugos Health Centre</i>	
	5.10 Pusat Kesihatan Telisai <i>Telisai Health Centre</i>	
	5.11 Pusat Kesihatan Tutong <i>Tutong Health Centre</i>	
	5.12 Pusat Kesihatan Seria <i>Seria Health Centre</i>	Belait
	5.13 Pusat Kesihatan Sg Liang <i>Sg Liang Health Centre</i>	
	5.14 Klinik Kesihatan Sg Besar <i>Sg Besar Health Clinic</i>	Brunei - Muara
	5.15 Klinik Bolkiah B <i>Bolkiah B Clinic</i>	
	5.16 Klinik Kesihatan Labi <i>Labi Health Clinic</i>	Belait

NO.		FACILITIES	LOCATION
	5.17	Klinik Kesihatan Sukang (Flying Service) <i>Sukang Health Clinic</i>	
Perkhidmatan Renal			
6	6.1	Pusat Dialisis Rimba <i>Rimba Dialysis Centre</i>	Brunei - Muara
	6.2	Pusat Dialisis Kiarong <i>Kiarong Dialysis Centre</i>	
	6.3	Pusat Dialisis Tutong <i>Tutong Dialysis Centre</i>	Tutong
Perkhidmatan Pergigian			
7	Pusat Pergigian Negara <i>National Dental Centre</i>		Brunei - Muara
Jabatan Perkhidmatan Kesihatan Alam Sekitar			
8	8.1	Pusat Pemeriksaan Kesihatan Berakas <i>Berakas Health Screening Centre</i> - Foreign Workers Health Services	Brunei- Muara
	8.2	Pejabat Kesihatan Tutong <i>Tutong Health Office</i>	Tutong
	8.3	Pejabat Kesihatan Belait <i>Belait Health Office</i>	Belait
	8.4	Pejabat Kesihatan Temburong <i>Temburong Health Office</i>	Temburong
TOTAL			8 Groupings 29 Service Facilities

SCHEDULE B

MANPOWER REQUIREMENTS

1.0 JOB POSITIONS AND RESPONSIBILITIES

1.1 The Company shall at all times employ qualified, experienced and competent staff and employees for performance of the Service. The positions are essentially site-based or support from Company's head office. The following positions are identified as the minimum requirements to deliver the Service:

a) HQ Support

No.	Position	Portfolio	Deployment
1.	Contract Manager	<ul style="list-style-type: none">• Service and operational management• Customer Service• Health and safety representative	<ul style="list-style-type: none">• 1 for all sites
2.	Health and Safety Officer	<ul style="list-style-type: none">• Monitoring	<ul style="list-style-type: none">• Site visit as required
3.	Quality Officer	<ul style="list-style-type: none">• Monitoring	<ul style="list-style-type: none">• Site visit as required

The Company should also employ qualified staff in other management disciplines (*example below*) to support site operation:

- i. Procurement and logistics
- ii. Personnel recruitment and administration
- iii. ICT System / Technical Support

b) Minimum number of personnel to be employed on-site by the respective positions is as follows:

No.	Position	Portfolio	Total Headcount
1.	CLS Executive @ Assistant Contract Manager (2 for all sites)	<ul style="list-style-type: none">• Service and operational management• Customer Service• Health and safety representative	2
2.	CLS Supervisors	<ul style="list-style-type: none">• Service and operational management	47
3.	Cleaners	<ul style="list-style-type: none">• Service delivery	532
4.	Help Desk Operators	<ul style="list-style-type: none">• Customer service and data management	28
Total Site Personnel			609

The Company shall ensure the required number of personnel are deployed accordingly. Should the Company wish to review manning requirements due to variance of the level of workload at the designated hospital or health facilities, the Company shall propose the revised deployment for implementation to the respective CLS Service Facilities provided that service performance has been satisfactorily delivered consistently and that the variation will not affect any service arrangements:

1.2 Distribution for total manning requirement by CLS Service Facilities is as follows:

No	CLS Service Facility		CLS Supervisors	Cleaners	Help Desk Operators	Total
Hospital Raja Isteri Pengiran Anak Saleha						
1	RIPASH		7	255	Refer to 1.3	262
	1.1	Psychiatry Service, Kg Kiarong (MHU)	1	10		11
	1.2	Pusat Amal Cerah Sejahtera (PACS)	0	2		2
	1.3	Child Development Centre (CDC)	1	5		6
	1.4	Circumcision Unit, Kiarong	0	2		2
Hospital PMMPMHAMB, Tutong						
2	PMMPMHAMBH + NIC + NICE		3	56	Refer to 1.3	59
Hospital Suri Seri Begawan, Kuala Belait						
3	SSBH		6	78	Refer to 1.3	84
Hospital PIHM, Temburong						
4	PIHMH		2	18	Refer to 1.3	20
Jabatan Perkhidmatan Kesihatan						
5	5.1	Berakas Health Centre	1	11	Refer to 1.3	12
	5.2	Pengiran Anak Puteri Hajah Muta-Wakkilah Hayatul Bolkiah, Gadong HC	1	6		7
	5.3	Muara HC	1	5		6
	5.4	Jubli Perak Sengkurong HC	1	7		8
	5.5	Jubli Emas Bunut HC	1	3		4
	5.6	Pengkalan Batu HC	1	3		4
	5.7	Pengiran Anak Puteri Hajah Rashidah Sa'adatul Bolkiah Health Centre (Sg. Asam)	1	3		4
	5.8	Bangar HC	1	1		2
	5.9	Sungai Kelugos HC	1	3		4
	5.10	Lamunin HC	1	3		4
	5.11	Telisai HC	1	3		4
	5.12	Pekan Tutong HC	1	3		4

No	CLS Service Facility		CLS Supervisors	Cleaners	Help Desk Operators	Total
	5.13	Sungai Liang HC	1	4		5
	5.14	Seria HC	1	3		4
	5.15	Sungai Besar Health Clinic	1	3		4
	5.16	Bolkiah B Health Clinic	**This facility and Pengiran Anak Puteri Hajah Rashidah Sa'adatul Bolkiah Health Centre (Sg. Asam) HC share cleaning personnel who are deployed across both sites as required.			
	5.17	Labi Health Clinic	**This facility and Sungai Liang HC share cleaning personnel, who are deployed across both sites as required.			
	5.18	Sukang (Flying Services) Health Clinic	1	2	Refer to 1.3	3
Perkhidmatan Renal						
6	6.1	Rimba Dialysis Centre	2	14	Refer to 1.3	16
	6.2	Kiarong Dialysis Centre	2	3		5
	6.3	Tutong Dialysis Centre	2	12		14
Perkhidmatan Pergigian						
7	National Dental Centre		1	4	Refer to 1.3	5
Jabatan Perkhidmatan Kesihatan Alam Sekitar						
8	8.1	Berakas Screening Centre	1	4	Refer to 1.3	5
	8.2	Foreign Workers Health Services	**This facility and Berakas Screening Centre share cleaning personnel who are deployed across both sites as required.			
	8.3	Tutong Health Office	1	1	Refer to 1.3	2
	8.4	Belait Health Office	1	3		4
	8.5	Temburong Health Office	1	2		3
Total/position			47	532	28	607

Note:

**The total headcount does not include two CLS Executives to be based on-site; total site-based personnel including the CLS Executive is 609.*

1.3 Manning distribution for helpdesk operators are as follows:

No.	Groupings	No. of Helpdesk Operators
Group A		
1	Hospital Raja Isteri Pengiran Anak Saleha	Morning - 8 Afternoon - 4 Night – 2
2	Hospital Tutong PMMPMHAMB, Tutong	
3	Hospital Suri Seri Begawan, Kuala Belait	
4	Hospital PIHM, Temburong	
Group B		
5	Jabatan Perkhidmatan Kesihatan	Morning - 8 Afternoon - 4 Night – 2
6	Perkhidmatan Renal	
7	Perkhidmatan Pergigian	
8	Jabatan Perhikdmatan Kesihatan Alam Sekitar	
Total		28

2.0 JOB REQUIREMENTS

2.1 The Company shall recruit suitable candidates for the job and assign appropriate scopes of work to each respective position, in order to deliver and comply with the service requirements and achieve a service level satisfactory to users.

2.2 Minimum requirements and job descriptions for leading positions are specified below:

i. Contract Manager

(a) Job Requirements

- Bachelor's degree in engineering / social sciences / humanities from a recognised institution.
- Minimum five (5) – seven (7) years' work experience in any industry of which 3 years at managerial capacity with good exposures on contractual aspects in safety, quality, work planning and performance.
- Excellent communication skills and English literate.

(b) Job Descriptions

- Head the Company's personnel for the Service, responsible for fulfilment of service obligations i.e. development of service infrastructure and component, total deployment of resources and performance level of the Services for the duration of this Contract.
- Focal point for communication and report directly to Ministry of Health Authorised Representative on the overall management and planning to develop the Service and meet KPI targets.
- Ensure full implement of policies and procedures of work processes to demonstrate consistent delivery of quality services performance and adhere to regulations and guidelines in force.
- Head the Company's ERT and lead to conduct action plans during contingencies.

ii. CLS Executive @ Assistant Contract Manager

(a) Job Requirements

- Bachelor's degree in engineering / social sciences / humanities from a recognised institution.
- Minimum five (5) years' work experience in any industry with good exposures on delivery performance and the aspects of Quality Management, Health, Safety, Security and Environment.
- Excellent communication in oral skills and computer literate.

(b) Job Descriptions

- Deputise the Contract Manager on the overall management and planning and to fulfil service obligations to meet KPI targets.
- Assist Contract Manager to project manage establishment of system software, device and consumable supplies and ensure availability of resources on-site for service delivery.

- Ensure efficient implementation of customer services processes and Help Desk operations.
 - Perform regular service audits and service improvement programmes to uplift service level and customer satisfaction.
 - He / She shall assist Contract Manager in performing the Roles and Responsibilities with focus on execution of service delivery.
 - He/she shall be able to demonstrate ability and experiences in prioritizing work load and coordinate with Supervisors to resolve day-to-day issues.
- iii. CLS Supervisors
- (a) Job Requirements
- Diploma or Certificate in engineering / social sciences / humanities from a recognised institution.
 - Minimum five (5) years' work experience in any industry with good exposures on delivery performance and the aspects of Quality Management, Health, Safety, Security and Environment.
 - Possession of The British Institute of Cleaning Science (BICSc) Level 2 Competency Certificate or its equivalent shall be considered an advantage.
 - Good communication skills and computer literate.
 - Experienced in group leadership in any job programmes, events and inspection or supervisory services.
- (b) Job Descriptions
- Communicate and coordinate with End Users on service requisitions and delivery matters.
 - Monitor the performance of all staff with regards to compliance with customer requirements, standards and procedures.
 - Conduct site investigation in case of any incidents and shortfall against requirement or compliance for remedial actions such as on-the-job training.
 - Ensure all transaction records and data are collected and keyed in by Help Desk operations.
 - Assist CLS Executive to implement any programme for service development and improvement.
- iv. Cleaners
- (a) Job Requirements
- Minimum three (3) years' working experience in healthcare services.
 - Ability to understand and comply with instructions, cleaning schedules, and operational procedures.
 - Completion of CLS training or an equivalent certified training programme.
 - Willingness to work on shifts, including Friday, Sunday, and public holidays, as

required by the CLS Service Facilities schedule.

(b) Job Descriptions

- Responsible for performing daily and scheduled cleaning and disinfection of CLS Service Facilities areas in accordance with approved cleaning protocols.
- Ensure strict adherence to infection prevention and control (IPC) standards, including the proper use of approved disinfection methods and personal protective equipment (PPE).
- Carry out proper disposal of domestic waste in compliance with healthcare waste management procedures.
- Replenish hygiene-related consumables such as liquid soap, paper towels and toilet roll in designated areas.
- Report any damages, spills, or irregularities to the supervisor for prompt corrective action.
- Maintain a high standard of cleanliness and hygiene to support a safe environment for patients, staff and visitors.
- Attend training sessions and briefings as required to ensure up-to-date knowledge of healthcare cleaning procedures and health and safety practices.

v. Help Desk Operators

(a) Job Requirements

- Preferably Bruneian Citizen or Permanent Resident Holder.
- Minimum technical certificate or equivalent in Health Services / Communication or Humanities.
- Three (3) years' experience in working at the Front desk / Front Counter while operating / inputting data / information into a computerized system and make compilation of records within the counter.
- Shall possess a thorough understanding of the assigned facilities and their operational requirements.

(b) Job Descriptions

- Attend all requests, queries and complaints regarding the service, subsequently record and relay the messages to responsible staff or employees accordingly.
- Generate monthly report on service transactions according to the preset format and submit to CLS Executive.

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SCHEDULE C

TYPICAL RISK CATEGORIES

IDENTIFYING RISK AREAS


Status	Functional Areas Included	Quality Standard
Very High Risk	Isolation Wards/Rooms Neonatal ICU SCBU HDU PICU Acute Paediatric Unit Operating Theatre Assessment Rooms Paediatric Oncology Unit Paediatric Haematology Unit	<p>Critically Important Patients are at very high risk of infection and a frequent and responsive cleaning service is ESSENTIAL. Defined protocols and processes in addition to the outcomes need strict adherence. The outcome must be achieved through the highest level of intensity and frequency of cleaning.</p> <p>It is essential that areas adjoining very high risk functional areas also receive the most intensive level of cleaning.</p>
High Risk	First Stage Delivery Suite VIP Delivery Suite	<p>Highly Important The outcomes must be maintained by frequent scheduled cleaning and a capacity to spot clean.</p> <p>It is essential that areas adjoining high risk functional areas also receive the same level of cleaning.</p>
Moderate Risk Wards	Clinics Pharmacy Labour Ward – Fertility Day care Unit All General Wards Waiting Rooms Consultation Rooms Examination Rooms Procedure Rooms Breastfeeding Rooms Doctors On-called Rooms Dirty Utility Rooms Bridge-Link Lifts	<p>Very Important The required standards are important for both hygiene and aesthetic reasons. The outcomes should be maintained through regular cleaning on a scheduled basis, with a capacity to spot clean in between.</p> <p>It is essential that areas adjoining moderate risk functional areas also receive the same level of cleaning.</p>
Low Risk	Non-Sterile Areas General Staff Common Room, Pantry Portable Medical Gas Cylinder Store House Keeping Office Family Grieving Rooms Medical Record Offices Common Rooms Trolley Parking Equipment Stores Pharmacy Store Security Post General Offices Meeting Rooms General Waste Rooms Prayer Rooms Cafe	<p>Important The required standards are important for aesthetic and, to a lesser extent, hygiene reasons. The outcomes should be achieved through regular cleaning on a program or scheduled basis, with a capacity to a spot clean in between.</p>

IDENTIFYING PERSONAL PROTECTIVE EQUIPMENT (PPE) REQUIREMENT

a. For Very High-Risk Clinical Area

Components of PPE	
	1. Surgical mask
	2. Isolation gown (Yellow)
	3. Outer white plastic apron
	4. Inner disposable gloves
	5. Outer standard gloves
	6. Boots
	7. OT cap

b. For High-Risk Clinical Area

Components of PPE	
	1. Surgical mask
	2. White plastic apron
	3. Inner disposable gloves
	4. Outer heavy-duty gloves (not available in the picture)
	5. Boots
	6. Eye protection (if risk of splashes)

c. For Moderate Risk and Low Risk Functional Area

Components of PPE

1. Surgical Mask
2. White Plastic Apron
3. Disposable Gloves

END OF DOCUMENT

SCHEDULE D

**SERVICE INFORMATION AND
MANAGEMENT SYSTEM**

1.0 DEVELOPMENT OF SYSTEM

- 1.1 The Company shall develop SIMAS together with MOH nominated contractor.
- 1.2 Development cost for the installation shall be budgeted at around BND\$105,000.00.
- 1.3 However, this cost may vary due to many factors, such as customisation processes or requirements. Any variation to the budget will be advised to the appointed Company accordingly.

2.0 MAINTENANCE REQUIREMENTS

- 2.1 The Company shall maintain the system throughout the contract, ensuring the system to operate effectively and efficiently.
- 2.2 SIMAS will be a shared platform supporting five non-clinical support services. The Company shall provide maintenance budget and kept to 30% of the development budget to ensure the system meets the operational and reporting needs of all services using it.

3.0 DATA MANAGEMENT

- 3.1 The Company is responsible to manage and maintain data from the Service over the contract period. On this premise the Company shall establish Service Information and Management System or SIMAS capable of effecting many benefits including the following:
 - i. Setting a database of all records that are relevant to the Service;
 - ii. Recording all transactions data arising from the conduct of all activities defined by the Service requirements (*operation data*);
 - iii. Facilitating customer services via record of all queries, requisitions and complaints by users of the Service and Help-Desk responses thereto
 - iv. Generating meaningful analysis and reports that can be used and referred for many purposes especially those of KPIs for the service.
- 3.2 In principle, the Company shall establish all the database necessary to demonstrate compliance to the Service requirements and KPI standards especially those defined under the Scope of Services and Specification for this contract. Some of the data and reports below are provided to demonstrate that the Company will have to browse through the service requirements and extract important field of information to be established accordingly:
 - i. Key Performance Indicators (KPIs)
 - ii. Record of supplies of all type of bags, receptacles, containers and bracket for treatment trolley receptacles at all times
 - iii. Record of all waste collection according to agreed procedures and as per user request, frequency, time, approved routes storage, transportation, treatment and disposal in accordance with the procedures as specified in MP
 - iv. Record of cleaning activities carried out as per schedule and frequency.
 - v. Record of collection of general waste done
 - vi. Record of compliance with regulations and conformance to standards.
 - vii. Record of QAP reports submitted on time
 - viii. Record of response on time
 - ix. Record of service complaint and presence of over, odor, insects, rodent or other pests at central general waste store
 - x. Record of services performance based on the agreed KPIs and customer feedback.
 - xi. Record of submission of reports and record in timely manner and with data accuracy
 - xii. Record of supply of consumables for the service

- xiii. Record of supply of manpower for the service
- xiv. Record of staff and user training
- xv. Record of updated logbook / log sheet
- xvi. Record of work improvement initiatives

- 3.3 All such data shall be promptly archived and handed over at the expiry of Company's contract to MOH both in the software native format and readable format such as .pdf, .csv, .xls, .mdb etc as appropriate.
- 3.4 As part of setting up the database, the Company shall conduct a collection and compilation of facility data and inventories during the mobilization period and the facility data collected and compiled shall then be secured and keyed in the SIMAS. The nature of the information shall be categorized and scheduled according to building, block, unit and area of the information.
- 3.5 The Company shall be solely responsible on the accuracy of the information. The Company shall observe and abide by all statutory requirements in relation to data protection.
- 3.6 Proper system for data-back up and maintenance of the system shall be in place and is deemed inclusive of the Company's price for the Service.
- 3.7 Helpdesk operators shall be trained and assigned to provide coordinated support across all hospitals and health facilities, ensuring timely response and service continuity.

4.0 HARDWARE

- 4.1 The Company shall be responsible to set-up the hardware for Help Desk at every Service Facility for providing a minimum of Database Server, Application Server, Backup Server and Web Server each with a 100% redundant function. The hardware and associated software shall be capable of handling the deployment and subsequent operations of SIMAS at all hospitals and health facilities.
- 4.2 The Company shall provide laptop / desktop and internet connection for the access of the SIMAS software for their staff and Help-Desk including the following: -
 - a. Networking system: Secure hospital-wide Wi-Fi for real-time updates.
 - b. Internet connectivity of suitable bandwidth to ensure reliable connection to the Facility Management Software via Internet.
 - c. GSM or latest mobile messaging features for alert functions (either at Help Desk or at remote hosting site)
- 4.3 All the above deployments shall involve the Company being responsible for the associated hardware and software including maintenance throughout the Contract Period and upon completion the Company shall conduct data integrity tests, compile and handover the data to Client.

5.0 SOFTWARE

- 5.1 The software shall be able to accommodate the workflow processes of the Service. All efforts required for any customization to accommodate such workflow/required features shall be deemed included in the Contract Price. All such customization required shall be made within six months from Commencement Date (*Full Operations*).
- 5.2 The Company shall be solely responsible to ensure the software is robust and capable of handling all the users' requests without with any data lagging and perform efficiently.

The Company shall regularly review software performance and update where necessary to meet the demands throughout the contract period. One of the software features should include compatibility with mobile devices for field staff.

- 5.3 The software shall be for a multi-user environment, whereby users can be grouped according to their roles and the software shall be able to be accessed via internet securely. Where required secure connection shall be provided for such access and data encryption technologies to be adopted to allow a secure transaction.
- 5.4 The software shall be a web-based database application and shall be customized by the Company to suit the Service requirements. At any time during the Contract period, enhancement of SIMAS shall be carried out to meet changes in MOH requirements without any additional cost to the Government.
- 5.5 The Company shall provide maintenance services in respect of SIMAS software, hardware, network and database. The software shall be maintained to include the provision of updates and new releases of the system software if such updates and new releases do not require any change or re-design of the data base or source code of the SIMAS. Updates and new releases of the system software shall be provided by the Company as and when it is available and without additional cost to the Government.
- 5.6 The software shall have an interactive desktop for each user which shall prompt on the actions required by the user via active links that would lead the user to the respective action areas. The software shall also have features to generate email alert messages to users within/outside the system.
- 5.7 The software shall have document management features which shall include but not limited to the following: -
 - i. Features to maintain facility related documentations, manuals, drawings, which can be associated with their corresponding versions/revisions (version control) complete with check- in/check-out facility.
 - ii. Features to view uploaded document format such as .dwg, .dwf, .docx, .xlsx and .pdf files through an in-built viewer without the need for their native software
- 5.8 The software is expected to run 24/7 as such the Company shall propose suitable system to ensure its availability in the event of any hardware/ software failure.
- 5.9 If required, the Company shall enhance SIMAS for integration with BruHIM. The development cost for additional modules and integration shall be proposed by the Company.
- 5.10 The software shall have Help-Desk Management features which shall include but not limited to the following: -
 - i. Application features to record complaints as cases and to associate them with follow-up actions.
 - ii. Features for complaints to various levels of criticality.
 - iii. Feature for keying in requisitions details and map them to the inventory record
 - iv. Features to generate service levels and key performance indicators which shall form a basis for measuring Company's performance.
 - v. Feature to schedule workforce and generate histograms of the work force deployed over a particular period

- vi. Features to alert Contract Manager and any other selected users via SMS on selected alert user requirements or situation such biomedical equipment needing urgent repairs

6.0 TRAINING

- 6.1 The Company shall provide comprehensive training to all designated users on SIMAS components below:
 - i. Design and Specification of SIMAS;
 - ii. Installation and maintenance; and
 - iii. Usage and Application
- 6.2 The Company shall be responsible for providing all necessary training and logistics to ensure effective training delivery. This includes, but not limited to:
 - i. Training materials e.g., user manuals
 - ii. Training demonstration
 - iii. Audio-visual equipment e.g., laptop, projector

7.0 HANDOVER

7.1 Ownership

All data, information and other materials (whether in original or derivative form) provided by MOH for or in connection with the implementation of the Service, acquired by the Company in the course of carrying out such implementation, shall at all times be the exclusive property of the Government.

- 7.2 In the event that this Contract is terminated or upon the Expiry Date, the Company shall at its own cost and expense immediately upon such termination or expiration of the Contract, submit to MOH:
 - (a) the source codes for the software developed, including the editable versions thus far at no additional cost to MOH; and
 - (b) all the SIMAS developed, the relevant back-up hardware, software, relevant updated manuals, configuration documentation, installation compact discs, latest hardware and software inventory lists and other related documentation.

SCHEDULE E

KEY PERFORMANCE INDICATORS

1.0 KEY PERFORMANCE INDICATORS

1.1 The Company's performance will be based on a set Key Performance Indicators (KPIs) related to delivery activities as illustrated below:

No.	Key Deduction Indicators	KPI %	Weightage to Overall
C1	Outcome of cleaning activities shall meet good quality standards.	100%	25%
C2	Cleaning activities shall be carried out at all user locations, within cleanable land areas, façade and building exterior according to agreed schedule.	100%	25%
C3	Cleaning activities shall be carried out following the agreed procedures.	100%	15%
C4	Sufficient supplies of consumables shall be provided and replenished at all user area.	100%	15%
C5	All chemical used for cleaning in the hospital shall comply with MOH Approved Chemicals List (ACL) and all tool and equipment used shall be acknowledged by MOH.	100%	5%
C6	Collection of domestic waste done according to agreed schedule.	100%	15%

1.2 General description of the Key Performance Indicators (KPIs) are provided below:

C1 : Outcome of cleaning activities shall meet good quality standards

- This indicator is applied to ensure the Service delivers quality specification. Assessment of cleaning quality shall be done based on Joint Inspection exercise to be conducted every week together by hospital's representative and the Company's staff.
- Deductions will be applied if the quality at any of the elements inspected is not satisfactory at any user location.
- A Joint Inspection mechanism and elements be inspected shall be developed such that the required service outcome can be examined at all cleanable areas.

C2 : Cleaning Activities Shall Be Carried Out At All User Locations, Within Cleanable Land Areas, Facade And Building Exterior According To Agreed Schedule

- This is a measurement of cleaning work performed at the user areas according to the approved schedules as stated in HSIP. The Company's daily and periodic cleaning activities shall be recorded and subsequently verified.
- A deduction will be applied if the cleaning activities are not carried out or verified as specified in the HSIP.

C3 : Cleaning Activities Shall Be Carried Out Following The Agreed Procedures

- This is a measurement of cleaning being carried out to the correct procedures, for example applying mop heads according to their colour codes at designated user areas.
- Deduction shall apply if cleaning not being carried out to the correct procedures as stated in method of statement.

C4 : Sufficient supplies of consumables shall be provided and replenished at all user area

- Supply of consumables and installation of dispensers or hand dryers shall be made and replenished sufficiently at the designated schedules or upon request
- Deduction shall apply if any of the consumables are not supplied, not installed and not functioning or replenished for the day or found empty during inspection or when required to use.
- Deductions shall be applied on a daily basis if any of the consumables are not provided or not adequate when required.

C5 : All chemical used for cleaning in the hospital shall comply with MOH Approved Chemicals List (ACL) and all tool and equipment used shall be acknowledged by MOH

- All chemicals shall be approved by MOH and all tool and equipment to be acknowledged by MOH to ensure that standards are met. All tool and equipment shall be listed in the HSIP as form of acknowledgement and must available at all time. The list will be updated from time to time.
- Deductions shall be applied if chemicals used are not approved by MOH and tools and equipment are not acknowledged.

C6 : Collection of domestic waste done according to the agreed schedule

- Collection of domestic waste in accordance with the schedule is important to ensure that there is no undue accumulation of waste at the user areas, no buildup of domestic waste in the user area and that clinical operations are not disrupted. This indicator includes placing of clean bag in the containers and receptacles.
- A deduction will be applied at user location where collection is not made or new bags are not placed in the containers and receptacles.

2.0 PERFORMANCE ASSESSMENT

2.1 The Company shall provide full support and input to the Facility Manager and the Client to monitor performance of the Company. The Company's performance shall be monitored by the MOH's Representatives by the application and use of KPI's and monthly performance monitoring data. The performance shall be monitored based on two reports below:

1. Joint Inspection Report for quality performance under Indicator C1; and
2. Performance Monitoring Report for all other performance indicators.

2.2 These KPI records shall be agreed with Client at the start of the Contract. Within three (3) months after the issuance of the Letter of Award, the Company shall propose a standard format for recording the KPI's and Performance Monitoring Form. Upon approval of the format, the Company shall capture all cases reported/received in respect to the KPI's and generate monthly report for the Client and Client Representatives. The Performance Monitoring form should include:

- i. The key requirement specifications as detailed in this contract.
- ii. Identification of previously identified areas of non-compliance, and the dates of identification.
- iii. Identification if those areas of non-compliance which have been rectified, where this rectification has been confirmed by the Client.

2.3 Joint inspections will be conducted to monitor Company's performance against the requirements specifications for this contract and will form the basis for payment of service charges or deductions thereof. The inspection of sites for the assessment of performance will be done at regular intervals below:

1. Joint Inspection - weekly
 2. Overall Inspection - monthly
-
- 2.4 The Client will inform the Company of the items of non-compliance no less than fourteen (14) days prior to the subsequent month's site visit. Where the Company has not rectified the items of non-compliance prior to the subsequent months visit the Company will incur additional penalties to the monthly spot deductions until the case is closed.
 - 2.5 Should the Company's score fall below the required standards for KPI's and Performance Monitoring, he shall activate an escalation procedure to bring the service up to the required standard by the next monthly assessment.
 - 2.6 The Client may recover Liquidated Damages as a debt due by the Company or deduct the amount from any monies due or becoming due to the Company.
 - 2.7 A final performance rating and payment will then be calculated based on how the Company deliver the targets of the KPIs.

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