

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**TENDER DOCUMENT**

**FOR**

**THE PROVISION OF  
CLEANING SERVICES AND GROUND  
MAINTENANCE SERVICES FOR  
PUSAT AMAL CERAH SEJAHTERA  
(PACS),  
BRUNEI DARUSSALAM FOR A  
PERIOD OF SIX (6) MONTHS**

# INVITATION TO TENDER

TENDER REFERENCE NO: KK/

/2025

## THE PROVISION OF CLEANING SERVICES AND GROUND MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA (PACS), BRUNEI DARUSSALAM FOR A PERIOD OF THREE (3) YEARS

ALL COMMUNICATION IN THESE DOCUMENTS IS NOT TO BE COMMUNICATED EITHER DIRECTLY OR INDIRECTLY, TO THE PRESS OR TO ANY PERSON NOT AUTHORISED TO RECEIVE IT.

YOUR ATTENTION IS DRAWN TO THE OFFICIAL SECRETS ACT (CHAPTER 153 OF THE LAWS OF BRUNEI) WHICH RELATES TO THE SAFEGUARDING OF OFFICIAL INFORMATION.

Date of Issuance of Invitation: \_\_\_\_\_ 2025

1. **THE GOVERNMENT OF HIS MAJESTY THE SULTAN AND YANG DIPERTUAN OF BRUNEI DARUSSALAM**, represented by the Ministry of Health invites Tenders for *THE PROVISION OF CLEANING SERVICES AND GROUND MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA (PACS), BRUNEI DARUSSALAM FOR A PERIOD OF THREE (3) YEARS*.

2. This Invitation to Tender comprises of the following:

- Section 1: Instruction To Tenderers**
- Section 2: Specifications**
- Section 3: Forms to be Used**
- Section 4: Contract**

3. Interested Tenderers may obtain the Invitation to Tender upon payment of a nonrefundable Tender Document Fee of **B\$.....** payable to "The Government of Brunei". Payment is to be made at **Account Section, Ground Floor, Ministry of Health, Jalan Menteri Besar, Commonwealth Drive, Bandar Seri Begawan BB3910, Brunei Darussalam**.

All prospective Tenderers shall fill up an Invitation to Tender Acknowledgement Form and lodge the Form together with the Tender Document.

4. All Tenders must be submitted in three (3) copies to **The Chairman, Mini Tender Board, Ministry of Health, Jalan Menteri Besar, Commonwealth Drive, Bandar Seri Begawan BB3910, Brunei Darussalam**, not later than (\_\_\_\_\_) on (\_\_\_\_\_).

# **SECTION 1**

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# SECTION 1

## INSTRUCTIONS TO TENDERERS

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## SECTION 1

### INSTRUCTIONS TO TENDERERS

#### 1. INTRODUCTION

1.1 The purpose of this Invitation To Tender is to invite Tenders for **THE PROVISION OF CLEANING AND GROUND MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA (PACS), BRUNEI DARUSSALAM FOR A PERIOD OF SIX (6) MONTHS.**

#### 2. INTERPRETATION

2.1 As used in these Instructions To Tenderers, the following terms shall have the following meanings, except where the context otherwise requires:

**“Contract”** means the agreement(s) to be entered into between the Government and the successful Tenderer in the form of the Agreement(s) set out in **Section 4** of this Invitation to Tender or as otherwise agreed between the successful Tenderer and the Government;

**“Government”** means the Government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam represented by the Ministry of Health, Brunei Darussalam.

**“Government Project Officer”** means the Project Co-ordinator or such other person as the Government may from time to time determine;

**“Intellectual Property Rights”** means any rights in respect of or in connection with any confidential information, copyright, patents, design rights, reports, drawings, specification, or eligible layout rights and includes any right to apply for registration of such intellectual property rights;

**“Invitation To Tender”** means this Invitation To Tender, including the Instructions To Tenderers and all of its Sections, inviting Tenderers to offer to meet the Government’s requirements by submitting a Tender in accordance with the requirements of this Invitation To Tender;

**“Services”** means the services to be provided by the Tenderer as described in **Section 2** of this Invitation To Tender;

**“Specification”** means the specifications and requirements for as described in **Section 2** of this Invitation To Tender;

**“Tender”** means the Tenderer’s response to this Invitation To Tender;



**“Tender Closing Date”** means the date and time specified for the submission of the Tender;

**“Tenderer”** means a person, partnership or any other body (whether corporate or otherwise) who submits a Tender in accordance with this Invitation To Tender;

**“Validity Period”** means the time period during which the Government may accept a Tender.

2.2 Subject to any inconsistency of subject or context, the following rules of construction shall be used in the interpretation of these Instructions To Tenderers.

2.2.1 A cross reference to a clause number is a reference to a clause of these Instructions to Tenderers and includes all of its sub clauses;

2.2.2 Words importing the singular include the plural (and vice versa) and words importing a gender include any other gender;

2.2.3 In the event of any inconsistency between these Instructions To Tenderers and the conditions of the Contract as contained in this Invitation To Tender, the latter shall prevail.

### **3. ELIGIBILITY**

3.1 Companies specializing in cleaning services and registered with the Ministry of Health are eligible to participate in this Invitation To Tender.

3.2 Tenderers are required to submit their Company’s Certificate of Incorporation or Firm’s Certificate of Registration, as applicable, with their Tender proposal.

### **4. CONFIDENTIALITY**

4.1 This Invitation To Tender constitutes confidential and proprietary information of the Government and shall not, except with the consent in writing of the Government, be disclosed in whole or in part to any third party, or to any employees of the Tenderer, other than those who have a need to know such information for the purpose of responding to this Invitation To Tender, and shall not be duplicated or used by the Tenderer for any other purpose than to evaluate this Invitation To Tender.

4.2 The Government may require any unsuccessful Tenderer to return any specification, plans, patterns, samples or instructions issued by the Government.

4.3 The Tenderer’s attention is also drawn to the Official Secrets Act (Chapter 153) which relates to the safeguarding of official information.

## 5. FORM OF CONTRACT

- 5.1 The successful Tenderer shall be required to enter into a contract with the Government. In the event the project is accepted to be delivered wholly on an outright purchase model, the term of such a contract shall be in substantially the form enclosed at **Section 4** in this Invitation to Tender, or as otherwise agreed between the successful Tenderer and the Government.
- 5.2 The final decision to appoint a successful Tenderer or not will rest with the Government in its sole and absolute discretion. The Government will not be bound to accept the provision of any products and/or services tendered by any Tenderer unless and until the execution of the Contract by the successful Tenderer.

## 6. SUBMISSION OF TENDER

- 6.1 All Tenders shall be submitted in a form which satisfies the following requirements:
- 6.1.1 the Tender must be in English;
  - 6.1.2 each page must be numbered consecutively;
  - 6.1.3 whenever possible, the Tender submitted **should not exceed A4 paper size**; and
  - 6.1.4 the Tender must be bound in a form which does not facilitate replacement of pages (i.e. **loose leaf binding is not acceptable**).
- 6.2 The Tender must include an address where notices, request, waiver, consent or approval required to be sent by the Government, can be directed to.
- 6.3 The Tender, including the Tender Form and all other accompanying documents are to be put in an envelope, sealed and must be submitted in **three (3) sets** made up of **one (1)** original and **two (2)** duplicates. All sets shall be bound and clearly labelled as ORIGINAL, DUPLICATE ONE and DUPLICATE TWO etc. respectively. All Tenders must be addressed to:

***THE CHAIRMAN  
Mini Tender Board,  
Ministry of Health, Jalan Menteri Besar,  
Commonwealth Drive, Bandar Seri Begawan BB3910,  
Brunei Darussalam***

6.4 The envelope containing the Tender:

- (a) shall **not** bear the name or address of the Tenderer, and
- (b) shall **have** on its **top left-hand** :
  - (i) the Tender number;
  - (ii) and the words  
**"DO NOT OPEN BEFORE 2.00 p.m., On (day) 2025";**  
and
  - (ii) the closing date and time of the Tender.
- (c) shall bear the following description of the project, namely:

**"THE PROVISION OF CLEANING SERVICES AND GROUND MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA (PACS), BRUNEI DARUSSALAM FOR A PERIOD OF SIX (6) MONTHS"**

6.5 For the ORIGINAL:

- (a) All pages of the Tender must bear the official seal or rubber stamp of the Tenderer and initialed by the Tenderer's authorized representative.
- (b) All price schedules must be typewritten, bear the official seal or rubber stamp of the Tenderer and signed by a duly authorized agent or officer of the Tenderer.
- (c) All corrections or cancellations will not be accepted unless such corrections or cancellations are initialed by the Tenderer.
- (d) All pages must be numbered.

6.6 All documents and materials must be submitted at the same time. Materials such as published articles, brochures and pamphlets submitted with the Tender must be stamped with the name of the Tenderer and securely packaged with the Tender.

6.7 Submission of Tender by telex, telegram or facsimile is **not** permitted.

## **7. VALIDITY PERIOD OF TENDER**

- 7.1 Each Tenderer shall for each Tender it submits, maintain a Validity Period of six (6) months from the Tender Closing Date. Any Tender expressed to be valid for a shorter period may, in the absolute discretion of the Government, be rejected.
- 7.2 Where the Government seeks an extension of the Validity Period, a request in writing will be forwarded to the Tenderer. The Tenderer shall be required to respond in writing to extend the Validity Period. Failure to respond will result in the Tender not being considered further.

## **8. AMENDMENT OR ADDITION TO THE INVITATION TO TENDER**

- 8.1 The Government reserves the right to issue amendments or additions to these Invitation To Tender at any time before the Tender Closing Date. Any such amendment shall be numbered, dated and issued by the Government Project Officer. Where the amendment is significant, the Government may at its discretion extend the Tender Closing date.
- 8.2 The Government will endeavor to notify all Tenderers in writing of any such amendments or additions by forwarding such amendments or additions to the Tenderers' address as advised by the Tenderer in the **Invitation To Tender Acknowledgment Form**. The said form shall be in the format set out in **Appendix 1** to these Instructions to Tenderers. It is a condition of this Invitation To Tender that any amendment or addition forwarded by the Government to the Tenderer in accordance with this clause shall be deemed to have been duly given if this information is forwarded to such address.

## **9. WITHDRAWAL OF TENDER**

- 9.1 No Tender may be withdrawn after the Tender Closing Date. Any Tenderer who attempts to do so may, in addition to any remedy that the Government may have against it, be liable to be debarred from future Government tender.

## **10. TENDER PRICE**

- 10.1 The Tenderer shall quote in Brunei Dollars in its Tender the all-inclusive price (i.e. CIF price, inclusive of all customs duties and taxes payable whether in or outside Brunei Darussalam) of the Services described in these Invitation To Tender. Tendered prices shall be firm and fixed and remain valid for acceptance for a period of six (6) months from the Tender Closing Date and during such extension of the period as may afterwards separately be agreed in writing by the Tenderer at the request of the Government. The tendered prices shall be submitted in accordance with the format set out in **Section 3** to this Invitation to Tender.

## **11. SUFFICIENCY OF TENDER PRICE**

The Tenderer shall be deemed to have satisfied itself before tendering as to the correctness and sufficiency of its Tender for the supply and delivery of the Services.

## **12. CLARIFICATION PRIOR TO TENDER CLOSING DATE**

- 12.1 A Tenderer seeking clarification of any of the requirements of this Invitation To Tender prior to the Tender Closing Date may only do so in writing in the format set out in Appendix 2 to these Instructions To Tenderers and shall be sent by the Tenderer by mail or facsimile to:

**CHIEF EXECUTIVE OFFICER SP GRADE**  
**Administration Section**  
**4<sup>th</sup> Floor Women and Children Block**  
**Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital**  
**Negara Brunei Darussalam**

*Telephone no: 2242424 EXT 7420*  
*Fax no: 2242690*

- 12.2 The Government will endeavour to provide any clarification as soon as possible. Each and every request for clarification (without any details as to who they are from), together with the relevant clarification, shall be distributed to all Tenderers.
- 12.3 The Government will NOT accept any request for clarification that is submitted within seven (7) days prior to the Tender Closing Date.

## **13. OWNERSHIP OF TENDER DOCUMENTS**

- 13.1 By submitting a Tender, the Tenderer:

13.1.1 licences the Government to reproduce for its own purposes whatsoever, the whole or any portion of the Tender notwithstanding any copyright or other Intellectual Property Right that may subsist in those documents; and

13.1.2 acknowledges that the Tender and all other documentation submitted with it shall not be returned to the Tenderer.

- 13.2 The Government acknowledges that, subject to Clause 13.1 above, the Intellectual Property Rights in the Tender documentation remains vested in the Tenderer concerned.

#### **14. TENDER CLOSING DATE**

- 14.1 All Tenders shall be lodged on or before the Tender Closing Date in accordance with these Instructions to Tenderers.

#### **15. LATE TENDERS**

A Tender lodged or received by the Government after the Tender Closing Date shall be disqualified.

#### **16. TENDERERS TO INFORM THEMSELVES**

- 16.1 By responding to this Invitation To Tender, a Tenderer will be deemed to have acknowledged and agreed that it has done so on the basis that it has:

16.1.1 the necessary skills, knowledge and experience to provide the services sought;

16.1.2 in preparing its Tender:

(a) fully examined this Invitation To Tender (including all documents the Invitation To Tender refers to) and any other information made available by the Government to Tenderers for the purpose of this Invitation To Tender; and

(b) made its own reasonable enquiries (including inspections) to fully inform itself of all the risks, contingencies and other circumstances which may impact on the Tender and the proper performance of the Tenderer's obligations under the Contract; and

(c) has not relied upon any warranty or representation (whether oral or in writing or by conduct) made on behalf of the Government **except** where such warranty or representation is contained in this Invitation To Tender or made through the processes specified by these Instructions To Tenderers; and

16.1.3 satisfied itself as to the accuracy and sufficiency of the Tender (including the tendered prices) to achieve the due and proper performance and completion of the Tenderer's obligations under the Contract.

#### **17. SUB-CONTRACTORS**

- 17.1 To assist the Government in its evaluation of any Tender, where a Tenderer proposes to sub-contract any of its obligations under the Contract, the Tenderer shall state the name and address of each sub-contractor and the extent of the work to be carried out by the sub-contractor. In addition, the Tenderer shall provide information about each sub-contractor as required by section 2.

## **18. ERRORS IN TENDERS**

- 18.1 Tenderers are advised to study this Invitation To Tender very carefully before finalising their Tenders for submission. The onus is on the Tenderer to ensure that an accurate and complete Tender is submitted.
- 18.2 The Government may exclude from consideration, any Tender in which prices are not clearly and legibly stated.
- 18.3 Where the Tender is on a lump sum basis and an error has been made in the priced bill of quantities to arrive at the tendered lump sum, the Tenderer shall without undue delay make all such alterations in and to the priced bill of quantities as the Government considers necessary for such purpose.
- 18.4 If the Tenderer fails to make the alterations as directed by the Government and/or fails to do so within the time set by the Government, the Tender shall be deemed to have been withdrawn by the Tenderer.
- 18.5 Where the prices tendered are on a schedule of rates basis and an error has been made in the calculation or summation of the prices, the Tenderer shall be bound by the rates tendered and the Contract sum/total stated in the Tender shall, subject to the agreement of the Tenderer, be altered by the Government to reflect the correct calculation or summation of the prices.
- 18.6 If the Tenderer fails or refuses to agree to the alteration of the Contract sum/total, the Tender shall be deemed to have been withdrawn by the Tenderer.
- 18.7 If a Tenderer becomes aware of any other discrepancy, error or omission in its Tender not referred to or covered in Clauses 18.3 and 18.5 above and wishes to lodge a correction or additional information, it can *only* do so if:
  - 18.7.1 the correction or additional information is provided to the Government without undue delay and is done prior to the Tender closing date; and
  - 18.7.2 the correction or additional information is provided to the Government in writing and is initialed by the Tenderer.
- 18.8 In all the above circumstances, any correction or addition shall not be used to alter the Tender in any material particular or so as to change the Tender in a material way. Any omission or addition which is deemed by the Government to alter the original Tender in a material particular, the Tender shall be rejected without any liability whatsoever on the part of the Government.

## **19. CLARIFICATION OF TENDERS BY GOVERNMENT**

### **19.1 At any stage during the evaluation phase, the Government may:**

19.1.1 request clarification of any Tender in respect of specific issues contained in that Tender; or

19.1.2 call for interviews with Tenderers; or

19.1.3 request Tenderers to provide additional information in writing;

19.1.4 conduct a site inspection or a presentation of the Tenderer's facilities and equipment to clarify any part of the Tender and to examine the capabilities of such facilities and equipment. The Tenderer shall not unreasonably deny such request.

19.2 Where requested to clarify any matter contained in the Tender or to provide additional information or sample, Tenderers shall provide such sample and/or clarification and/or additional information in writing at the time and place stipulated by the Government. Failure to comply with any such request may result in the Tender being excluded from further consideration.

19.3 In the event that any clarification, additional information, sample, presentation or site inspection is requested from a Tenderer by the Government, the Tenderer shall provide such clarification, additional information, sample, presentation or site inspection at no cost to the Government whatsoever.

## **20. CONDUCT OF TENDERER**

Any Tenderer who attempts or is found to have offered a bribe, gratuity, bonus, discount or any sort of enticement to any employee of the Government shall have their Tender rejected by the Government.

## **21. CANVASSING**

Canvassing shall render the Tender invalid. In the event of any canvassing being discovered after the acceptance of the Tender, the Government shall be entitled to rescind the Contract.

## **22. EXPENSE OF TENDERER**

In submitting a tender, the Tenderer will be deemed to have acknowledged and agreed that it will bear all the expenses it incurs in preparing its Tender or negotiating the Contract and is not entitled to seek any compensation or reimbursement of those costs from the Government.



**23. INVALID TENDERS**

Incomplete Tender submissions and/or Tender submissions received after the Tender Closing Date shall be invalid.

**24. ACCEPTANCE OF TENDER**

- 24.1 The Government reserves the right not to accept the lowest priced or incomplete Tender or any Tender, and shall not be bound to assign any reason therefore.
- 24.2 When accepting the Tender, the Government may accept the whole or any part(s) of the Tender in which event, the Contract Price shall be adjusted in accordance with the schedule of prices set out in the Tender.
- 24.3 The successful Tenderer or Tenderers is required to sign a written agreement stipulated in Section 4 of this Invitation To Tenderer. In the event that the Tenderer is a duly authorised agent, the formal agreement is to be executed with the principal.
- 24.4 A Letter of Acceptance of Tender will be sent by registered post to the successful Tenderer's address as given in his Tender and shall be deemed to be received in due course by post.
- 24.5 Where the successful Tenderer's office is outside Brunei Darussalam, he shall also be informed by telex or fax, where possible.

**25. COPYRIGHT**

The Government reserves to itself all copyrights in this Invitation To Tender.

**26. PERFORMANCE BOND**

The successful Tenderer shall provide a Performance Bond in accordance with the Contract. [ Not applied for this contract ]

**27. FORMS TO BE USED**

- 27.1 The Tenderer shall furnish, as part of its Tender, the following and in the form of Schedules specified below:
  - 27.1.1 **Schedule A – Tender Form**, in the format set out in **Section 3** to this Invitation To Tender;
  - 27.1.2 **Schedule B – Information Summary**, a summary containing information about the company's management, experience(s) in providing the services specified in this Invitation To Tender and other relevant information;

- 27.1.3 **Schedule C – Sub-contracts**, as required under Clause 17 above;
- 27.1.4 **Schedule D – Company’s Background**, containing information on the Tenderer’s background, scope of operations, financial standing, certified copy of its Certificate of Incorporation or Certificate of Registration (as the case may be);
- 27.1.5 **Schedule E – References**, containing a list of organisations or government agencies to whom the Tenderer has supplied / is supplying the Services specified in this Invitation To Tender;
- 27.1.6 **Schedule F – Declaration**, containing a declaration by the Tenderer that the Tenderer or any member of the Tenderer’s family does not have any interest in other companies competing for the same tender.
- 27.2 The Tenderer shall also provide details of any special conditions applicable to its Tender and any other information required by this Invitation To Tender.

## **28. COMPLIANCE WITH INSTRUCTIONS TO TENDERERS**

Tenderers will be considered only if submitted according to the instructions to these Instructions To Tenderers. Non-compliance with any such instructions will render the Tender ‘**Non-Compliant**’ and possible rejection by the Government.

## **29. EVALUATION OF TENDER**

### **Evaluation Objective**

- 29.1 Tenderers must note that the Government will award the Contract to the Tenderer whose Tender is considered to be most advantageous to the Government. Therefore, whilst cost is an important consideration, it is only one of the criteria upon which each Tender will be evaluated. Price is considered in conjunction with conformance to the specifications contained in **Section 2** in this Invitation To Tender.

### **Evaluation Process**

- 29.2 The assessment of the Tenderer’s response will be derived from the written Tender response, information obtained as a result of enquiries made with reference sites, the samples submitted and any presentations/demonstrations undertaken as part of the evaluation process.

### **Shortlisting**

- 29.3 At any time during any stage of the evaluation process the Government may undertake a shortlisting exercise and shortlist more than one Tenderer.
- 29.4 If the Government performs such a shortlisting exercise, then Government may exclude from further evaluation and consideration Tenders which are not included on the shortlist. The Government may at any time and in its sole discretion, include on the shortlist any Tender which was not initially included on the shortlist.

### **Enquiries of Referees And Others**

- 29.5 Tenderers should note that the Government may make enquiries of any person, company or organisation to ascertain the suitability of the Tender and the Tenderer.
- 29.6 This may include, but is not limited to, the confirmation of any information provided in the Tender. Should the Government decide to approach a current or former customer of the Tenderer that has not been included in the list of references, the Government will notify the Tenderer of such action.
- 29.7 Information obtained pursuant to these enquiries an information supplied by referees and other persons may be taken into account by the Government when evaluating Tenders.

## ACKNOWLEDGMENT OF INVITATION TO TENDER

TENDER REFERENCE NO: \_\_\_\_\_

**THE PROVISION OF CLEANING SERVICES AND GROUND  
MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA  
(PACS),  
BRUNEI DARUSSALAM FOR A PERIOD OF SIX (6) MONTHS**

---

I/We *(insert name)*

\_\_\_\_\_  
\_\_\_\_\_

of *(address)*

\_\_\_\_\_  
\_\_\_\_\_

*(tel and fax numbers)*

\_\_\_\_\_

hereby acknowledge receipt of the Invitation To Tender (“ITT”) for the above services and also acknowledge and agree that all information in the ITT shall not be communicated, either directly or indirectly, to the press or to any person not authorised to receive it.

My/Our attention has been drawn to the Official Secrets Act (Chapter 153 of the Laws of Brunei) which relates to the safeguarding of official information.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_

Tenderer’s official stamp:

**Signature of authorised officer of Tenderer**

Name:

Designation :

-----

### FOR OFFICE USE

Amount paid: \_\_\_\_\_

Date of receipt:

Receipt No: \_\_\_\_\_

Officer: \_\_\_\_\_

## CLARIFICATION NOTICE (CN)

**TENDER REFERENCE NO:** \_\_\_\_\_

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MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA  
(PACS),  
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Clarification request raised by:
Supplier: Tel No: Email:
Date: (dd/mm/yy)
Clarification required (include precise references):
Date CN received:
Date CN response given:

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## SECTION 2

### SPECIFICATIONS

#### INVITATION TO TENDER FOR THE PROVISION OF THE CLEANING SERVICES AND GROUND MAINTENANCE SERVICES FOR PUSAT AMAL CERAH SEJAHTERA (PACS), BRUNEI DARUSSALAM FOR A PERIOD OF **SIX (6) MONTHS**

### 1. GENERAL

- 1.1. Tenderers are sought from suitably qualified cleaning services and landscaping maintenance services contractors who wish to be considered for the provision of the cleaning and ground maintenance services (hereinafter 'the Services') at the Pusat Amal Cerah Sejahtera (PACS), Kampung Belimbing, Jalan Subok, BSB (hereinafter 'the Centre').
- 1.2. The duration of the provision of Services is for **SIX (6) MONTHS**.
- 1.3. **Tenderers shall have experience in cleaning, landscaping and lawn care maintenance.**
- 1.4. The successful Tenderer is required to submit a proposed Standard Operation Procedures (SOPs) which must be applicable to the Centre and conform to the requirements of the Ministry of Health, Brunei Darussalam as set out in Schedule A.
- 1.5. The successful Tenderer shall comply with rules and regulations presently in place over any portion of the work to be performed under this Invitation to Tenderer.
- 1.6. The successful Tenderer shall also observe the following guidelines issued by the Ministry of Health:
  - 1.6.1. Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
  - 1.6.2. Disinfection and sterilization policy and practice of the Ministry of Health;
  - 1.6.3. Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
  - 1.6.4. Universal Infection Control Precautions (Ministry of Health).
- 1.7. The Tenderer, as a minimum, shall meet or exceed the applicable requirements of the latest revision of the following codes and specifications published by the following organizations:
  - 1.7.1. Forestry Department
  - 1.7.2. Jabatan Alam Sekitar Taman dan Rekreasi, JASTRE

1.7.3. Municipal Department

1.7.4. Safety, Health, Environment National Authority (SHENA)

## **2. SCOPE OF WORK**

- 2.1. The Tenderer shall provide the Services to the Centre for a period of **SIX (6) MONTHS**, as set out in Schedule B.
- 2.2. It is the responsibility of the Tenderer to provide sufficient workers, materials, equipment, tools and consumables to perform the Services as stated in Schedule E and Schedule F.
- 2.3. The Services which include cleaning services, ground maintenance, replacement or top-up of consumables, waste management and pest control are as provided for in the Scope of Services and General Guidelines in Schedule C.
- 2.4. The Tenderer is expected to meet or exceed the quality standards required for each of the functional areas, as provided for in Schedule D. The successful Tenderer shall follow cleaning frequency specifications as provided in Schedule H.
- 2.5. Joint inspection by the Centre Housekeeping Manager and successful Tenderer's representative (Contract Manager) shall be conducted from time to time to ensure that these standards are met.

## **3. PRICE AND PAYMENT**

- 3.1. Tenderers shall submit a breakdown of the proposed pricing for the Services in the format set out in Section 3 (Forms to be Used) in this Invitation to Tender. The price shall include Manpower, Consumables, Chemical, Tools & Equipment;
  - 3.1.1. Cleaning Services
  - 3.1.2. Ground Maintenance
  - 3.1.3. Pest Control (per request)
- 3.2. The Ministry of Health reserves the right to reduce (during renovation) or extend the contract price to the new area according to the rate set out in the Contract Price, following consultation with the Contractor.
- 3.3. Deduction of payment will continue and will be adjusted accordingly based on performance in the quality of work acceptable by the Hospital.



#### **4. CONDITION OF PREMISES**

- 4.1. Tenderers are required to inspect the said areas and fully acquaint itself with the premises in respect of the conditions, accessibility, working space, storage accommodation and other limitations imposed on access to the premises.
- 4.2. All costs arising from or in connection with such conditions or limitations are deemed to be included in the proposed contract price.

#### **5. ACCESS TO PREMISES**

- 5.1. Reasonable access shall be provided by the Centre Housekeeping Manager to the successful Tenderer's personnel for the purpose of providing the cleaning and ground maintenance services.
- 5.2. Prior approval shall be sought from the Centre to perform the cleaning and ground maintenance services after office hours. For this purpose, the successful Tenderer shall be responsible to collect and return any keys promptly to the security office.

#### **6. WORKING HOURS**

- 6.1. The Successful Tenderer shall provide the Services on an office hour basis which is 7am to 5pm. Any exceptions will require the written approval from the Centre:

<b>CATEGORIES</b>	<b>NO. OF WORKERS (MINIMUM)</b>	<b>WORKING HOURS</b>	<b>FREQUENCY</b>
Bungalow 1 Cleaner	1	07.00-17.00	Monday-Thursday & Saturday
Bungalow 2 Cleaner	1	07.00-17.00	Monday-Thursday & Saturday
Ground Maintenance	1	07.00-17.00	Monday-Thursday & Saturday

- 6.2. The successful Tenderer shall ensure all his personnel comply with the working days and hours set out by the Centre.
- 6.3. The Centre reserves the right to amend the working hours without prior notice to the successful Tenderer.

- 6.4. Immediate steps shall be taken by the successful Tenderer to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Centre.
- 6.5. Replacement must be made not later than two (2) hours before commencement of the shift with approval from the Centre / Hospital management. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:

POSITION	SCALE
Worker (Cleaner / Ground Maintenance Staff)	\$15.00 per worker/shift

- 6.6. The successful Tenderer is also required to make allowance for any additional expenses which may be incurred due to the work if his employees are required by the Centre Housekeeping Manager outside the working hours in the event of emergencies or disasters.
- 6.7. The successful Tenderer may be required to perform the Services after office hours or during weekends to avoid causing any inconvenience to the day-to-day work activities of the Centre.

## **7. PERSONNEL**

- 7.1. To ensure the proper and efficient execution of the Services, the successful Tenderer shall provide and employ an adequate number of qualified workers to perform the services.
- 7.2. The successful Tenderer shall ensure that training of his staff will commence immediately upon recruitment. Training must be completed before commencement of the Services.

## **8. SUPERVISOR (CONTRACTOR'S OFFICE)**

- 8.1. The successful Tenderer shall provide experienced and competent language-speaking (Malay) supervisors and be deployed exclusively for the provision of the Services. The supervisors shall work exclusively for the successful Tenderer.
- 8.2. The supervisor must be able to make decisions on behalf of the successful Tenderer.
- 8.3. The successful Tenderer's supervisor shall actively perform inspection on site. The successful Tenderer shall enforce strict discipline and good order among the successful Tenderer's employees.
- 8.4. The successful Tenderer shall submit the CVs, basic duties and responsibilities of the supervisor and housekeeper, taking into account the requirements of the Centre's job description for each role.
- 8.5. The supervisor/s must respond to any call by the Centre's Housekeeping Manager within ten (10) minutes upon receipt of call.

## **9. MEDICAL SCREENING**

- 9.1. The successful Tenderer shall ensure that all his personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services.

## **10. REMOVAL OF PERSONNEL**

- 10.1. The Centre Management reserves the right to remove or replace any of workers employed by the successful Tenderer from the said premises, who in the opinion of the Centre Management has misbehaved or is incompetent or negligent in the performance of his/her duties.

## **11. WAGES AND WELFARE**

- 11.1. The successful Tenderer is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his workers in accordance with the requirements of the Labour Department, Brunei Darussalam.
- 11.2. The Successful Tenderer is encouraged to employ Brunei Citizenship or Permanent Residents to Pusat Amal CeraH Sejahtera (PACS) and follow the salary guideline from the Employment (Minimum Wage) Order 2023 that is, workers are entitled to a minimum salary of B\$500.00 per month before any contributions to retirement account such as Skim Persaraan Kebangsaan (SPK).
- 11.3. The successful Tenderer shall take out, at its own expense, with an insurance approved in writing by the Centre a policy or policies each specifically endorsed to provide indemnity to the successful Tenderer and to the Centre against any liabilities arising out of claims by any personnel for payment of compensation under Workmen's Compensation Act (Cap 74 of the Laws of Brunei).

## **12. EMPLOYMENT OF ILLEGAL WORKERS**

- 12.1. The successful Tenderer undertakes to the Centre Management that he will not employ, and will ensure that all its sub-contractors will not employ, any illegal foreign workers.
- 12.2. The successful Tenderer will ensure that any foreign workers employ possess valid employment passes.

## **13. TRAINING AND DEVELOPMENT**

- 13.1. Training of personnel on basic hospital cleaning shall be conducted by the successful

Tenderer at the Centre's premises.

- 13.2. The successful Tenderer shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 13.3. The successful Tenderer shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

## **14. SAFETY AND HYGIENE**

- 14.1. The successful Tenderer shall instruct its employee(s), agent(s) or sub-contractor(s) accordingly, and ensure that its employee(s), agent(s) or sub-contractor(s) shall take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.
- 14.2. The successful Tenderer shall observe and always comply with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure the safety on the said premises of his own staff and personnel, the staff and property of the premises and the general public (SHENA).
- 14.3. The successful Tenderer shall protect its employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimize the risk of its Employees by:
  - 14.3.1. Establishing safe work practices and a safe environment;
  - 14.3.2. Ensuring employees injured at work have access to medical attention and rehabilitation;
  - 14.3.3. Ensuring employees are placed in jobs and work places suited to their physiological capabilities;
  - 14.3.4. Providing employees with personal protective equipment (PPE); and
  - 14.3.5. Ensuring that employees are medically covered.
- 14.4. The successful Tenderer's employees have the responsibility to work towards eliminating work place hazards and risks.
- 14.5. The successful Tenderer shall comply with all instructions, policies and regulations as may be issued by the Centre Management from time to time in relation to safety and hygiene in the provision of the Services.
- 14.6. The Contractor is required to submit a proposed List of Safety Measures for Work and Cleaning.
- 14.7. In case of injuries in the work place, the successful Tenderer shall be responsible for any treatment (costs).

- 14.8. The successful Tenderer shall put in place a regular inspection program by their supervisory staff to monitor chemical safety. The program should include the following criteria:
- 14.8.1. Correct labeling/signage;
  - 14.8.2. Correct handling/application;
  - 14.8.3. Wearing of personal protective equipment (PPE) such as gloves, mask, ear muff, safety goggles, apron;
  - 14.8.4. Update of material safety data sheets (MSDS); and
  - 14.8.5. Security.
- 14.9. The inspection program reports shall be documented for reference.
- 14.10. Any damage/ pilferage to the Centre's property due to mishandling, carelessness of the successful Tenderer or its employees will be recoverable from the successful Tenderer's bill and all materials issued to the successful Tenderer shall be sole responsibility of the successful Tenderer during the period of the given contract.
- 14.11. The successful Tenderer shall provide safety barriers, as required, to clearly identify the working area and to prevent others from accessing the work area. This safety zone shall be sufficiently sized to prevent damage to others or existing facilities and structures. Upon completion of the work, the safety barriers shall be removed from the work area.
- 14.12. All accidents and incidents must be reported to the Centre Housekeeping Manager. All reported accidents and incidents must be investigated by the successful Tenderer, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the work place. Regular inspections shall be conducted by the successful Tenderer's supervisors to ensure a safe working environment is maintained.
- 14.13. A basic first aid kit (as a minimum) must be provided for each work site by the successful Tenderer.

## **15. EQUIPMENT, TOOLS AND CHEMICALS TO BE USED**

- 15.1. The successful Tenderer shall procure and provide, on its own expenses, all necessary equipment tools and materials for the provision of the Services.
- 15.2. The successful Tenderer shall also provide garbage bins (domestic bins, sanitary bins, biohazard bins) at allocated room or area instructed by the Hospital Management.
- 15.3. A list of the proposed equipment (including garbage bins with size) to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted in the format set out in Section 3 of this Invitation to Tender. Only certified electrical appliances and circuit breakers shall be used for the provision of the Services.

- 15.4. Adequate supply of consumables, as set out in Schedule F, shall be provided by the successful Tenderer in the wards, toilets and other specified areas in the Centre.
- 15.5. A list indicating the brand/quality and quantity of products/materials the successful Tenderer intends to provide for the Services shall be submitted in the format set out in Section 3 of this Invitation to Tender.
- 15.6. The successful Tenderer 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. All chemicals must be properly labeled to identify product properties, safety precautions and hazard information.
- 15.7. The chemicals to be used must meet the following standards:
  - 15.7.1. 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
  - 15.7.2. A neutral detergent is for general cleaning of the Hospital;
  - 15.7.3. Toilet cleaners – BS. EN13697:2011 requirements. pH level must be appropriate to the drainage pipe system of the Hospital;
  - 15.7.4. Multi-purpose cleaners – BS. EN1276:1997 requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The contractor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces;
  - 15.7.5. Specific strippers to be used for hard floor surfaces and vinyl floor surfaces to prevent staining or discoloration of the floor polishes;
  - 15.7.6. Floor polishes must be emulsion polish suitable for hard floor surfaces and vinyl floor surfaces;
  - 15.7.7. Stainless steel cleansers must be suitable for all metal or chrome fittings with an acceptable pH level to prevent corrosion to steel fitting.
  - 15.7.8. Carpet cleaning – suitable carpet cleaning solution/chemicals
- 15.8. The standards required for the provision in toilet requisites are as follows:
  - 15.8.1. Paper towels – pulp, 3 ply or hand towel
  - 15.8.2. Toilet roll – pulp, 3 ply
  - 15.8.3. Liquid soap – neutral (pH 7)
- 15.9. All equipment, tools and materials to be used for the provision of the services must be approved by the Hospital Management 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.

- 15.10. Machinery shall have procedure manuals and maintenance manuals.
- 15.11. The successful Tenderer is responsible for the safe storage of the equipment, tools and materials at its own expenses. The successful Tenderer shall ensure that all chemicals and/or poisons to be used in the provision of the Services are segregated and kept in a safe place.
- 15.12. Cleaning chemicals shall be stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury.
- 15.13. The successful Tenderer shall implement cleaning infection control policies, practices and procedures that incorporate universal standards of precaution.
- 15.14. For the purpose of infection prevention and control, the identification of tools and equipment utilized in the different areas of the said areas are 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.
- 15.15. All tools and equipment used in the following areas shall be colour-coded according to the Centre's colour coding standards:

Toilets/Bathrooms/Dirty Utility Room	Red
General Cleaning	Blue

Tools and equipment include 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.

- 15.16. The mopping cloths and wiping cloths must be change between each area/bay to ensure that the highest standards for infection control are being achieved.
- 15.17. Any broken or damaged equipment/s provided by the successful Tenderer for the duration of the contract period shall be replaced by the successful Tenderer.
- 15.18. Any materials/equipment such as cloths, mops and mechanical washing devices must be kept clean, in working order, stored dry between uses and where possible the cloths and mop heads should be laundered each day.

## **16. WASTE MANAGEMENT**

- 16.1. The successful Tenderer shall take the following measures with regards to waste management:
- 16.1.1. To prevent the generation of waste wherever possible, by adopting policies aimed at:
- 16.1.1.1. Embrace policies for reuse and minimum packaging;

- 16.1.1.2. Reducing single-use items whenever possible;
- 16.1.1.3. Reducing waste to landfill and similar expensive disposal options and
- 16.1.1.4. Avoiding to the extent possible non-biodegradable, polluting, toxic or hazardous substances.
- 16.1.2. To document and quantify the types of waste generated and disposed of through various methods being recycling, landfill, grease traps, incineration or any other method.
- 16.1.3. To have waste receptacles to receive waste collected before disposal, these waste receptacles or bins shall be emptied regularly and maintained clean.
- 16.2. Electronic waste derived from information technology equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous content must be collected separately for appropriate treatment, disposal or reuse in accordance with applicable rules and regulations of waste management.
- 16.3. The successful Tenderer may handle by himself solid waste transportation in line with applicable regulations on solid waste management or subcontract the transportation to a licensed solid waste transporter.

## **17. HANDLING CLINICAL WASTE AND DISPOSAL**

- 17.1. The successful Tenderer shall collect all the biohazard plastic bags and sharp bins in all facilities and put in the biohazard garbage bins (240L) at allocated dumping area.
- 17.2. The successful Tenderer shall deliver all clinical waste (Biohazard plastic bags & Sharp Bins) from the allocated dumping area in PACS directly to Incinerator services at company's own costs.
- 17.3. The successful Tenderer shall ensure that its employees are trained to handle clinical waste disposal and wearing proper PPE.

## **18. FACILITY MANAGEMENT**

- 18.1. The successful Tenderer shall ensure that its employees report any damage to any fittings and utensils (such as water pipes, sinks, toilet bowls, etc.) that require immediate repairs to the Officer in-charge of the Centre. The supervisor shall include such reports and its follow-up in their monthly reports.
- 18.2. Any damaged fittings and utensils belonging to the Centre caused by his employees shall be repaired and/or replaced by the successful Tenderer.
- 18.3. Trees, shrubs, flowers, or turf that are damaged or destroyed due to the successful Tenderer's



operations, chemicals, or negligence shall be replaced at no expense to the Government.

- 18.4. Sprinklers or structures, whether related to physical building or not that are damaged due to the successful Tenderer's operations must be repaired or replaced by the successful Tenderer promptly at no expense to Government.

## **19. ENVIRONMENT PROTECTION**

- 19.1. The successful Tenderer shall protect drainage ditches from chemical contamination, sediment run-off, construction debris and other damage.
- 19.2. Soil erosion and sediment control provisions and maintenance in accordance with local and national requirements will be required.

## **20. UNDERGROUND UTILITIES**

- 20.1. Any digging should be coordinated through the Officer in-charge of the Centre. Concealed lines for such utilities as water, power, lighting, steam, air, sanitary waste, gas, etc., which may be uncovered during progress of the work and which are essential for the Centre's services and functions shall be adequately protected until such utility line or lines are temporarily or permanently rerouted, as directed by the Centre in order to prevent any interruption of required services.
- 20.2. The successful Tenderer shall inform the Housekeeping Manager immediately if such situations were to occur.

## **21. WATER AND ELECTRICITY**

- 21.1. The successful Tenderer shall endeavor to economize the use of water and electricity and ensure that his employees do not misuse any water and electricity privileges provided by the Government.
- 21.2. The successful Tenderer 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 successful Tenderer is responsible for any damage to the electrical circuit and installations caused by his employees.

## **22. OFFICE AND STORE**

- 22.1. The Centre shall provide space on its premises for the successful Tenderer's administrative purposes as well as a common room for the successful Tenderer's personnel uses.
- 22.2. Space for storage of all equipment, machinery, tools, chemicals and consumable items shall

be provided by the Centre.

- 22.3. Any proposed building modifications must be submitted to the Centre Management for permission before its implementation and the successful Tenderer shall finance towards the cost of supplying, installing, commissioning and maintenance of any related equipment/furniture/ including directional signage.

## **23. SECURITY ARRANGEMENT**

- 23.1. The successful Tenderer's personnel must immediately leave the Centre's premises if requested by the Centre Housekeeping Manager or any of its staff.
- 23.2. The successful Tenderer must establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. Such records are to be maintained daily and be made available for inspection by the Centre upon request.
- 23.3. The successful Tenderer must inform the Centre Housekeeping Manager of any lost or stolen security pass. Any Security Pass to be reissued will require the approval of the Centre.
- 23.4. The successful Tenderer shall ensure that his personnel do not, at any time, enter areas which are not part of the Centre's premises except as directed by the Centre.
- 23.5. For security purposes, the successful Tenderer will provide the Centre's Housekeeping Manager with the following particulars of his workers at least one (1) month before the commencement of the Services:
  - 23.5.1. Name
  - 23.5.2. Address
  - 23.5.3. Identity Card Number / Passport Number
  - 23.5.4. Gender
  - 23.5.5. Citizenship
  - 23.5.6. Expiry date of work pass (for foreign workers)
- 23.6. "Break Time" passes will be issued by the successful Tenderer to his employees. Such passes must be worn by the successful Tenderer's employees ONLY during their break time, with prior approval from the Housekeeping Manager on the set time.

## **24. PASS AND UNIFORM**

- 24.1. The successful Tenderer must ensure that all his personnel are neatly and properly attired in clean and neat uniforms.
- 24.2. Uniforms are to be provided by the successful Tenderer at his own cost. Design, color and

materials of the uniform must also be approved by the Centre.

- 24.3. For admission into the Centre, the successful Tenderer, its employees, agents and sub-contractors must have security passes issued by the Tenderer's company. For the purpose, the Contractor shall submit list of details of employees, agents and sub-contractors with pictures who has been tasked by the Contractor to perform the Services to the Centre.
- 24.4. All employees, agents and sub-contractors of the Contractor tasked by the Contractor to perform the Services must wear clean uniforms which shall be provided by the Contractor. Such uniform shall have the name of the Contractor clearly marked on it. The Contractor shall provide PPE for all their employees, agents and sub-contractors in the event/situation involving infection control diseases protocol.

## **25. COMMUNICATIONS**

- 25.1. The successful Tenderer shall ensure that his personnel are equipped with appropriate **telecommunication devices** (e.g., walkie-talkie, wireless phone) to ensure communication is readily available with the supervisors and Centre's Housekeeping Department.

## **26. REGULATIONS, LICENSES AND PERMITS**

- 26.1. The successful Tenderer shall procure and maintain all necessary licenses, permits and approvals, and shall always comply with all legal and regulatory requirements applicable to the provision of the Services.
- 26.2. In the event of any change in legal or regulatory requirements during the contract period, the successful Tenderer shall promptly and at its own expense take any necessary action for complying with the same.
- 26.3. The successful Tenderer shall comply with best practices as may be proposed or recommend by any relevant bodies in the relevant industry, and ensure that the standard of Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

## **27. REPORT AND INFORMATION**

- 27.1. The following documents shall be submitted by the successful Tenderer to the Housekeeping Manager in formats to be provided by the Centre's Management following commencement of the Services:
  - 27.1.1. Monthly Assessment Report on the standard Services provided;
  - 27.1.2. Any other feedback from time to time.

- 27.2. Exchange of information between the successful Tenderer and the Centre's Management on the latest technology and processes relevant to the Services provided is recommended.

## **28. HOUSEKEEPING PROGRAM**

- 28.1. Joint inspections and meetings shall be held and attended by the supervisors and the Centre's Housekeeping representative. Records of such meetings are to be provided to the Centre's Management. Reports of Joint Inspections shall be used for the purpose of ascertaining the payment due to the successful Tenderer.
- 28.2. Rectification of defective works which are rated poorly shall be ready for re-inspection within 7 days.
- 28.3. Daily and periodic cleaning reports submitted by the successful Tenderer's supervisors shall be collected and submitted to the Centre Housekeeping Manager in a format acceptable to the Centre Management. These checklist forms will be used as a basis for performance evaluation.

## **29. QUALITY IMPROVEMENT (QI) PROGRAM**

- 29.1. For the purpose of ensuring the effectiveness of the QA program, the successful Tenderer shall establish and document monitoring criteria with a periodic system of review.
- 29.2. The successful Tenderer shall comply with the Quality Assurance Criteria as stated in Schedule D and ensure that visible and perceivable cleanness standards are always observed. For each area of operations, the successful Tenderer shall implement a system of review comprising of:
- 29.2.1. Supervisors to review daily work performed by cleaners/gardeners and submit exception reports;
- 29.2.2. Supervisors to review the work done on an established periodic basis;
- 29.2.3. Management to inspect areas randomly, review complaints and take corrective actions;
- 29.2.4. Customer satisfaction surveys taken with data from staff, patients/clients and visitors are to be performed periodically; and
- 29.2.5. Supervisors to make a periodical evaluation of activities to be performed as assigned in the contract
- 29.3. The successful Tenderer shall keep a formal reporting and record-keeping system on system review detailing:
- 29.3.1. Frequency of reviews, results and actions taken (by whom/when);

- 29.3.2. Register of complaints; and
- 29.3.3. Register of special requests for cleaning.
- 29.4. The successful Tenderer shall send his personnel for courses relating to quality-related service and/or hygiene standards compliance organized by the Centre.

### **30. EVALUATION AND PERFORMANCE**

- 30.1. The Contractor is required to record daily and periodic cleaning works in a format acceptable to the Centre. These checklist forms will be used as a basis for performance evaluation.
- 30.2. The Supervisor must ensure that these checklist forms (Schedule G; Form A, B, C, D, E & F) are duly completed and signed by the officers-in-charge of the Wards, Clinics and Units after completion of the all services required at the end of every day, week & month. These forms shall be submitted on the first day of the following week in which they are completed and signed.
- 30.3. The Contractor will also carry out joint inspection with Hospital Representative on an agreed schedule in addition to the monthly Cleaning Services and performance evaluation meetings. Records of such meeting are to be provided to the Centre. **The joint inspection will use a set of form as a measure to ensure quality of service in accordance to the KPI set in para 30.7.**
- 30.4. The areas to be inspected during the Joint Inspections (Form G stated in Schedule G) include, but not limited, to the following categories:
  - 30.4.1. Cleanliness;
  - 30.4.2. Odour;
  - 30.4.3. Rubbish;
  - 30.4.4. Neatness;
  - 30.4.5. Appearance;
- 30.5. The inspection shall be done in random areas of different categories, according to the scheduling. The scheduling will be prepared by the Hospital Management.
- 30.6. The summarize / overall checklist as stated in Schedule G shall be graded by the Centre's Manager / In-Charge
- 30.7. In order to gauge the performance and the quality of the cleaning services provided by Contractors, the Hospital Management will be closely monitoring performance using Key Performance Indicator (KPI) which will be based as follow;

No.	KPI	Definition	Target	Score	Measurement	Tools/Forms
1.	<b>Schedule Compliance</b>	Percentage of cleaning tasks completed per schedule (daily, weekly, monthly).	95%	20%	Total scheduled x completed tasks = score%	<ul style="list-style-type: none"> <li>Daily/Weekly/Monthly Cleaning Log (Form A, B, C, D, E &amp; F)</li> </ul>
2.	<b>Quality of Service</b>	Level of cleanliness achieved in areas like patient rooms, public spaces, etc.	Minimum 90% based on Joint Inspection score	10%	Joint Inspection checklist score	<ul style="list-style-type: none"> <li>Monthly Joint Inspection for Evaluation (Form G)</li> </ul>
3.	<b>Provision of Manpower</b>	Percentage of scheduled cleaning staff present and working.  Time taken to respond to urgent cleaning requests (biohazard spills, etc.)	Minimum 95% attendance	25%	Attendance records vs scheduled shifts	<ul style="list-style-type: none"> <li>Attendance Register (Form H)</li> <li>Request form (Form I)</li> </ul>
4.	<b>User Satisfaction</b>	Feedback from user on cleanliness.	Minimum 85% satisfaction	30%	User Inspection Evaluation score	<ul style="list-style-type: none"> <li>User Inspection Evaluation (Form J)</li> </ul>
		Number of reported complaints related to the equipment, consumables and supplies.		10%	<ul style="list-style-type: none"> <li>Complaint reports and logs</li> <li>Reduction of 1% for every 3 complaints</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Availability Complaint Report Form (Form K)</li> </ul>
5.	<b>HSE</b>	Number of reported safety incidents related to the services.	Zero incidents/complaints	5%	<ul style="list-style-type: none"> <li>Incident reports and logs</li> <li>Reduction of 1% for every 1 complaint</li> </ul>	<ul style="list-style-type: none"> <li>Incident Report Form (Form L)</li> </ul>
<b>TOTAL</b>				100%		

30.8. The overall score the evaluation and performance (Form M as stated in Schedule G) shall be used for the purpose of ascertaining the payment. The Government shall be entitled to make

deductions on the overall monthly charges.

### 31. CONTRACT PRICE AND PAYMENT

31.1. The Government shall be entitled to deduct payment due to renovation works on the stated cleaning areas or maintain the payment by replacing the related areas with projects or new environment.

31.2. The Contractor shall submit the invoice of the previous month on the first week of each month, with attendance sheets of their employees and other relevant documents, verified by the Hospital Officer in-charge. All claims shall be addressed to:

Chief Executive Officer Sp Grade  
4<sup>th</sup> floor Women & Children Centre  
Raja Isteri Pengiran Anak Saleha Hospital  
Bandar Seri Begawan BA1710  
Brunei Darussalam

31.3. Deduction of payment will be finalized and adjusted accordingly based on performance and compliance in the quality of work acceptable by the Hospital. The allocation of costs will start off from the deduction of staff's attendance as stated as follow;

Replacement must be made not later than two (2) hours before commencement of the shift with approval from Hospital management. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:

<i><b>POSITION</b></i>	<i><b>SCALE</b></i>
<i>Worker (Cleaner/Ground Maintenance Staff)</i>	<i>\$15.00 per worker/shift</i>

31.4. The Hospital is also entitled to make deductions based on overall performance score as following categories:

<b>Overall KPI Performance (%)</b>	<b>Payment (%)</b>	<b>Description</b>
<b>90% - 100%</b>	100%	Full payment
<b>80% - 89%</b>	95%	Slight reduction – Minor shortfall in one or more KPIs.
<b>75% - 79%</b>	90%	Moderate reduction – Several KPIs below target.
<b>60% - 74%</b>	80%	Major reduction – Many KPIs not met, impacting service quality.
<b>Below 60%</b>	60% or below	Severe reduction – Failure to meet minimum service standards; penalties may apply.

31.5. If the overall performance is below satisfactory (80% below) after 2 times inspection within a specified period of time, be it of the same or different matter, RIPAS Hospital Management shall send a written warning letter to the Contractor to regulatory measures, to remedy the failure.



- 31.6. Regarding the requested pest control services, Tenderer shall, upon completion of the services, submit a report together with all relevant supporting documentation as evidence of the work performed. This report must accompany the invoice for payment claims.

## **32. TERMINATION OF CONTRACT**

32.1. The government reserve the right to terminate this contract provided with a written one (1) month notice if:

32.1.1. The average monthly performance is below satisfactory (below 80%) consecutively in a period of three (3) months;

32.1.2. The government have issued three (3) written warning letter to the contractor at any given period of time; or

32.1.3. Contractor declared bankrupt during the services.

## **33. EXIT CLAUSE (CONTRACT PERIOD REDUCTION)**

33.1. The Government reserves the right to shorten the duration of this Contract at its sole discretion, with or without cause, by providing the Contractor with one (1) month written notice.

33.2. In such event, the Contractor shall be entitled to payment for services satisfactorily performed up to the effective date of termination, but shall not be entitled to any compensation for loss of anticipated profits or for any termination-related costs, unless otherwise expressly agreed in writing.

33.3. Nothing in this clause shall be construed to limit the Government's right to terminate the contract for default or other causes as provided elsewhere in this Agreement.



### **34. FORCE MAJURE**

34.1. The contractor shall be held liable or responsible for any delay or failure in performance of any part of this Agreement to the extent such delay or failure is caused by circumstances beyond the reasonable control including but not limited to:

- Acts of God;
- Natural Disasters;
- Fire;
- Flood;
- Earthquake;
- War;
- Terrorism;
- Civil Unrest;
- Epidemic or Pandemic;
- Supply Chain Disruptions; or
- Power Outages.

### **35. RIGHT TO APPOINT OTHER VENDORS**

35.1. The Hospital reserves the right to engage other vendors to provide the Services if the Contractor fails to perform in full compliance with the contract.

35.2. All expenses incurred shall be recoverable in full from the Contractor by the Hospital.

### **36. AUTHORISED REPRESENTATIVE**

36.1. For the purpose of the provision of the Services, the Hospital will be represented by the Housekeeping Manager, who will be the authorized Hospital representative.

36.2. All communication and notices shall be directed to the attention of:

*Head of Operation  
4<sup>th</sup> Floor Women & Children Centre  
Raja Isteri Pengiran Anak Saleha Hospital  
Bandar Seri Begawan BA1710  
Brunei Darussalam*

*Tel: 2242424 Ext. 7420  
Fax: 2242690 (CEO Office)*