

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

TENDER DOCUMENT

FOR

**THE PROVISION OF PEST AND
WILDLIFE CONTROL SERVICES AT
RAJA ISTERI PENGIRAN ANAK
SALEHA HOSPITAL PERIOD OF ONE
(01) YEAR**

INVITATION TO TENDER

TENDER REFERENCE NO: KK/

/2025

THE PROVISION OF PEST AND WILDLIFE CONTROL SERVICES AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL PERIOD OF ONE (01) YEAR

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 PEST CONTROL SERVICES AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL PERIOD OF ONE (01) YEAR*

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

INSTRUCTION TO TENDERERS

SECTION 2

SPECIFICATIONS

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FORMS TO BE USED

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CONTRACT

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 PEST AND WILDLIFE CONTROL SERVICES FOR RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF ONE (01) YEAR**

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 PEST AND WILDLIFE CONTROL SERVICES
FOR RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL
FOR A PERIOD OF ONE (01) YEAR"**

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 endeavour 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
Administration Section
4th Floor Women and Children Block
Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital
Negara Brunei Darussalam

Telephone no: 2242424
Fax no: 2242690
e-Mail: admin.ripash@moh.gov.bn

- 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 PEST AND WILDLIFE CONTROL SERVICES FOR
RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A
PERIOD OF ONE (01) YEAR**

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: _____

**THE PROVISION OF PEST AND WILDLIFE CONTROL SERVICES FOR
RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A
PERIOD OF ONE (01) YEAR**

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SECTION 2 SPECIFICATIONS

TENDER REFERENCE NO: _____

INVITATION TO TENDER FOR THE PROVISION OF PEST AND WILDLIFE CONTROL SERVICES AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL A PERIOD OF ONE (1) YEAR

INTRODUCTION

Raja Isteri Pengiran Anak Saleha Hospital (hereafter referred to as "the Hospital") invites tenders from qualified pest and wildlife control service contractors for the provision of Pest and Wildlife Control Services. The contract will be awarded to a contractor who meets the qualifications and can provide services in compliance with the terms outlined herein.

1. GENERAL

- 1.1. The contract duration is one (1) year.
- 1.2. Tenderers must have proven experience in rodent or similar scope and scale related to pest control services.
- 1.3. The Contractor must comply with all applicable regulations and guidelines, including those issued by the Ministry of Health (MOH), as detailed below:
 - 1.3.1. Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, MOH;
 - 1.3.2. Disinfection and Sterilization Policy & Practice of MOH;
 - 1.3.3. Code of Practice for infection and accident prevention in the hospital, laboratory and post-mortem rooms (MOH);
 - 1.3.4. Universal Infection Control Precautions (MOH).
 - 1.3.5. To comply with Safety, Health, Environment, National Authority (SHENA) guidelines and standards.

2. SCOPE OF WORK

- 2.1. The Contractor is responsible for supplying adequate materials, equipment, and tools deemed necessary to execute pest and wildlife control services SCOPE at **Ad-Hoc basis only** for Raja Isteri Pengiran Anak Saleha Hospital.
- 2.2. This includes but is not limited to traps, bait stations and pesticides. All materials and equipment must comply with relevant safety and regulatory standards and be approved by the Hospital Management before use.

- 2.3. The Contractor is responsible for ensuring that an adequate number of qualified personnel are assigned to the Hospital. The Contractor must ensure that their staff are trained, equipped, and available to carry out the services effectively and in a timely manner.
- 2.4. External Pest Control Measures:
 - 2.4.1. **Humane Capture:** For larger animals like stray dogs, cats, and monkeys, the Contractor must inform the Hospital Management before placing traps to prevent any inconvenience to the public. These animals should be handled humanely and relocated in accordance with local regulations.
 - 2.4.2. **Coordination and Communication:** The Contractor shall work closely with Hospital Management to ensure that all external pest control activities are coordinated effectively, minimizing disruption to hospital operations and maintaining public safety.
- 2.5. The Contractor is required to maintain detailed records of all pest and wildlife control activities, including the types and quantities of pests and wildlife captured, locations of traps, chemicals used, and any other relevant details. These records must be made available to the Hospital Management upon request.
- 2.6. In the event of any significant pest and wildlife related incident, the Contractor must report immediately to the Hospital Management, outlining the situation and the actions taken to resolve it.
- 2.7. The Contractor must be prepared to provide emergency services outside of regular hours when required by the Hospital Management. This includes situations where immediate intervention is necessary to protect the health and safety of patients, staff, or visitors.
- 2.8. The Hospital Management may request additional services beyond the routine scope. The Contractor must be responsive to such requests and complete the necessary work promptly.

3. **CONDITION & ACCESS TO PREMISES**

- 3.1. 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.
- 3.2. All costs arising from or in connection with such conditions or limitations are deemed to be included in the proposed contract price.
- 3.3. Reasonable access shall be provided by the Operational Section to the successful Tenderer's personnel for the purpose of providing the rodent services including clearing and cleaning after catching any pest or any types included in this tender.
- 3.4. Prior approval shall be sought from the Operational Section to perform any clearing, new installation of traps and cleaning services after office hours. For this purpose, the successful Tenderer shall be responsible to collect and return any keys promptly to the security office.

4. EQUIPMENT, TOOLS AND CHEMICALS TO BE USED

- 4.1. The successful Tenderer shall procure and provide, on its own expenses all necessary equipment, tools and materials for the provision of the Services.
- 4.2. 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. Only certified rodenticide shall be used for the provision of the Services
- 4.3. 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.

5. HANDLING WASTE AND DISPOSAL

- 5.1. The successful Tenderer shall inspect and collect all the catches in all areas and put in the proper collecting bins or cages and to dispose accordingly at the allocated dumping area.
- 5.2. The Contractor is responsible for handling and disposing of all waste generated from pest control activities. This includes but is not limited to biological waste (e.g., dead animals, nests), chemical waste (e.g., used pesticides, traps), and general waste (e.g., packaging materials).
- 5.3. The Contractor must ensure that all waste is handled and disposed of in accordance with local regulations. This includes adhering to any specific guidelines related to the disposal of hazardous materials and ensuring that all waste management practices meet environmental and safety standards.
- 5.4. The Contractor shall segregate waste into appropriate categories (e.g., biological, chemical, general) at the point of generation. This ensures that different types of waste are handled and disposed of correctly and efficiently.
- 5.5. **Biological waste**, including dead animals, should be handled with care to avoid contamination or the spread of disease. The Contractor must use appropriate personal protective equipment (PPE) and follow safety protocols when handling such waste.
 - 5.5.1. All biological waste should be disposed of in a manner that minimizes environmental impact. This may include incineration or burial at approved sites in compliance with relevant health and safety regulations.
- 5.6. **Chemical waste**, including used pesticides, must be handled with extreme caution. The Contractor is required to follow all safety guidelines related to the handling of hazardous materials, including the use of appropriate PPE and containment procedures.
 - 5.6.1. The Contractor shall dispose of chemical waste at facilities that are licensed and equipped to handle such materials. This includes ensuring that all waste is transported safely and in accordance with hazardous waste regulations. The

Contractor must provide the Hospital Management with documentation confirming that the waste has been disposed of correctly.

- 5.7. **General waste**, such as packaging materials, should be disposed of through regular waste management channels. The Contractor must ensure that this waste is collected and removed from the site promptly to maintain a clean and safe working environment.

5.7.1. The Contractor should recycle materials when possible and minimize the use of non-biodegradable items.

- 5.8. The successful tenderer required to put into records all the activity for proper documentation on numbers of catches, sites, different types of traps used and chemical used (if any).

6. LOCATIONS

- 6.1. The areas required for the services applied to all blocks at Raja Isteri Pengiran Anak Saleha Hospital that include:

6.1.1. **Hospital Main Blocks** consist of Wards Complex, Operating Theatre, Clinics, Laboratories, Diagnostic Departments, Rehabilitation Services and Emergency Department.

6.1.2. **Women & Children Centre** consist of Clinics, Wards, Labour Room, Offices and Including Cafeteria.

6.1.3. **Services Blocks** consists of Mechanical & Electrical, Dobi, Sport Complex, Transports & Logistic Store and Bio-Medical Engineering Building.

7. HEALTH AND SAFETY

- 7.1. The Contractor shall observe all safety precautions throughout the performance of this contract. All work shall be in strict accordance with all applicable to local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

- 7.2. The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.

- 7.3. **Special Entrance:** Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained by the Hospital Management. The Contractor shall adhere to these restrictions and incorporate them into the Pest Control Plan.

- 7.4. **Uniforms and Protective Clothing:** All Contractor personnel working in or around buildings specified in this contract shall wear distinctive uniform clothing. The Contractor shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment, and devices shall, as a minimum,

conform to Safety, Health and Environment National Authority (SHENA) Brunei standards for the products being used.

- 7.5. **Vehicles:** Vehicles used by the Contractor shall be identified in accordance Hospital Management with state and local regulation.

8. SPECIAL REQUESTS AND EMERGENCY SERVICE

- 8.1. On occasion, the Hospital Management may request that the Contractor to perform corrective, special, or emergency service(s) that are beyond routine service requests. The Contractor shall respond to these exceptional circumstances and complete the necessary work immediately after received the request.
- 8.2. The Contractor shall ensure that a team is available at all times to handle such requests, including outside of regular working hours if necessary.
- 8.3. The Contractor shall respond to special requests or emergency situation within **TWO (2) hours** of receiving the request from the Hospital Management.

9. USE OF PESTICIDES

- 9.1. The Contractor shall be responsible for application of pesticides according to the label. All pesticides used by the Contractor must be according to the Brunei Environmental Protection Agency (JASTRE). Transport, handling and use of all pesticides shall be in strict accordance to Hospital Management with the manufacturer's label instructions and all applicable local laws and regulations.
- 9.2. The Contractor shall adhere to the following rules for pesticide use:
- 9.2.1. **Approved Products:** The Contractor shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the Hospital Management;
- 9.2.2. **Pesticide Storage:** The Contractor shall not store any pesticide product in the buildings specified in this contract;
- 9.2.3. **Application by Need:** Pesticide application shall be according to Hospital Management need and not by schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area. Requests for preventive pesticide treatments in areas where surveillance indicates a potential insect or rodent infestation will be evaluated by the Hospital Management on a case-by-case basis. Written approval must be granted by the Hospital Management prior to any preventive pesticide application;

- 9.2.4. **Minimization of Risk:** When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

10. INSECT CONTROL

- 10.1. The contractor shall emphasis on Non-Pesticide Methods: The Contractor shall use non-pesticide methods of control wherever possible. For example;
- 10.1.1. Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.
- 10.1.2. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.
- 10.2. Application of Insecticides to Cracks and Crevices: As a general rule, the Contractor shall apply all insecticides as "crack and crevice" treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.
- 10.3. Application of Insecticides to Exposed Surfaces or as Space Sprays: Application of insecticides to exposed surfaces or as space sprays ("fogging") shall be restricted to exceptional circumstances where no alternative measures are practical. The Contractor shall obtain approval of the Hospital Management prior to any application of insecticide to an exposed surface or any space spray treatment. No surface application or space spray shall be made while tenant personnel are present. The Contractor shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of application.
- 10.4. Insecticide Bait Formulations: Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
- 10.5. Monitoring: Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.

11. DAMAGE TO PERSONS AND PROPERTY

- 11.1. The Contractor shall assume full responsibility for any damage, injury, or loss caused by negligent acts, omissions, or failure to exercise proper care in performing the services under this contract. This includes damage to hospital property, staff, patients, visitors, or any third-party assets as a result of the Contractor's activities.
- 11.2. The Contractor shall indemnify and compensate the Hospital for any costs, claims, or expenses incurred due to damage, loss, or injury caused by the Contractor or its employees, subcontractors, or agents. This compensation will cover not only the cost of repairs or

replacement but also any legal fees, medical expenses, or claims for loss of use resulting from the damage.

- 11.3. In the event of any accident, injury, or property damage, the Contractor must immediately notify the Hospital Management in writing. A full investigation and report must follow within 24 hours, outlining the cause, extent of the damage, and steps taken to rectify the situation and prevent future occurrences.
- 11.4. The Contractor shall not be held liable for damages caused by unforeseen incidents or force majeure events (such as natural disasters) unless it can be proven that the Contractor failed to take reasonable precautions or responded negligently during such events.

12. RIGHT TO APPOINT OTHER VENDORS

- 12.1. The Hospital reserves the right to engage other vendors to provide the Pest and Wildlife Control Services if the Contractor fails to meet the performance standards outlined in this contract. This right is triggered in situations where the Contractor's performance is deemed inadequate, incomplete, or non-compliant with the terms specified.
- 12.2. Criteria for "Failure to Perform":
 - 12.2.1. Safety Violations: Any breach of health and safety regulations that puts hospital staff, patients, visitors, or the environment at risk, including inadequate handling of hazardous materials or improper use of personal protective equipment.
 - 12.2.2. Failure to Respond: Inability to respond to special requests or emergency services within the stipulated two-hour timeframe.
- 12.3. Before engaging another vendor, the Hospital will provide the Contractor with a written notice of the failure to perform, outlining the specific deficiencies. The Contractor will be given a reasonable period, typically no more than 14 days, to rectify the issues to the Hospital's satisfaction.
- 12.4. If the Contractor fails to address the performance issues within the rectification period, the Hospital reserves the right to immediately engage another vendor to perform the required services. The decision to replace the Contractor will be at the sole discretion of the Hospital, and no further opportunities for rectification will be provided.
- 12.5. All costs associated with engaging another vendor, including any additional expenses incurred due to the Contractor's failure to perform, shall be fully recoverable from the Contractor. This includes, but is not limited to, any cost differentials between the original contract price and the new vendor's charges, legal fees, and any damages or losses suffered by the Hospital due to the Contractor's non-performance.

13. AUTHORIZED REPRESENTATIVE

- 13.1. 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.

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

Head of Operation

4th Floor Women & Children Centre
Raja Isteri Pengiran Anak Saleha Hospital
Bandar Seri Begawan BA1710
Brunei Darussalam

Tel: 2242424 Ext. 7420

Fax: 2242690 (CEO Office)

14. DOCUMENTS TO SUBMIT

14.1. The following documents shall be submitted and labeled accordingly, together with the documents listed out in Section 3 of this Invitation to Tender:

14.1.1. Proposed Standard Operation Procedures

14.1.2. CV of Operational Manager

14.1.3. JDs (Job Descriptions) of Contractor's Staff

14.1.4. List of Proposed Equipment & Chemical

14.1.5. Proposed Equipment & Chemical Catalogue and Specifications

14.1.6. Any other relevant supporting documents