

TENDER REFERENCE NO.: KK/333/2025/JPK

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF CLEANING SERVICES AND GRASS
CUTTING SERVICES FOR THE FOLLOWING HEALTH
CENTRES FOR A PERIOD OF SIX (6) MONTHS:**

- 1. SERIA HEALTH CENTRE**
- 2. SUNGAI LIANG HEALTH CENTRE AND**
- 3. LABI HEALTH CLINIC**

TENDER FEES : \$10.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 11 November 2025

TIME : 2.00 PM

FOA :

**THE CHAIRMAN
MINI TENDER BOARD, TENDER BOX
GROUND FLOOR, MINISTRY OF HEALTH
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2
SPECIFICATIONS

**THE PROVISION OF CLEANING SERVICES AND GRASS CUTTING SERVICES
FOR THE FOLLOWING HEALTH CENTRES FOR A PERIOD OF SIX (6) MONTHS:**

- 1. SERIA HEALTH CENTRE**
- 2. SUNGAI LIANG HEALTH CENTRE AND**
- 3. LABI HEALTH CLINIC**

1. GENERAL

- 1.1. Tenderers are sought from suitably qualified cleaning contractors who wish to be considered for the provision of cleaning and grass cutting services (hereinafter 'the Services') at the following facilities:
 - 1.1.1 Seria Health Centre,
 - 1.1.2 Sungai Liang Health Centre, AND
 - 1.1.3 Labi Health Clinic
(hereinafter 'the Health Centre')
- 1.2. The duration of the provision of Services is for **SIX (6) MONTHS**.
- 1.3. The **suitably qualified cleaning Vendors** must have minimum **TWO (2) years** of experiences in cleaning clinical/hospital setting areas.
- 1.4. Tenderers are required to do site visit before quoting the tender. Failure to do site inspection **will not be** considered for evaluation.
- 1.5. All costs arising from or in connection with such conditions or limitations are deemed to be included in the contract price.
- 1.6. The successful Vendor is required **to submit proposed** Standard Operation Procedures (SOPs) which must be applicable to the Health Centre and conform to the requirements of the Ministry of Health, Brunei Darussalam **upon submission of tender**.
- 1.7. The successful Vendor will also require to comply to the following guidelines issued by the Ministry of Health:
 - 1.7.1. Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
 - 1.7.2. Disinfection and sterilization policy and practice of the Ministry of Health;
 - 1.7.3. Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
 - 1.7.4. Universal Infection Control Precautions (Ministry of Health).
- 1.8. The Vendor is responsible for obtaining and maintaining all necessary licenses, permits, and approvals, and must consistently comply with all legal and regulatory requirements related to the provision of the Services.
- 1.9. The Vendor must comply with the employment laws and regulations of Negara Brunei Darussalam, which include:
 - 1.9.1. Employment Order, 2009

- 1.9.2. Employment Agencies Order, 2004
- 1.9.3. Workplace, Safety and Health Order, 2009
- 1.9.4. Employment Information Act, 1974
- 1.10. In the event of any change in legal or regulatory requirements during the contract period, the Vendor must promptly take the necessary actions, at its own expense, to ensure compliance.
- 1.11. The Vendor must follow best practices as suggested or recommended by relevant industry bodies. Additionally, the quality of the Services provided must meet or exceed the standards generally recognized as acceptable in the industry.

2. JOB SCOPE

- 2.1. The Vendor shall provide the Services to the Health Centre for a period of **SIX (6) MONTHS**, including the surrounding area and compound as set out in **Schedule A**.
- 2.2. The Services include routine **cleaning services, grass cutting, branches cutting, replacement or top-up of consumables and waste management** or any related works required by Officer In Charge. General guidelines and requirements of the cleaning services are provided for in **Schedule B**.
- 2.3. **The Vendor is expected to meet or exceed the quality standards required for each of the functioning areas set by the Health Centre, as provided for in Schedule C, and cleaning frequency specifications as described in Schedule D respectively.**
- 2.4. Joint inspection by the Health Centre's representatives and Vendor representative (Contract Manager) shall be conducted from time to time to ensure that these standards are met.

3. WARRANTY

- 3.1. The Vendor shall provide adequate manpower/personnel, equipment, machinery, material, skill and expertise on the Commencement Date.
- 3.2. The Vendor warrants that it has the requisite manpower/personnel, equipment, machinery, material, skill and expertise to the satisfactory provision of the cleaning services for the Health Centre.

4. CONTRACT PRICE AND PAYMENT

- 4.1. The Vendor shall **submit** a breakdown of the contract price during the interview.
- 4.2. The Ministry of Health reserves the right to reduce (during renovation) or extend the contract price to the new area according to rate set out in the Contract Price, following consultation with the Vendor.
- 4.3. The Vendor shall submit **the invoice, performance checklist form (Schedule H) and the attendance sheet** of the previous month **on the first week of each month**. All claims shall be addressed to:

**Procurement Officer
Department of Health Services
Ministry of Health,
Negara Brunei Darussalam**

- 4.4. Payment shall be made within sixty (60) days after submission of the invoice and other related documents.
- 4.5. Payment claims shall be verified based on the monthly attendance, quality and checklist forms submitted by the Vendor and reports received from the representative of **Department of Health Service** for three (3) consecutive months.
- 4.6. Written warnings shall be sent to the Vendor if the quality of work is proven to be unsatisfactory. The Health Centre is entitled to make deductions, with regards to the amount payable to the Vendor. The deductions will be based on the following categories:

Average Monthly Performance	Payment Due
80 - 100 %	100%
70 - 79 %	100%
60 - 69 %	80%
50 - 59 %	80%
0 - 49 %	50%

- 4.7. Deduction of payment will continue and will be adjusted accordingly based on performance in the quality of work acceptable by the Health Centre.

5. ACCESS TO PREMISES

- 5.1. Reasonable access shall be provided by the Health Centre to the Vendor's personnel for the purpose of providing the cleaning services.
- 5.2. Prior approval shall be sought from the relevant department to conduct the cleaning services to be carried out after office hours.
- 5.3. For areas that are locked, the Health Centre's Representative or the in-charges of the area shall be responsible for unlocking/locking the door for cleaning purposes.

6. WORKING HOURS

- 6.1. The Vendor shall provide the Services for the Health Centre on a daily basis according to the following shifts, as provided for in **Schedule E**.
- 6.2. The Vendor shall ensure all his personnel comply with the working days and hours set out by the Health Centre.
- 6.3. The Health Centre reserves the right to amend the working hours without prior notice to the Vendor.
- 6.4. The Vendor shall **provide a staff monitoring system**, such as a punch card system or an equivalent system/method as stated in Clause 7, and shall submit a monthly attendance report along with the invoices.
- 6.5. The Vendor shall ensure that his personnel are present at their designated work areas during such working hours.
- 6.6. Immediate steps shall be taken by the Vendor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Health Centre.
- 6.7. In the event of **shortage of personnel**, the Vendor shall take immediate steps to provide temporary workers. Such replacement/s must be informed to the Health Centre **not later than two (2) hours** before the commencement of any shift.

- 6.8. Written warnings shall be sent to the Vendor if failure to provide such replacements shall result in a **penalty / deduction** on the Vendor's claim as follows:

Supervisor	\$25.00 per Supervisor/day
General Worker	\$15.00 per General worker/day

- 6.9. Weekly duty rosters for deploying the number of workers shall be submitted by the Vendor to the Health Centre Management (Nursing Officer In-Charge or Administrator Officer In-Charge) for approval. Any changes made to the roster must be immediately notified to the Health Centre Management.
- 6.10. The Vendor 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 Health Centre outside the working hours in the event of emergencies or disasters.
- 6.11. The Vendor shall perform floor polishing, carpet shampooing and general cleaning **outside office hours** to avoid causing any inconvenience to the public.
- 6.12. The Cleaners shall do the cleaning of all consultations room **before** the start of health center's services every morning, **during** lunch time and **after** the services finish for every working day.

7. ATTENDANCE MONITORING SYSTEM / UNIT

- 7.1. To ensure the proper and efficient execution of the Services, the Vendor are required to provide an Attendance Monitoring System / Unit **on the site**, to assist monitoring of personnel (present and working as required).

The purpose are as follows:

- Clock-in / Clock-out of personnel
- Tracking breaks
- Reporting capabilities (daily, weekly, monthly reports)
- Integration with other systems (e.g., payroll, project management)
- Real-time monitoring

- 7.2. The Vendor shall acquire, install, and maintain the attendance monitoring system / unit throughout the contract term.
- 7.3. Prior approval from the **Department of Health Services** is required for the installation or placement of the Attendance Monitoring System on any site.

8. PERSONNEL

- 8.1. To ensure the proper and efficient execution of the Services, the Vendor shall provide and employ an adequate number of qualified workers to perform the Services as set out in **Schedule F**.
- 8.2. A list of workers shall be submitted on a monthly basis to the Health Centre's Management for monitoring and security purposes.

9. SUPERVISORS

- 9.1. The Vendor shall appoint **Supervisors** with the approval from the Health Centre. The Supervisors shall work exclusively for the Vendor and stationed **FULL TIME** at the Health Centre as stated at Clause 9.5.
- 9.2. The Supervisors must be able to make decisions on behalf of the Vendor.

- 9.3. Approval for replacement of the Supervisors must be sought in the event he/she falls ill (on medical leave) or is due to go on leave.
- 9.4. The Vendor shall provide experienced and competent Malay/English speaking Supervisors who will be deployed exclusively for the provision of the Services.
- 9.5. To ensure the proper efficient execution of the Services, the Vendor shall employ adequate number of workers as follows:

WORKERS	SERIA HEALTH CENTRE	SUNGAI LIANG HEALTH CENTRE	LABI HEALTH CLINIC
Supervisor	1	1	
Cleaners (Male & Female)	3 (At Least 1 female staff)	3 (At Least 1 female staff)	
Total Manpower	4	4	

- 9.6. The Vendor shall submit the CVs, basic duties and responsibilities of the Supervisor and Cleaners during the interview, taking into account the requirements of the Health Centre's job description for each role.

** age range of the Cleaners 20 years old to 50 years' old

10. MEDICAL SCREENING

- 10.1. The Vendor shall ensure that all his personnel appointed for the provision of the Services have undergone medical fitness and deemed medically fit to perform the Services.

11. REMOVAL OF PERSONNEL

- 11.1. The Health Centre Management reserves the right to remove or replace any workers employed by the Vendor from the Health Centre's premises, who in the opinion of the Health Centre has misbehaved or is incompetent or negligent in the performance of his/her duties.

12. WAGES AND WELFARE

- 12.1. 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 as stated in **Clause 1.8**.
- 12.2. The Tenderer shall take out, at its own expense, an insurance approved by Ministry of Health, a policy or policies each specifically endorsed to provide indemnity to the Tenderer and to the Health Centre against any liabilities arising out of claims by any personnel for payment of compensation under the **Workmen's Compensation Act (Cap. 74 of the Laws of Brunei)**.

13. EMPLOYMENT OF ILLEGAL WORKERS

- 13.1. The Vendor undertakes that he will not employ, and will ensure that all of its sub-Vendors will not employ, any illegal foreign workers.
- 13.2. The Vendor will ensure that his foreign workers possess the necessary Employment Pass to work in Brunei Darussalam.

14. UNIFORM

- 14.1. The Vendor must ensure that all his personnel are neatly and properly attired in uniforms.
- 14.2. Uniforms are to be provided by the Vendor at his own cost. Design, colour and materials of the uniform must also be approved by the Health Centre.
- 14.3. **Gloves, masks, aprons and face shields** are to be provided by the Vendor.

15. LOCKERS FOR PERSONNEL

- 15.1. Space will be provided by the Health Centre for lockers for personnel. Lockers shall be provided by the Vendor at its own cost.

16. TRAINING AND DEVELOPMENT

- 16.1. The Vendor is to provide training on general and clinical cleaning specific for Health Centre's to their Supervisor and Cleaners in accordance with Infection Control Standard Operating Procedure.
- 16.2. The Vendor shall submit the training module of their workers during the interview.
- 16.3. The Vendor shall submit the Certificate of Training within one week after awarded.
- 16.4. The Vendor shall provide on-the-job training and orientation, at its own expense, to all his personnel as follows:
 - All cleaners = minimum 2 weeks
 - Supervisors = minimum 2 weeks
- 16.5. The training for cleaning services shall be conducted by the Vendor at an establish cleaning clinic or at their own premises before the contract started.
- 16.6. A list of such training program shall be submitted by the Vendor during submission of the tender document.
- 16.7. The Vendor shall employ a qualified trainer to train all personnel on general and clinical cleaning.
- 16.8. The Vendor shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 16.9. The Health Centre reserves the right to instruct the Vendor to retrain their personnel if deemed incompetent by the Health Centre's Management.
- 16.10. The Vendor shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

17. SAFETY AND HYGIENE

- 17.1. The Vendor shall comply at all times 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 Health Centre's premises of his own staff and personnel, the staff and property of the Health Centre and the general public.
- 17.2. Provide adequate proper signboards/ labels/ barriers and shall be set up and maintained during the cleaning process for the safety of the Health Centre's staff and the general public. The signboards and barriers must be sufficiently large and bright

colour to be seen by everyone and shall include words such as “DANGER” or “BAHAYA”, “CAUTION WET FLOOR” or “AWAS LANTAI BASAH”, as appropriate.

- 17.3. The Vendor shall comply with all instructions, policies and regulations as may be issued by the Health Centre from time to time in relation to safety and hygiene in the provision of the Services.
- 17.4. The Vendor is required to submit a proposed List of Safety Measures for Work and Cleaning or their Standard Operating Procedure for cleaning services during the submission of tender document.
- 17.5. In case of injuries to their personnel during work, the Vendor is required to bear for any treatment cost.
- 17.6. The successful Vendor shall provide a **basic first aid kit** (as a minimum) for each work site under the SHENA Workplace Safety and Health (First Aid) Regulations, 2021.

18. EQUIPMENT AND CHEMICALS TO BE USED

- 18.1. The Vendor is responsible to procure and provide at its own expenses of all necessary equipment, tools and materials, as listed out in **Schedule G**, for the efficient provision of the Services.
- 18.2. A list of the proposed equipment to be used in each of the Health Centre, together with the manufacturer’s brochure/s, shall be submitted in the format set out in Section 3 of this Invitation To Tender.
- 18.3. The equipment provided must be kept in the Health Centre and the Vendor shall submit the inventory to the Health Centre’s Management before the commencement of the contract.
- 18.4. The Vendor shall ensure that an adequate supply of consumables are available at all time in the clinics, toilets and other specified areas in the Health Centre throughout the Contract, as set out in Schedule I.
- 18.5. The Vendor is also required to submit a list indicating the brand/quality and quantity of products/materials and chemicals he intends to provide including the Manufacturer Safety Data Sheet (MSDS) in the format set out in Section 3 of this Invitation To Tender.
- 18.6. All chemicals used in the provision of the Services must meet the following standards:
 - 18.6.1. Disinfectant – **BS.EN1276:1997** requirements against HIV, Hepatitis B, Sporicidal, and other bacteria shall be use for:
 - Flu and Infectious Diseases Clinic
 - Isolation Rooms
 - Sterilization Room
 - Clinical Waste Room
 - Consultation Rooms
 - 18.6.2. A detergent/chemical approved by infection control is recommended for general cleaning of the Health Centre;
 - 18.6.3. Toilet cleaners – **BS.EN 13967:2011** requirements pH level must be appropriate to the drainage pipe system of the Health Centre;
 - 18.6.4. Multi-purpose cleaners – **BS.EN1276:1997** requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces.

- 18.6.5. The Vendor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces especially for vinyl flooring.
- 18.6.6. Specific strippers to be used for hard floor surfaces and vinyl floor surfaces to prevent staining or discoloration of the floor polishes;
- 18.6.7. Floor polishes must be emulsion polish suitable for hard floor surfaces and vinyl floor surfaces;
- 18.6.8. Stainless steel cleaners must be suitable for all metals or chrome fitting with an acceptable pH level to prevent corrosion to steel fitting.
- 18.7. The Vendor is responsible to procure and provide at its own expenses of all necessary consumables and chemicals as listed out in **Schedule I**, for the efficient provision of the Services.
- 18.8. All equipment, tools and materials must be approved by the Health Centre prior to use for the provision of the Services.
- 18.9. The Vendor **shall provide polythene bags** and **waste trolleys** for the collection and deposit of rubbish. All rubbish collected shall be brought to the clinical/domestic Waste Collection Area **twice a day**.
- 18.10. The Vendor undertakes and warrants that all equipment, tools and materials utilized for the Services shall be free from all defects, patent, and fit and suitable for the purpose of providing the Services and shall be compliant with relevant industry standards.
- 18.11. The Vendor is responsible for the safe storage of the equipment, tools and materials at its own expenses.
- 18.12. The Vendor shall ensure that any electrical equipment confirms to the standard electrical utility requirements of the Department of Electrical Services, Brunei Darussalam. The Vendor shall use only certified electrical appliances and circuit breakers.
- 18.13. For the purpose of infection control, the identification of tools and equipment utilized in the different areas of the Health Centre is essential. In this respect, clear identification by **color coding** of the various items of cleaning equipment is considered the most effective method of restricting equipment to individual areas of the Health Centre.
- 18.14. All tools and equipment used in the following areas shall be colour-coded according to the Health Centre's colour coding standards:
- | NO. | AREAS | COLOUR-CODE |
|-----|--------------------------------------|-------------|
| 1 | Infection/Isolation areas | Yellow |
| 2 | Toilets/Bathrooms/Dirty Utility Room | Red |
| 3 | General Cleaning | Blue |
- 18.15. Tools and equipment include dry mops, wet mops, mop handlers, buckets, plastic gloves and cleaning cloths. Any other equipment that may encourage the spread of infection, shall also be color coded.
- 18.16. The Vendor on its own expenses, shall replace any broken or damage equipment(s) that has been provided to the Health Centre in order to provide acceptable cleaning service throughout the Contract period.

19. WATER AND ELECTRICITY

- 19.1. The Health Centre shall provide all water and electricity required for the provision of the Services.
- 19.2. The Vendor shall ensure the use of water and electricity for the provision of the Services is economic and not wasteful, and undertakes that all personnel will strictly adhere to this.

20. LABELLING AND STORAGE

- 20.1. The Health Centre shall provide the Vendor with a store room, where available, at the Site for the Vendor's use for the purpose of storage of the Equipment and Supplies pursuant to the given Contract. The Vendor shall ensure that any store room provided by the Health Centre, is only used for the storage of Equipment and supplies to be used in the provision of the Services.
- 20.2. The Vendor shall be responsible for the safe storage of the equipment, tools and materials at its own expenses.
- 20.3. The Vendor shall ensure that all chemicals and/or hazardous materials to be used in the provision of the Services are segregated and kept in a safe place.
- 20.4. The Vendor shall ensure that all chemicals and/or hazardous materials are properly labelled to identify product properties, safety precautions and hazard information.
- 20.5. Cleaning chemicals shall be stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury.
- 20.6. The Vendor shall ensure that the store room are kept clean, tidy and organized.
- 20.7. The Vendor shall ensure personal belongings are not kept in the store room.
- 20.8. Should the Vendor wish to set up a temporary store, prior written approval from the Health Centre Management must be obtained.

21. SECURITY ARRANGEMENT

- 21.1. The Vendor's personnel shall immediately leave the Health Centre premises if requested by the Health Centre Management.
- 21.2. The Vendor is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid Name Tag. The Vendor must ensure that such records are maintained daily.
- 21.3. The Vendor undertakes to inform the Health Centre of any lost or stolen security pass (if available).
- 21.4. The Vendor shall ensure that his personnel do not, at any time, enter into areas which are not part of the Health Centre premises except as directed by the Health Centre's Management.
- 21.5. For security purposes, the Vendor will provide the Health Centre's Management with the following particulars of his workers at least one (1) month before the commencement of the Services:
 - Name
 - Address
 - Identity Card Number / Passport Number
 - Gender
 - Citizenship
 - Expiry date of work pass (for foreign workers)

22. REGULATIONS, LICENCES AND PERMITS

- 22.1. The Vendor is responsible to procure and maintain all necessary licenses, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- 22.2. In the event of any change in legal or regulatory requirements during the contract period, the Vendor shall promptly and at its own expense take any necessary action for complying with the same.
- 22.3. The Vendor is to comply with best practices as may be proposed or recommended by any relevant bodies in the relevant industry, and also 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.

23. REPORTS AND INFORMATION

- 23.1. The following documents shall be submitted by the Vendor to the Health Centre in formats to be provided by the Health Centre following commencement of the Services:
- Monthly Assessment Report on the standard Services provided;
 - Any other feedback from time to time.
- 23.2. Exchange of information between the Vendor and the Health Centre on the latest technology and processes relevant to the Services provided is recommended.

24. HOUSEKEEPING PROGRAM

- 24.1. Joint inspections and meetings shall be held and attended by the Contract's Supervisor and the Health Centre's representative. Records of such meetings are to be provided to the Health Centre.
- 24.2. Daily and periodic cleaning reports submitted by the Vendor's Supervisor shall be collated and submitted to the Health Centre in a format acceptable to the Health Centre. These checklist forms will be used as a basis for performance evaluation.
- 24.3. Monthly reports shall be submitted by the Contract's Supervisor by the first week of each month. Such reports shall list out among others, staff strength, KPI, outcome, analysis and recovery services (if necessary), training utilization and Quality Improvement project update, safety and waste statistic.
- 24.4. The Vendor shall ensure that the Supervisor respond to any call by the Health Centre according to the time as specified below: -

Category	Respond Time	
	Office Hour	After Office Hours
Urgent	5 minutes	20 minutes
Routine	10 minutes	30 minutes

25. QUALITY IMPROVEMENT (QI) PROGRAM

- 25.1. It is a requirement for the Vendor to participate in the Health Centre's Quality Improvement (QI) Program to ensure its ability to consistently provide services that meet the expectations of the Health Centre and applicable regulatory requirements and to enhance process management, service quality, supervision and service delivery standards.
- 25.2. Health Centre shall use the findings and analysis from its Quality Improvement (Qi) Program to rate and do adjustments pertaining to the Services.

- 25.3. It is recommended for the Vendor to conduct his own Quality Improvement (QI) Program as well as documenting and monitoring its effectiveness.
- 25.4. The Vendor shall send his personnel for courses relating to quality-related service and/or hygiene standards compliance recommended by the Health Centre.

26. AUTHORISED REPRESENTATIVE

- 26.1. For the purpose of the provision of Services, the Health Centre will be represented by the Management (Chief Executive Officer /Procurement Officer/Hospital Administrator), who will be the authorized Health Centre representative.
- 26.2. All communication and notices shall be directed to the attention of:

**Chief Executive Officer
Department of Health Services
Ministry of Health,
Negara Brunei Darussalam**

and

**Procurement Officer
Department of Health Services
Ministry of Health,
Negara Brunei Darussalam**

27. RIGHT TO APPOINT OTHER VENDORS

- 27.1. The Health Centre reserves the right to engage other vendors to provide the Services if the Vendor **fails** to perform in full compliance with the contract.
- 27.2. All expenses incurred shall be recoverable in full from the Vendor by the Health Centre.

28. DAMAGE TO PERSONS AND PROPERTY

- 28.1. The Vendor shall report any damage (due to negligence of the workers) of any cleaning element of Health Centre's property immediately to the Health Centre Management.
- 28.2. Cost of repair/replacement of any damage to the equipment or property belonging to the Health Centre caused by the Vendor's personnel shall be borne by the Vendor.

29. DOCUMENTS TO SUBMIT

- 29.1. The following documents shall be submitted before evaluation (shall be informed by phone call), and labeled accordingly, together with the documents listed out in Section 3 of this Invitation To Tender:
- 29.1.1. Proposed Standard Operation Procedures
 - 29.1.2. CV of Supervisor and Cleaners
 - 29.1.3. JDs (Job Descriptions) of Supervisor and Cleaners
 - 29.1.4. Proposed Training Programme for Vendor Staff
 - 29.1.5. Certificate of Training (refer to Clause 15.3)
 - 29.1.6. List of Safety Measures
 - 29.1.7. Security Plan
 - 29.1.8. Facility Management Report
 - 29.1.9. Any other relevant supporting documents
 - 29.1.10. Salary for Workers
 - 29.1.11. Material Safety Data Sheet (MSDS)

30. CHECKLIST FORM AND INSPECTIONS

- 30.1. The Vendor shall submit **Monthly Cleaning Plan** on every first week of the month as set out in **Schedule H**.
- 30.2. The Vendor shall submit the proposed checklist forms, taking into account the requirements of the Health Centre's cleaning frequency guideline as set out in **Schedule D**.
- 30.3. The Vendor is required to record daily and periodic cleaning works in a format acceptable to the Health Centre. These checklist forms will be used as a basis for performance evaluation.
- 30.4. The Supervisor must ensure that these checklist forms are duly completed and signed by the Health Centre's **in-charge of each Services** after completion of the cleaning services at the end of every week. These forms shall be submitted on the first day of the following week in which they are completed and signed.
- 30.5. The checklist forms shall be graded by the Health Centre Management.
- 30.6. The Vendor will also carry out joint inspection with the Health Centre's Representative every week, on an agreed schedule in addition to the monthly housekeeping and performance evaluation meetings. Records of such meeting are to be provided to the Health Centre.

SCHEDULES

SCHEDULE A: AREAS TO BE CLEANED

SCHEDULE B: GENERAL GUIDELINES TO CLEANING

SCHEDULE C: QUALITY STANDARDS

SCHEDULE D: CLEANING SCHEDULE AND FREQUENCY

SCHEDULE E: WORKING HOURS

SCHEDULE F: ALLOCATION OF PERSONNEL

SCHEDULE G: LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY CONTRACTOR

SCHEDULE H: CHECKLIST FORMS

SCHEDULE A

AREAS TO BE CLEANED

1. SERIA HEALTH CENTRE

The following areas are to be cleaned:

<p>OUTPATIENT CLINIC (GF)</p> <ol style="list-style-type: none"> 1. OPD WAITING AREA 2. OPD TRIAGE AREA 3. DOCTOR ROOM 1 4. DOCTOR ROOM 2 5. VISITING CLINIC ROOM 6. NURSING / PAP SMEAR ROOM 7. BREASTFEEDING ROOM 8. OBSERVATION/TREATMENT ROOM 9. EMERGENCY WAITING AREA 10. EMERGENCY / RESUSCITATION ROOM 11. ECG ROOM 12. NEBULISER ROOM 13. PPE ROOM 14. PANTRY STAFF ROOM 15. VACCINATION/IMMUNIZATION ROOM 16. FLU CLINIC 17. PHLEBOTOMY ROOM 	<p>MATERNAL & CHILD HEALTH CLINIC (GF)</p> <ol style="list-style-type: none"> 1. MATERNAL AND CHILD HEALTH SERVICE COUNTER 2. NURSE CONSULTATION ROOM 1 3. NURSE CONSULTATION ROOM 2 4. NURSE CONSULTATION ROOM 3 5. NURSE CONSULTATION ROOM 4 6. TRIAGE ROOM 7. INJECTION ROOM 8. DOCTOR CONSULTATION ROOM (CHILD HEALTH) 9. DOCTOR CONSULTATION ROOM (MATERNAL HEALTH) & ULTRASOUND 10. BREASTFEEDING ROOM 11. HEALTH PROMOTION ROOM
<p>MEDICAL RECORD (GF)</p> <ol style="list-style-type: none"> 1. MEDICAL STORE ROOM 2. MEDICAL RECORD FILING ROOM 3. MEDICAL RECORD OFFICE 4. MEDICAL RECORD WAITING AREA 	<p>PHARMACY SERVICES (GF)</p> <ol style="list-style-type: none"> 1. PHARMACY STORE 2. PHARMACY COUNTER 3. PHARMACY DISPENSARY AREA 4. PHARMACY WAITING AREA 5. PHARMACY OFFICES 6. PANTRY
<p>ADMINISTRATION (1F)</p> <ol style="list-style-type: none"> 1. CONFERENCE ROOM 2. PRAYER ROOM 3. ABLUTION AREA 4. WASHROOM / TOILETS 5. EMERGENCY STAIRS 	<p>ROOFTOP (1F)</p> <ol style="list-style-type: none"> 1. WATER TANK AREA
<p>GENERAL AREA (EXTERNAL)</p> <ol style="list-style-type: none"> 1. DROP-OFF 2. PUBLIC PARKING AREA (50 CARS) (FRONT) 3. STAFF PARKING AREA (50 CARS) (BACK) 4. TEMPORARY CLINICAL WASTE STORAGE ROOM 5. BG PARKING GARAGE 6. DOMESTIC WASTE HOUSE 	<p>M&E ROOM (EXTERNAL)</p> <ol style="list-style-type: none"> 1. SUBSTATION / ELECTRICAL ROOM

SCHEDULE A

AREAS TO BE CLEANED

2. SUNGAI LIANG HEALTH CENTRE

The following areas are to be cleaned:

MATERNAL & CHILD HEALTH CLINIC (GF)	
1. MCH CORRIDOR	12. PUMP ROOM
2. MCH PANTRY	13. TOILET
3. MCH WEIGHING ROOM	14. LAUNDRY ROOM
4. MCH LECTURE ROOM	15. LOBBY AREA
5. MCH DRUGS STORE	16. ABLUTION AREA : MALE
6. MCH NURSE ROOM	17. ABLUTION AREA : MALE (TOILET 1)
7. MCH INJECTION ROOM	18. ABLUTION AREA : MALE (TOILET 2)
8. MCH DOCTOR ROOM	19. ABLUTION AREA : FEMALE
9. MCH BREASTFEEDING ROOM	20. ABLUTION AREA : FEMALE (TOILET 1)
10. PABX	21. ABLUTION AREA : FEMALE (TOILET 2)
11. DB	22. STORE

EMAS (AMBULANCE & EMERGENCY) (GF)
1. EMAS ADMIN OFFICE
2. EMAS BASE AREA
3. EMAS STAFF ROOM
4. EMAS PANTRY
5. EMAS STANDBY AREA
6. AMBULANCE STANDBY AREA

OUTPATIENT CLINIC (1F)	A&E (AMBULANCE & EMERGENCY) (1F)
1. OPD UTILITY	1. A&E EMERGENCY ROOM 1
2. OPD BREASTFEEDING ROOM	2. A&E EMERGENCY ROOM 2
3. TOILET 1	3. A&E TREATMENT ROOM 1
4. TOILET 2	4. A&E TREATMENT ROOM 2
5. OPD DOCTOR ROOM 3	5. A&E INJECTION ROOM
6. OPD PAP SMEAR ROOM	6. A&E WAITING AREA
7. OPD DOCTOR ROOM 2	7. A&E CORRIDOR
8. OPD DOCTOR ROOM 1	8. STORE
9. NURSE OFFICER ROOM	
10. DIETICIAN ROOM	PHARMACY SERVICES (1F)
11. TRIAGE ROOM 1	1. PHARMACY LOBBY AREA
12. TRIAGE ROOM 2	2. PHARMACY DISPENSARY
13. MAIN WAITING AREA	3. PHARMACY OFFICE
14. OPD COORIDOR	4. PHARMACY CORRIDOR
15. TOILET	

MEDICAL RECORD (1F)	DENTAL SERVICES (1F)
1. MEDICAL RECORD OFFICE	1. DENTAL WAITING AREA
2. REGISTRATION COUNTER	2. DENTAL OFFICE
3. RECORD ROOM	3. DENTAL SURGERY ROOM 1
	4. DENTAL SURGERY ROOM 2
	5. DENTAL SURGERY ROOM 3
PHLEBOTOMY SERVICE (1F)	6. DENTAL CORRIDOR
1. PHLEBOTOMY ROOM	7. DENTAL COMPRESSOR ROOM
	8. DENTAL STERILIZING ROOM
	9. DENTAL RADIOLOGY

GENERAL AREA (1F)	
<ul style="list-style-type: none"> 1. MAIN ENTRANCE 2. MAIN WAITING AREA 	<ul style="list-style-type: none"> 10. DENTAL XRAY ROOM 1 11. DENTAL XRAY ROOM 2 12. DENTAL STORE 13. TOILET: MALE 14. TOILET: FEMALE 15. TOILET: DISABLED

GENERAL AREA (2F)	
<ul style="list-style-type: none"> 1. MULTIPURPOSE HALL 2. MEETING ROOM 3. FILING ROOM 4. OFFICE 1 5. OFFICE 2 6. SERVER ROOM 7. TOILET: MALE 	<ul style="list-style-type: none"> 8. TOILET: FEMALE 9. STAIRS 10. WALKWAY 11. CORRIDOR 12. LOBBY 13. STORE

GENERAL AREA (EXTERNAL)
<ul style="list-style-type: none"> 1. DROP-OFF 2. BG PARKING GARAGES 3. PUBLIC PARKING AREA #1 (10 CARS) (FRONT) 4. PUBLIC PARKING AREA #2 (100 CARS) (BACK) 5. STAFF PARKING AREA (20 CARES) (BACK) 6. CLINICAL WASTE STORAGE ROOM 7. DOMESTIC WASTE HOUSE

SCHEDULE A

AREAS TO BE CLEANED

3. LABI HEALTH CLINIC

The following areas are to be cleaned:

GROUND FLOOR	
1. TRIAGE ROOM	10. DENTAL ROOM
2. RECORD ROOM	11. DOCTOR ROOM
3. TREATMENT ROOM	12. ISOLATION ROOM
4. MAIN WAITING AREA	13. EMERGENCY ROOM
5. PHARMACY AREA	14. PUBLIC PARKING AREA
6. WAITING AREA (PHARMACY)	15. M&E ROOM
7. PANTRY	16. COMPOUND
8. NEBULIZER ROOM	17. WASTE ROOM
9. LAUNDRY ROOM	18. STORE
	19. GARAGE

SCHEDULE B

GENERAL GUIDELINES TO CLEANING

The following guidelines shall be followed by the Contractor in the provision of Services. These guidelines are not limited to these, and may be changed from time to time, notice of which will be given to the Contract Manager.

1. General Cleaning Services:
1.1 All rooms and surrounding areas, daily and routine cleaning
1.2 All washrooms /sinks and replenish supplies on a regular basis
1.3 All supply carts stored in unit, shelves and frames
1.4 All refrigerators and appliances
1.5 Shelves, ledges and vents
1.6 Vending machines surfaces and tops
1.7 All areas in the building, including Main Lobbies, corridors and stairs and entrance mats
1.8 All exterior glass on every level and windows, including screens
1.9 Window coverings, blinds and exchange cubicle, security grilles and window.
1.10 Provide comprehensive floor care program (shampoo carpet floor/ scrub/ polish/ topcoat/ strip/ finish): <ul style="list-style-type: none"> ▪ All scrubbing shall be done with a heavy-duty scrubbing machine ▪ Burnishing of floors shall be done with a high-speed burnishing machine
1.11 Move furnishing and equipment from rooms when performing project cleaning
1.12 Mops and buckets, including materials and equipment used for toilet cleaning shall be segregated and shall not be used to clean other parts of the Health Centre. The mops must be color-coded and washed using clinical grade detergent (for disinfection and to prevent cross-infection).
1.13 Spills body fluids/water/general fluids, and may include chemical spill according to Health Centre/Clinic protocol.
1.14 Clean entrance mats (if available).
1.15 Clean car parks (both public and staff car parks), roads and drains within and surrounding the Health Centre.
2. Terminal Cleaning Services (done regularly and daily)
2.1 Using an EPA-approved, hospital-grade disinfectant.
2.2 Following items should be cleaned: <ul style="list-style-type: none"> ▪ Top, front and sides of examination couch and beds, bedframe, side rails and between side rails. ▪ All high-touch areas in the room including tabletops, phone and cradle, doctor's and patient's chair, door and cabinet handles, light switches and elevator (if applicable).
2.3 Hands should be washed with an antimicrobial soap and water or alcohol rub applied to the hands prior to donning a new set of gloves.
3. Clinical Waste Management Services
3.1 Collect Clinical Waste from all rooms using waste trolley (used only to transport clinical waste).
3.2 To change the clinical plastic waste provided by the Health Centre for every collection.
3.3 No waste plastics or containers of any description are to be dragged along the floors.
3.4 The waste collection should be transported to the Clinical Waste Collection Area.
3.5 The Contractor to provide gloves, masks, aprons and face shield for handling of waste.
4. Domestic Waste Management Services
4.1 Collect waste (non-clinical) from all rooms
4.2 The waste collection should be transported to the Waste Collection Area.
4.3 No waste plastics or containers of any description are to be dragged along the floors.
4.4 Provide appropriate polythene bags for non-clinical waste bins.
4.5 Provide gloves, masks, plastic aprons and visors for handling of waste.
4.6 Exchange/empty small plastic waste daily.
4.7 To follow SOP provided by Health Centre (will be given before commencement of the contract).

5. Facilities Management
5.1 Move heavy furniture or equipment (if required).
5.2 Report all facility conditions that affect the cleaning operation, such as hazard, defect or anything that is detrimental to the environment.
6. Landscaping Services
6.1 Grass cutting once a week.
6.2 Cleaning of all areas outside the building.
6.3 Cleaning of drains.
6.4 Gardening and landscaping.
6.5 Maintenance of plants within surrounding area of building.
6.6 Cutting branches 2 feet away from the gate
6.7 Cut/remove branches, bird nests, etc that are blocking the CCTV view (if required)

SCHEDULE C
QUALITY STANDARDS

1) IDENTIFYING RISKS

I. VERY HIGH-RISK CLINICAL AREAS
<p>Required Standard In the clinical area designated as very high risk, the required cleaning standards are of critical importance and for patients' safety. As patients are at very high risk of infection, a frequent and regular cleaning service is essential. Need strict adherence to existing protocols and Standard Operating Procedure for cleaning services.</p>
<p>Clinical areas Areas with patients in protective isolation: -</p> <ul style="list-style-type: none"> ▪ Flu And Infectious Diseases Clinic ▪ Isolation Room ▪ Resuscitation Room ▪ Treatment Room
<p>Additional Internal Areas It is essential that areas adjoining very high-risk clinical areas also receive the most intensive level of cleaning. These include toilets and corridors.</p>
II. HIGH RISK CLINICAL AREAS
<p>Required standard The required standards are of high importance and for patients' safety. The outcomes must be maintained by frequent scheduled cleaning and a capacity to spot clean.</p>
<p>Clinical areas</p> <ul style="list-style-type: none"> ▪ Triage Room ▪ Sterilization Room ▪ Observation Room ▪ Consultation Room ▪ Changing Room ▪ Pharmacy ▪ Pharmacy Store ▪ Immunization Room
<p>Additional internal areas It is essential that areas adjoining high risk functional areas also receive the same level of cleaning. These include balconies, toilets, corridor, meeting/conference rooms, pantry, offices, staff rooms and storerooms.</p>
III. MODERATE RISK FUNCTIONAL AREAS
<p>Required standard In the functional areas designated as moderate risk, the required standards are important for both hygiene and aesthetic reasons. The outcomes should be maintained through regular cleaning on a scheduled basis, with some capacity to spot clean in between.</p>
<p>Functional areas</p> <ul style="list-style-type: none"> ▪ Pantries ▪ Public Area ▪ Toilets ▪ Urinalysis Room ▪ Waiting Area ▪ Breastfeeding rooms ▪ Rehabilitation Area
<p>Additional Internal Areas It is essential that areas adjoining moderate risk functional areas also receive the same level of cleaning. These include balconies, toilets, lobby, corridors, elevators, meeting/conference rooms, pantry, offices, stairways, and storerooms.</p>

IV. LOW RISK FUNCTIONAL AREAS

Required standard

The required standards are important for aesthetic and, to a lesser extent, hygiene reasons. The outcomes should be achieved through regular cleaning on a scheduled or project basis, with a capacity to spot clean in between.

Functional areas

- Administrative areas
- Store Rooms
- Record storage and archives
- Conference Room
- Multipurpose Room
- External surrounding
- Prayer Room and Ablution Rooms
- Security Room


Risk	Standards
<p>Very high risk Areas with patients in protective isolation: -</p> <ul style="list-style-type: none"> ▪ Flu And Infectious Diseases Clinic ▪ Isolation Room ▪ Resuscitation Room ▪ Treatment Room 	<p>Critically important Patients are at very high risk of infection, and a frequent and responsive cleaning service is ESSENTIAL. Defined protocols and processes in addition to the outcomes need strict adherence. The outcomes must be achieved through the highest level of intensity and frequency of cleaning.</p> <p>It is essential that areas adjoining very high risk functional areas also receive the most intensive level of cleaning.</p>
<p>High risk</p> <ul style="list-style-type: none"> ▪ Triage Room ▪ Sterilization Room ▪ Observation Room ▪ Consultation Room ▪ Changing Room ▪ Pharmacy ▪ Pharmacy Store ▪ Immunization Room 	<p>Highly Important The outcomes must be maintained by frequent scheduled cleaning and a capacity to spot clean.</p> <p>It is essential that areas adjoining high risk functional areas also receive the same level of cleaning.</p>
<p>Moderate risk</p> <ul style="list-style-type: none"> ▪ Pantries ▪ Public Area ▪ Toilets ▪ Urinalysis Room ▪ Waiting Area ▪ Breastfeeding rooms ▪ Rehabilitation Area 	<p>Very important The required standards are important for both hygiene and aesthetic reasons. The outcomes should be maintained through regular cleaning on a scheduled basis, with a capacity to spot clean in between.</p> <p>It is essential that areas adjoining moderate risk functional areas also receive the same level of cleaning.</p>
<p>Low/minimal risk</p> <ul style="list-style-type: none"> ▪ Administrative areas ▪ Store Rooms ▪ Record storage and archives ▪ Conference Room ▪ Multipurpose Room ▪ External surrounding ▪ Prayer Room and Ablution Rooms ▪ Security Room 	<p>Important The required standards are important for aesthetic and, to a lesser extent, hygiene reasons. The outcomes should be achieved through regular cleaning on a program or scheduled basis, with a capacity to spot clean in between.</p>

2) IDENTIFYING PERSONAL PROTECTIVE EQUIPMENT (PPE) REQUIREMENT

A. For Very High Risk Clinical Area

Components of PPE	
	<ol style="list-style-type: none">1. Surgical mask2. Isolation gown (Yellow)3. Outer white plastic apron4. Inner disposable gloves5. Outer standard gloves6. Boots7. OT cap

B. For High Risk Clinical Area

Components of PPE	
	<ol style="list-style-type: none">1. Surgical mask2. White plastic apron3. Inner disposable gloves4. Outer heavy-duty gloves (not available in the picture)5. Boots6. Eye protection (if risk of splashes)

C. For Moderate Risk and Low Risk Functional Area

Components of PPE

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

3) REQUIREMENTS AND STANDARDS FOR THE FUNCTIONAL AREAS

This part covers four main components which will encompass the cleaning services:

1. Building
2. Fixtures
3. Equipment
4. General environment

I. BUILDING

1) External features, fire exits and stairways

Includes: landings, ramps, stairways, fire exits, steps, entrances/exits, porches, corridors, pavements, gutters and external light fittings.

Required standard

- All these areas shall be free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and animals' faeces.
- Handrails are clean, sanitize and free of stains.

2) Walls, skirting and ceilings

Includes: interior partitions, light switches (interior and exterior), window/door frames, ceiling support beams.

Required standard

- Internal and external walls and ceilings are free of dust, grit, soil and cobwebs.
- Walls and ceilings are free of marks caused by furniture, equipment or staff.
- Light switches are free of fingerprints and any other marks.
- Light covers and diffusers are free of dust, grit and cobwebs.
- Polished surfaces should properly clean.

3) Windows

Includes: internal and external surfaces of all windows, double paned windows with venetian blinds, window ledges, all internal and external glass and mirrors.

Required standard

- All windows shall be clear of all spots and marks, including fingerprints and smudges.
- Window frames and ledges are clear and free of dust, grit, marks and spots.

4) Doors

Includes: doorknobs, handles, door closer, door labels, relief grilles, door tracks and jambs.

Required standard

- Door frames are free of dust, grit, soil, film, fingerprints and cobwebs.
- Doors and doorframes are free of marks caused by furniture, equipment or staff.
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs and any other marks.
- Door tracks and door jambs are free of grit and other debris.

5) Hard floors

Includes: vinyl, tiles, concrete, wood and linoleum.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids.
- The floor is free of polish or other build-up at the edges and corners in busy areas.
- Inaccessible areas (edges, corners, around furniture and at pivot points) are free of dust, grit and spots.
- Polished or buffed floors are of a uniform lustre **once a month**.
- Waxing/shining of vinyl flooring to protect the floor from wear, dirt accumulation or scratches done **twice a year**.

- Appropriate signage and precautions are put up for pedestrian safety at newly cleaned or wet floors.

6) **Soft floors**

Includes: carpets and carpet tiles

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids.
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

7) **Ducts, grills and vents**

Includes: exterior surface of duct outlets, air vents and grills, air conditioners, relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- All ventilation outlets are kept unblocked and free of dust, grit, soil, film and cobwebs.
[Note: Cleaning and maintenance of filters of air conditioners etc must be undertaken in accordance with the manufacturers' requirements or otherwise determined by the Health Centre.]

II. EQUIPMENT & FIXTURES

1) **Electrical fixtures and fittings**

Includes: computer equipment, air purifier, HEPA filter, refrigerators, microwaves, dryers, TVs and associated fittings, light fittings, telephones, water dispenser/filter, vending machines, exhaust fans, light switches, rehabilitation equipment, washing machine & dryer and insect killing devices.

Required standard

- Electrical fixtures and appliances are free of grease, dirt, dust, marks, stains and cobwebs.
- Motor vents etc. are clean and free of dust and lint.
- Insect killing devices are free of dead insects and are clean and functional.

2) **Furnishings and fixtures**

Includes: chairs, sofas, stools, patients couch, beds, wheelchairs, patient transporting chair, tables, cupboards, wardrobes, lockers, trolleys, benches, shelves and storage racks, waste/rubbish bins, plants, fire extinguishers, fire alarms, curtains, curtain rails, blinds and drapes.

Required standard

- Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages.
- Soft furniture is free from stains, soil, film and dust.
- Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.
- Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
- All high surfaces are free from dust and cobwebs.
- Curtains, blinds and drapes are free from stains, dust, cobwebs and lint.
- Equipment is free of tapes and plastic which may compromise cleaning.
- Furniture has no odour that is distasteful or unpleasant.
- Shelves, benchtops, cupboards and wardrobes/lockers are clean inside and out and free of dust and litter or stains.
- Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.
- Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.
[Note: Furniture should not be repaired using tapes etc. that may compromise cleaning. Damaged furniture should be reported to the Health Centre management.]

3) **Toilets and bathroom fixtures**

Includes: toilets, urinals, sinks, showers, baths, wash basin areas, taps, tap handles, bed pans, sluices, bath mats, call button, shower curtains and shower/bath rails.

Required standard

- Porcelain and plastic surfaces are free from smudges, smears, body fats, soap build-up and mineral deposits.
- Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits.
- Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mold, soap build-up and mineral deposits.
- Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fats.
- Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.
- Bathroom fixtures are free from odours that are distasteful or unpleasant.
- Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.
- Consumable items are in **sufficient supply**.

III. ENVIRONMENT

1) **General tidiness**

Required standard

- The area are tidied and uncluttered.
- Floor space is clear, only occupied by furniture and fittings designated for that area.
- Fire access and exit doors are clear and unhindered.

2) **Odour control**

Required standard

- The area smells fresh.
- There is no unpleasant odour.
- Room deodorizers are clean and functional.

SCHEDULE D

CLEANING SCHEDULE AND FREQUENCY

NO.	AREAS	SCHEDULE AND FREQUENCY							
	GENERAL AREAS	FLOOR	WALL	WINDOW / DOOR	CEILING	FURNITURES FIXTURES & EQUIPMENTS	DOOR KNOB / HANDLE	EMPTY & CLEANING WASTE BIN	VINYL FLOORING
A.	1. CORRIDOR / HALLWAY	Daily	2x weekly	Daily	2x weekly	1x Weekly	3x Daily	2x Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing - bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	▪ METAL RAILING	-	Daily	-	-	-	-	-	-
	▪ GLASS PANELS	-	Inside: Daily Outside:2x Weekly	Inside: Daily Outside:2x Weekly	1x monthly	1x weekly	-	-	-
	2. ALL STAIR CASE	2x Daily	2x weekly	Daily	2x weekly	-	Daily	-	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	3. TOILET (PUBLIC) Note: <i>Include replenishing of toiletries</i>	At least 4x Daily	Daily	Daily	2x weekly	Daily	At least 4x Daily	4x Daily	Scrubbing – Monthly
	4. OFFICES								
	a) ADMINISTRATION	Daily	Weekly	Daily	Weekly	2x weekly	Daily	2x Daily	
b) CONFERENCE ROOM	Daily	Weekly	Daily	Weekly	2x	Daily	2x	Vacuum – Weekly	

NO.	AREAS		SCHEDULE AND FREQUENCY						
	GENERAL AREAS	FLOOR	WALL	WINDOW / DOOR	CEILING	FURNITURES FIXTURES & EQUIPMENTS	DOOR KNOB / HANDLE	EMPTY & CLEANING WASTE BIN	VINYL FLOORING
						weekly		Daily	Shampoo – Monthly
	c) TOILET Note: <i>Include replenishing of toiletries</i>	2x Daily	Daily	Weekly	Weekly	Daily	At least 2x Daily	2x Daily	Scrubbing – Monthly
	d) KITCHEN / PANTRY	2x Daily	Daily	Daily	Weekly	Daily	At least 2x Daily	2x Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
5.	ALL STORES	1x weekly	1x weekly	1x weekly	1x weekly	1x weekly	Daily	Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
6.	PRAYER ROOM	Daily	2x weekly	Daily	1x weekly	1x weekly	2x Daily	2x Daily	Vacuum –Weekly Shampoo - Monthly
	a) ABLUTION ROOM	Daily	Daily	Daily	1x weekly	1x weekly	Daily	x	Scrubbing – Monthly
7.	Lift	Daily	Daily	-	1x weekly	-	-	-	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly

NO.	AREAS	SCHEDULE AND FREQUENCY							
		GENERAL AREAS	FLOOR	WALL	WINDOW / DOOR	CEILING	FURNITURES FIXTURES & EQUIPMENTS	DOOR KNOB / HANDLE	EMPTY & CLEANING WASTE BIN
									<ul style="list-style-type: none"> ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	8. PAVEMENT (FOOT-PATH TO ATTACHED BUILDING)	2x Daily	Daily	Daily	1x monthly	-	Daily	Daily	Scrubbing – Monthly
	9. LOBBIES	2x Daily	Daily	Daily	Weekly	Daily	At least 2x Daily	2x Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	10. COUNTER / RECEPTIONIST	Daily	Weekly	Daily	Weekly	Daily	Daily	2x Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	11. DRIVEWAY/PORCH	Daily	-	-	Monthly	-	-	-	-
	12. OPEN DRAINS	Daily	-	-	-	-	-	-	-
A.	GENERAL AREAS	FLOOR	WALL	WINDOW / DOOR	CEILING	FURNITURES FIXTURES & EQUIPMENTS	DOOR KNOB / HANDLE	EMPTY & CLEANING WASTE BIN	CARPET/VINYL CLEANING
	13. ROOFTOP	1x monthly	1x monthly	-	-	-	Monthly	-	-
	14. FIRE EXIT STAIRCASE, FIRE EXTINGUISHER &	1x weekly	1x weekly	1x weekly	1x weekly	1x weekly	-	-	-

NO.	AREAS		SCHEDULE AND FREQUENCY						
	GENERAL AREAS	FLOOR	WALL	WINDOW / DOOR	CEILING	FURNITURES FIXTURES & EQUIPMENTS	DOOR KNOB / HANDLE	EMPTY & CLEANING WASTE BIN	VINYL FLOORING
	FIRE HOSE REEL CABINETS								
	15. DOMESTIC WASTE STORAGE	Daily	Daily	Daily	1x weekly	Every after collection	Daily	Daily	-
	16. CLINICAL WASTE STORAGE	Daily	Daily	Daily	1x weekly	Every after collection	Daily	Daily	-
	17. CLINIC/ CONSULTATION EXAMINATION ROOM <i>Note: Require Post Case Cleaning</i>	2x Daily	1x weekly	2x Daily	1x weekly	2x Daily	2x Daily	2x Daily	<ul style="list-style-type: none"> ▪ Scrubbing – bi-yearly ▪ Stripping – bi-yearly ▪ Sealing – bi-yearly ▪ Waxing Vinyl – bi-yearly ▪ Buffing Vinyl – Weekly
	18. TREATMENT ROOM	At east 3x Daily	2x weekly	3x Daily	2x weekly	3x Daily	3x Daily	3x Daily	
	19. OBSERVATION ROOM	2x Daily	1x weekly	2x Daily	1x weekly	2x Daily	2x Daily	2x Daily	
	20. WAITING ROOM	2x Daily	1x weekly	2x Daily	1x weekly	1x weekly		2x Daily	
	21. FLU CLINIC <i>Note: Require Post Case Cleaning</i>								
	22. CONSULTATION/ TRIAGE ROOM	At east 3x Daily	2x weekly	3x Daily	2x weekly	3x Daily	3x Daily	3x Daily	
	23. ISOLATION ROOM	At east 3x Daily	2x weekly	3x Daily	2x weekly	3x Daily	3x Daily	3x Daily	
	24. WAITING AREA	At east 3x Daily	2x weekly	3x Daily	2x weekly	3x Daily	3x Daily	3x Daily	

Cleaning may include:

FLOOR	WALL	WINDOW / DOOR	CEILING	CARPET	& VINYL
Sweep High Dust Vacuum Dust and Mop Spot cleaning Sanitizing Disinfect Scrubbing Stripping Sealing Waxing Buffing	Wash & Scrub Spot cleaning Dusting Disinfect	Damp Wipe Polishing Spot cleaning Wash & Scrub Disinfect	High rise cleaning Dusting	Shampoo Carpet Vacuum	Scrubbing Stripping Sealing Waxing Buffing

SCHEDULE E
WORKING HOURS

HEALTH CENTRE	DAYS	TIME (AM)	TIME (PM)	TIME (Extended)
Seria Health Centre	Monday - Thursday	6.30 am – 12.30 pm	12.30 pm – 5.00 pm	–
	Friday	6.30 am – 11.30 am	2.00 pm – 5.00 pm	–
	Saturday	6.30 am – 12.30 pm	12.30 pm – 5.00 pm	–
	Sunday	–	–	–
Sungai Liang Health Centre	Monday - Thursday	6.30 am – 12.30 pm	12.30 pm – 5.00 pm	6.00 pm – 9.00 pm
	Friday	6.30 am – 11.30 am	2.00 pm – 6.00 pm	6.00 pm – 9.00 pm
	Saturday	6.30 am – 12.30 pm	12.30 pm – 5.00 pm	6.00 pm – 9.00 pm
	Sunday	–	2.00 pm – 6.00 pm	6.00 pm – 9.00 pm
*Labi Health Clinic	Monday & Thursday	7.30 am – 12.30 am	12.30 pm – 4.00 pm	–

Note:

***The Vendor is further required to ensure the availability of personnel to perform work on Sundays and public holidays, as and when required.*

SCHEDULE F

ALLOCATION OF PERSONNEL

The Vendor must employ the minimum number of skilled workmen as the number below:

WORKERS	SERIA HEALTH CENTRE	SUNGAI LIANG HEALTH CENTRE	LABI HEALTH CLINIC
Supervisor	1	1	
Cleaners (Male & Female)	2 (At Least 1 female staff)	3 (At Least 1 female staff)	
Gardener/ Grasscutter	1	1	
Total Manpower	4	5	

Important Note:

1. Labi Health Clinic shall share the same pool of cleaners with Sg Liang Health Centre. Cleaning at Labi Health Clinic by one (1) cleaning staff to be done two (2) times in a week or when cleaning is required only.
2. The Contractor shall provide additional cleaners when required by Health Centre during Emergency/Pandemic/Disaster with additional cost (per cleaner/day).

SCHEDULE G

LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY VENDOR

All tools, equipment, chemicals and materials to be used in the cleaning services shall be provided by the Vendor for each Health Centre such as:

MACHINES		QUANTITY
1	Floor Care Management Machine	
2	Carpet shampooing machine	
3	Vacuum cleaners	
	a) Wet Vacuum Machine	
	b) Dry Vacuum Machine	
	c) Curtain Vacuum	
4	Polishing/Buffering machine	
5	Scrubbing machine	
6	Grass cutter	
7	Pruning machine	
8	Trimmer machine	
9	Water jet	
10	Floor Blower	
11	Leaf Blower	
Chemical		
1	Floor polish	} Adequate when used
2	Toilet cleaner	
3	Disinfectants	
4	Toilet Deodorant	
5	Clorox	
6	Room Deodorant Spray	
Gardening tools		
1	Scoop	} Adequate when used
2	Hoe	
3	Wheelbarrows	
4	Choppers	
5	Garden fork	
6	Spade	
7	Tree Cutting Chainsaw	
Other equipment		
1	Brooms	} Adequate when used
2	Mop	
3	Dustbins	
4	Waste trolleys	
5	Dustpans	
6	Janitor Carts	
7	Ladder	

SCHEDULE H

CHECKLIST FORMS

**DEPARTMENT OF HEALTH SERVICES
MINISTRY OF HEALTH**

FORM D – MONTHLY

LOCATION _____
SECTION _____
MONTH _____
OFFICER IN CHARGE _____

NO.	DESCRIPTION OF WORK	MARK	DATE	COMMENTS
1.	General cleaning, scrubbing and sealing of floor (Tiled/Vinyl Floor) and staircases.	___ /3*		
2.	Polishing of vinyl/tile flooring and staircases.	___ /3*		
3.	Shampooing of carpet.	___ /3*		
4.	General cleaning of all external glass panels and frames.	___ /3*		
5.	General cleaning of rooftop including cutting off small plant that grows on gutters.	___ /3*		

PLEASE INDICATE THE MARKS AS FOLLOWS:

0 WORK NOT DONE	1 VERY UNSATISFACTORY	2 UNSATISFACTORY	3 SATISFACTORY	4 VERY SATISFACTORY	5 EXCELLENT
---------------------------	---------------------------------	----------------------------	--------------------------	-------------------------------	-----------------------

Signature : _____

Date : _____

*Note:
Mark (*) will be filled by Officer In-Charge.*

**DEPARTMENT OF HEALTH SERVICES
MINISTRY OF HEALTH**

FORM C – TWICE WEEKLY

LOCATION _____
SECTION _____
MONTH _____
OFFICER IN CHARGE _____

NO.	DESCRIPTION OF WORK	WEEK 1 (FRIDAY)	WEEK 3 (FRIDAY)	TOTAL MARK	COMMENTS
1.	General cleaning of Domestic Waste Storage – scrubbing of floor and walls and clean windows; and cleaning of waste bins, fixtures and fittings.	____ /3*	____ /3*	____ /6*	
2.	General cleaning of Clinical Waste Storage – scrubbing of floor and walls and clean windows; and cleaning of waste bins, fixtures and fittings.	____ /3*	____ /3*	____ /6*	

PLEASE INDICATE THE MARKS AS FOLLOWS:

0 WORK NOT DONE	1 VERY UNSATISFACTORY	2 UNSATISFACTORY	3 SATISFACTORY	4 VERY SATISFACTORY	5 EXCELLENT
---------------------------	---------------------------------	----------------------------	--------------------------	-------------------------------	-----------------------

Signature : _____

Date : _____

*Note:
Mark (*) will be filled by Officer In-Charge.*

**DEPARTMENT OF HEALTH SERVICES
MINISTRY OF HEALTH**

FORM B – WEEKLY

LOCATION _____
SECTION _____
MONTH _____
OFFICER IN CHARGE _____

No.	Description of work	Date – 1 st Week	Date – 2 nd Week	Date – 3 rd Week	Date – 4 th Week	Total Mark	Comments
1.	Spot cleaning/dusting and removal of cobwebs and insect debris from walls, columns and ceiling;	___/3*	___/3*	___/3*	___/3*	___/12*	
2.	General cleaning of toilets – scrubbing of floor; wash-down and scrub walls and clean windows; and scrubbing of fixtures and fittings.	___/3*	___/3*	___/3*	___/3*	___/12*	
3.	Cleaning walls, ceiling, air-conditioner supply and return air-grilles and light fittings, covers / diffusers.	___/3*	___/3*	___/3*	___/3*	___/12*	
4.	Grass cutting at compound area and 3 feet outside from gate. Includes removal of cut grass for disposal.	___/3*	___/3*	___/3*	___/3*	___/12*	
5.	Pruning of plants, collect and remove for disposal all cut branches.	___/3*	___/3*	___/3*	___/3*	___/12*	
6.	Weeding operating to all planted areas, removal and disposal of all weeds and rubbish collected.	___/3*	___/3*	___/3*	___/3*	___/12*	

No.	Description of work	Date – 1 st Week	Date – 2 nd Week	Date – 3 rd Week	Date – 4 th Week	Total Mark	Comments
7.	General cleaning of drainages and sewer.	___/3*	___/3*	___/3*	___/3*	___/12*	
8.	Dusting and vacuum curtain.	___/3*	___/3*	___/3*	___/3*	___/12*	

PLEASE INDICATE THE MARKS AS FOLLOWS:

0 WORK NOT DONE	1 VERY UNSATISFACTORY	2 UNSATISFACTORY	3 SATISFACTORY	4 VERY SATISFACTORY	5 EXCELLENT
---------------------------	---------------------------------	----------------------------	--------------------------	-------------------------------	-----------------------

Signature : _____

Date : _____

*Note:
Mark (*) will be filled by Officer In-Charge.*

PLEASE INDICATE THE MARKS AS FOLLOWS:

0 WORK NOT DONE	1 VERY UNSATISFACTORY	2 UNSATISFACTORY	3 SATISFACTORY	4 VERY SATISFACTORY	5 EXCELLENT
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Signature : _____

Date : _____

Note:
Mark () will be filled by Officer In-Charge.*

**DEPARTMENT OF HEALTH SERVICES
MINISTRY OF HEALTH**

MONTHLY CLEANING PLAN TEMPLATE

No.	Date	Location	Description of work	Comments by Health Centre Management
1.	First Week Date:			
2.	Second Week Date:			
3.	Third Week Date:			
4.	Fourth Week Date:			

***Planned cleaning shall be done every Friday.*

***This template shall be submitted every first week of the month attached to Invoice/Work Order/Performance Checklist Form.*

Prepared by: _____

Date: _____

SCHEDULE I

LIST OF CONSUMABLES TO BE PROVIDED BY VENDOR

All consumables to be used in the cleaning services shall be provided by the Vendor such as:

NO.	DESCRIPTION	QUANTITY PER MONTH	PRICE PER QUANTITY	MSDS (√ / ✕)
1.	Floor Sealer *please state the quantity			
2.	Floor Polish *please state the quantity			
3.	Floor Stripper *please state the quantity			
4.	Floor Waxing *please state the quantity			
5.	Carpet Shampoo *please state the quantity			
6.	Carpet Pre-Treatment *please state the quantity			
7.	Disinfectant for Cubicle area *please state the quantity			
8.	General disinfectant *please state the quantity			
9.	Furniture Polish/Cleaner *please state the quantity			
10.	Buffing Liquid *please state the quantity			
Janitorial Consumables				
11.	Perfume Spray			
12.	Toilet Deodorant Block / Toilet Blue Tablet			
13.	Toilet Liquid Hand Soap (small)			
14.	Toilet Bowl Cleaner			
15.	Toilet Disinfectant			
16.	Toilet Paper			
17.	Glass/Mirror Cleaner			
18.	Jumbo Roll Tissues			

SECTION 3

TENDER FORM

To:

TENDER REFERENCE NO.: KK/333/2025/JPK

**TENDER FOR THE PROVISION OF CLEANING SERVICES AND GRASS CUTTING SERVICES
FOR THE FOLLOWING HEALTH CENTRES FOR A PERIOD OF SIX (6) MONTHS:**

- 1. SERIA HEALTH CENTRE**
 - 2. SUNGAI LIANG HEALTH CENTRE AND**
 - 3. LABI HEALTH CLINIC**
-

TENDER OF *(name of tenderer)*

Company/Business Registration No: _____

Tender Closing Date: _____

Scope Of Work	Quantity	Rate	Total Per Month	Six (6) Months
1) Cleaning Service				
a. Consumables	LS	\$	\$	\$
b. Manpower	01 Supervisor	\$	\$	\$
	01 Cleaner	\$	\$	\$
2) Grass Cutting Service Note: Two times a month	2 Times	\$	\$	\$
TOTAL SUM				\$

SCHEDULE B
INFORMATION SUMMARY

- 2.1 Tenderers shall provide in this Schedule the following information:
- a. Management summary
 - b. Company profile (including Contractor and sub-contractor(s), if any)
 - c. Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **Provision of Cleaning Services**
 - d. Other information which is considered relevant

SCHEDULE C

SUB-CONTRACTS

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

Table 3.1 - Responsibility Table

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

SCHEDULE D

COMPANY'S BACKGROUND

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

SCHEDULE E

REFERENCES

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

Table 5.1 - References of previous customers

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

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

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

SCHEDULE G

LIST OF EQUIPMENT

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

NO.	LIST OF EQUIPMENT AND MACHINERY	QUANTITY	BRAND
1.	Janitor Cart		
2.	Mop Squeeze bucket with wet mop		
3.	Dry Mop		
4.	Vacuum Cleaner		
5.	Wet and Dry Vacuum Machine		
6.	Polishing Machine		
7.	Scrubbing Machine		
8.	Carpet Shampoo Machine		
9.	Carpet Dryer		
10.	Wet Suction		
11.	High Pressure Cleaner		
12.	Grass Cutter		
13.	Pruning Machine		
14.	Glass Cleaning Tools		
15.	Caution Signboards		
16.	Lobby Dustpan		
17.	Toilet Bowl Brushes		
18.	Brute Angle Brooms		
19.	Aluminium Ladders		

SCHEDULE H

LIST OF CHEMICALS

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

NO.	DESCRIPTION	BRAND	COUNTRY OF ORIGIN
1.	Floor Sealer		
2.	Floor Polish		
3.	Floor Stripper		
4.	Carpet Shampoo		
5.	Carpet Pre-Treatment		
6.	Disinfectant for Cubicle area		
7.	General disinfectant		
8.	Furniture Polish/Cleaner		
9.	Buffing Liquid		
10.	Deodoriser		
11.	Deodorant Block		
12.	Liquid Hand Soap		
13.	Toilet Bowl Cleaner		
14.	Toilet Disinfectant		
15.	Toilet Paper		
16.	Glass/Mirror Cleaner		