

TENDER REFERENCE NO.: KK/371/2025/JPR(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF GROUNDS MAINTENANCE SERVICES
AT TUTONG DIALYSIS CENTRE FOR A PERIOD OF THREE
(3) YEARS**

TENDER FEES : \$30.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 30/12/2025

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
SPECIFICATION

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SCHEDULE A

GOVERNMENT REQUIREMENT

1. GENERAL REQUIREMENT

- 1.1 Tenderers are required to submit business proposal for the provision of grounds maintenance services at Tutong Dialysis Centre which includes proposed number of workers, working hours, schedule of works, fertilization schedule, and equipment and gardening tools to be used etc.
- 1.2 Tenderers shall have valid tenderer registration certificate from the Ministry of Health or ABCI Ministry of Development - eligibility to: **CLASS II & above and category – B01, S07, S02, KA01, KPB05.**

2. NON-CONFORMANCE REPORT (NCR)

- 2.1 If the Tenderers fails to comply with any requirement, specification, or standard stated in this Contract, the Centre's reserves the right to issue a **Non-Conformance Report (NCR)**. The NCR shall clearly state the nature of the non-compliance, the corrective action required, and the timeframe for rectification.
- 2.2 Upon receipt of an **NCR**, the Tenderers shall:
 - 2.2.1 Acknowledge the **NCR** in writing within two (2) working days;
 - 2.2.2 Submit a corrective action plan within five (5) working days, detailing the measures to be taken to resolve the non-conformance; and
 - 2.2.3 Implement and complete the corrective action within the agreed timeframe.
- 2.3 Failure by the Tenderers to take satisfactory corrective action within the stipulated period shall entitle the Centre's to impose penalties, withhold payment, recover any costs incurred, and/or terminate the Contract without prejudice to any other rights or remedies available under the Contract or law.

3. SCOPE OF WORK

- 3.1 Work includes, but is not limited to, providing workers (**Schedule C**), equipment and gardening tools, chemicals/fertilizer (**Schedule E**), and services required to provide full professional grounds maintenance on properties owned by the Centre's.
- 3.2 The scope of services is outlined in **Schedule D**, which comprise of the following components:
 - 3.2.1 Horticultural maintenance works
 - 3.2.2 Cleaning works
 - 3.2.3 Repair works
 - 3.2.4 Labour works
 - 3.2.5 Pest controls services
- 3.3 It is the responsibility of the Tenderer to ensure the provision of a sufficient number of workers, along with the necessary materials, equipment, and tools, to effectively carry out the ground's maintenance services in all designated areas.
- 3.4 The Tenderer shall be liable for any damage caused by their workers or equipment and must promptly rectify any such damage. The Tenderer shall also be held responsible for any claims or compensation arising from their actions or omissions.
- 3.5 **Codes and Standards:**

3.5.1 The Tenderer shall be responsible for complying with all applicable regulations issued by local, state, and federal agencies that have jurisdiction over any part of the works to be performed under this contract.

3.5.2 The Tenderer shall, at a minimum, meet or exceed the applicable requirements of the latest revisions of codes and specifications published by the following organizations:

- Forestry Department
- Jabatan Alam Sekitar, Taman dan Rekreasi (JASTRE)
- Municipal Department

2.5.3. These specifications are not intended to limit the scope of the Tenderer's work. The Tenderer shall bear full responsibility for the satisfactory completion of all works. The specifications outlined herein represent the minimum requirements acceptable to the Centre's.

2.6. **Coordination of Works:**

26.1. The Tenderer shall be responsible for coordinating all works to be performed under this contract with the approval of the authorized Ministry of Health (MOH) Officer of the Centre's.

2.7. **Tenderer Qualifications:**

2.7.1. The Tenderer must possess a minimum of three (3) years of proven experience in landscaping and horticultural maintenance works.

4. **WORK SITE**

4.1 Areas to be maintained as stated in **Schedule C**

5. **USE OF SITE**

5.1. Unless prior permission is granted by the Centre or its authorized representative to enter any of the buildings for relevant work purposes, the Tenderer shall confine all activities to the immediate work site. The Tenderer shall not unreasonably obstruct the work area with materials or equipment used to carry out the work.

5.2. The Tenderer shall always maintain cleanliness at the work site and shall promptly remove all waste materials and debris generated during the work.

6. **WORKING HOURS**

6.1. **Working Hours**

6.1.1. The Tenderer shall provide the Services as outlined in **Schedule D**. These Services shall be performed in accordance with the proposed shifts specified in **Schedule C**.

6.1.2. The Tenderer shall also deploy personnel to the locations set out in **Schedule C** to perform the Services.

6.1.3. The Tenderer shall ensure that all employees adhere to the working days and hours established by the Centre's.

6.1.4. The Tenderers shall take immediate action to provide temporary replacements or relief workers to maintain the required staffing levels and ensure the Services are delivered to the satisfaction of the Centre's. In the event of any personnel shortage, the Tenderers shall arrange for temporary workers and inform the Operational Officer no later than two (2) hours before the start of any affected shift. Failure to

provide timely replacements will result in a non-compliance penalty, as specified in **Clause 29**, and a corresponding deduction at the rate per person per shift as stated in the **Tender Form**.

6.1.5. The Tenderer shall comply with **Section 65** of the **Employment Order, 2009**, issued by the **Department of Labor, Ministry of Home Affairs, Brunei Darussalam**.

6.1.6. The Centre's reserve the right to amend working hours at any time without prior notice to the Tenderer.

6.1.7. The Tenderer shall ensure that all employees are present at their designated work areas during the prescribed working hours.

6.2. Outside Working Hours

6.2.1. The Tenderer shall obtain written permission from the Management of the Centre's prior to carrying out any work outside the designated working hours.

6.2.2. If work is required to be extended into the night, the Tenderer shall provide safe, proper, and sufficient lighting arrangements at no additional cost to the Centre's.

6.2.3. Certain works may be required to be carried out on weekends to avoid disruption to the Centre's' daily operations. Such work shall be performed at no additional cost to the Centre's.

6.3. The Tenderer shall ensure that all personnel comply with the working days and hours as mutually agreed upon between the Tenderer and the Management of the Centre's.

6.4. In the event of unforeseen circumstances or emergencies, the Management of the Centre's reserves the right to amend the working hours without prior notice to the Tenderer.

6.5. The Tenderer shall ensure that all personnel are present at their designated work areas during the prescribed working hours.

6.6. The Tenderer shall make necessary allowances for any additional expenses that may be incurred if employees are required to work outside regular hours due to emergencies or disasters, as requested by the Centre's.

6.7. The Tenderer shall take immediate steps to provide temporary replacements or relief personnel to maintain full staffing levels for work required outside of regular working hours, to the satisfaction of the Centre's.

6.8. In the event of a shortage of personnel, the Tenderer shall promptly arrange for temporary workers. Any such replacements must be reported to the Centre's Officer-In-Charge no later than two (2) hours after the commencement of the affected shift.

7. SUPERVISION, LABOUR, AND SAFETY

7.1. The Tenderer shall appoint a **competent and proactive Supervisor** who will be responsible for the supervision of works and the conduct of workers on behalf of the Tenderer without the **need for repeated reminders**.

7.2. The Tenderer shall provide an **experienced and competent Supervisor** who is fluent in both **Malay and English**. The Supervisor shall be deployed exclusively for the provision of the Services and stationed full-time at the site.

7.3. The Supervisor shall work exclusively for the successful Tenderer and shall not be engaged in any other contracts or assignments.

- 7.4. The Supervisor must be authorized to make decisions on behalf of the Tenderer.
- 7.5. The Supervisor must be capable of preparing and submitting work reports to the Centre's as required.
- 7.6. If the Supervisor falls ill (i.e., is on medical leave) or is scheduled to take leave, prior approval for a replacement must be obtained from the Centre's.
- 7.7. The Supervisor shall be always present at the Centre during working hours and shall oversee all works on behalf of the Tenderer. The Tenderer shall enforce strict discipline and good conduct among all employees and shall be responsible for their overall performance. Adequate supervision must be exercised to prevent any violations of rules and regulations.
- 7.8. The Tenderer shall submit the CVs, along with a list of duties and responsibilities, for the Supervisor and all workers, considering the Centre's job descriptions for each role.
- 7.9. The Supervisor may be contacted by the Centre's' authorized officer during non-office hours, if necessary, at no additional cost.
- 7.10. The Supervisor must respond to any call from the Centre's within **ten (10) minutes** of receiving the call, 24 hours a day, 7 days a week, if required.
- 7.11. The Supervisor shall be always on-site during working hours and shall maintain strict discipline and order among all workers under their supervision.
- 7.12. The Centre's reserve the right to request the removal from the work site of any worker, including the Supervisor, whose work performance or conduct is deemed unsatisfactory.
- 7.13. The Tenderer shall not employ, and shall ensure that all sub-Tenderers do not employ, any illegal foreign workers.
- 7.14. The Tenderer shall provide all workers with uniforms to facilitate identification and authorized access to the work site.
- 7.15. During the contract period, the Tenderer shall be responsible for protecting the property from all potential hazards.
- 7.16. The successful Tenderer agrees to adhere to and enforce all applicable local and national safety regulations.
- 7.17. The Tenderer shall provide safety barriers, as required, to clearly demarcate the working area and prevent unauthorized access. The designated safety zone shall be of sufficient size to protect others and avoid damage to existing facilities or structures. Upon completion of the work, all safety barriers must be removed from the site.
- 7.18. Any accidents, injuries, fires, or other serious incidents requiring emergency response must be reported immediately to the Centre's and/or the Emergency Department.
- 7.19. In the event of any accident or injury to workers while performing their duties, the Tenderer shall bear full responsibility for and cover the cost of their medical expenses.

8. TENDERER'S RESPONSIBILITIES

- 8.1. Trees, shrubs, flowers, or turf that are damaged or destroyed due to the Tenderer's operations, use of chemicals, or negligence shall be replaced by the Tenderer at no cost to the Centre's.

- 8.2. Sprinklers or any structures—whether part of a building or otherwise—that are damaged due to the Tenderer's operations must be promptly repaired or replaced by the Tenderer at no expense to the Centre's.

9. MEDICAL SCREENING

- 9.1. The Tenderer shall ensure that all personnel appointed for the provision of the Services have undergone appropriate medical screening and are certified medically fit to perform the required duties.

10. REMOVAL OF PERSONNEL

- 10.1. The Centre's reserve the right to request the removal or replacement of any worker employed by the Tenderer who, in the opinion of the Centre's, has demonstrated misconduct, incompetence, or negligence in the performance of their duties.

11. WAGES AND WELFARE

- 11.1. The Tenderer shall be fully responsible for the payment of wages, provision of insurance (including workmen's compensation and medical insurance), medical care, and welfare of its workers in accordance with the regulations set by the Labour Department of Brunei Darussalam.
- 11.2. The Tenderer shall, at its own expense and with approval from the Centre's, take out and maintain an insurance policy or policies specifically endorsed to indemnify both the Tenderer and the Centre's against any liability arising from claims for compensation under the **Workmen's Compensation Act (Cap 74 of the Laws of Brunei)**.

12. EMPLOYMENT OF ILLEGAL WORKERS

- 12.1. The Tenderer undertakes to the Centre's that they will not employ, and will ensure that all their sub-Tenderers do not employ, any illegal foreign workers.
- 12.2. The Tenderer will ensure that any foreign workers employed possess valid employment passes and comply with all relevant legal requirements in accordance with the laws and regulations of Brunei Darussalam.

13. SAFETY AND HYGIENE

- 13.1. The Tenderer shall instruct its employees, agents, or sub-Tenderers accordingly and ensure that they take all reasonable steps to safeguard their own safety and the safety of others who may be affected by their actions or omissions. This includes ensuring that employees are adequately trained and aware of potential hazards.
- 13.2. The Tenderer shall observe and always comply with all prevailing laws, regulations, and industry standards relating to safety and hygiene while carrying out the Services. They must take all necessary and prudent precautions to ensure the safety of their own staff, the staff and property of the Centre's, and the general public.
- 13.3. The Tenderer shall protect its employees at the workplace from risks to health and safety, and take appropriate measures to minimize those risks by:
- 13.3.1. Establishing safe work practices and ensuring a safe working environment;
 - 13.3.2. Ensuring that employees who are injured at work have access to immediate medical attention and rehabilitation as necessary;
 - 13.3.3. Ensuring that employees are assigned tasks and placed in work environments suited to their physiological capabilities and health conditions;
 - 13.3.4. Providing employees with necessary personal protective equipment (PPE) as required by the nature of their tasks; and

- 13.3.5. Ensuring that employees are adequately covered by medical insurance to address any work-related health issues.
- 13.4. The Tenderer's employees have the responsibility to contribute to eliminating workplace hazards and risks, reporting any unsafe practices, and adhering to the established safety protocols.
- 13.5. The Centre's shall not be liable for any actions, omissions, negligence, or misconduct by the Tenderer's employees, agents, servants, or sub-Tenderers, nor for any insurance coverage that may be necessary or desirable for the purpose of the contract. Additionally, the Centre's are not responsible for any costs, expenses, claims, illnesses, injuries, deaths, or disabilities arising from the Tenderer's personnel performing the contracted services.
- 13.6. The Tenderer shall comply with all instructions, policies, and regulations issued by the Centre's from time to time in relation to safety and hygiene in the performance of the Services.
- 13.7. In the event of any injuries occurring in the workplace, the Tenderer shall bear the full cost of treatment, including medical expenses, rehabilitation, and any related costs.
- 13.8. Any damage or pilferage to the Centre's' property due to mishandling, negligence, or carelessness on the part of the Tenderer or its employees will be recovered from the Tenderer's bill. All materials issued to the Tenderer shall remain the sole responsibility of the Tenderer throughout the contract period.
- 13.9. All accidents and incidents must be promptly reported to the Centre's' Operational Officer. The Tenderer is responsible for investigating all reported accidents and incidents to ensure corrective actions are taken. The Tenderer must adopt a proactive approach to workplace safety, including conducting regular safety inspections to ensure a safe working environment is maintained.
- 13.10. A basic first aid kit (as a minimum) must be provided by the Tenderer for each work site, at the Tenderer's own cost. The kit should be replenished regularly and include appropriate supplies for handling common workplace injuries.

14. EQUIPMENT AND TOOLS USED

- 14.1. The Tenderer is responsible for procuring and providing, at their own expense, all necessary equipment, tools, chemicals, and materials required to efficiently provide the Services in accordance with the prescribed standards and specifications. The Tenderer is not permitted to use any equipment or materials provided by the Centre's unless explicitly specified. If the Tenderer is found using Centre's' equipment or materials without prior approval, the Centre's reserve the right to issue a warning or take further action.
- 14.2. The Tenderer is required to submit a list of the proposed equipment and tools to be used in the provision of the Services, including the manufacturer's brochures, as per the requirements set by the Centre's and the Ministry of Health (MOH), Brunei Darussalam.
- 14.3. The Tenderer must also submit a list of the brands, qualities, and quantities of products/materials to be used, in the format specified in **Section 3** of this Invitation to Tender. All chemicals and materials used must comply with national standards, and the Tenderer must ensure that they are applied according to the manufacturer's guidelines, including dilution procedures where necessary.

15. USE OF CHEMICALS FOR PEST CONTROL

- 15.1. The Tenderer shall ensure that all chemicals, pesticides, herbicides, and other related substances used for pest control or ground maintenance purposes **are approved and registered with the Ministry of Health (MOH)**, Brunei Darussalam, and comply with the

requirements of the **Poisons Act** and related regulations. Only chemicals listed under the approved poison control list may be used.

15.2. The Tenderer shall maintain and provide documentation, including **Material Safety Data Sheets (MSDS)** and **MOH approval certificates**, for all chemicals applied. Any substitution or introduction of new chemicals must first obtain prior written approval from the Centre and relevant regulatory authorities.

15.3. The Tenderer shall ensure that the storage, handling, application, and disposal of such chemicals are carried out safely, in accordance with manufacturer's guidelines and national health, safety, and environmental regulations.

15.4. **Penalty for Non-Compliance.**

15.4.1. If the Tenderer is found to be using **unapproved, unregistered, or unauthorized chemicals**, the Centre reserves the right to:

15.4.1.1. Immediately suspend all pest control and ground maintenance activities until corrective action is taken;

15.4.1.2. Impose a **monetary penalty** as stipulated in the Contract;

15.4.1.3. Recover from the Tenderer any **costs incurred by the Centre** in mitigating or rectifying the effects of such non-compliance; and/or

15.4.1.4. **Terminate the Contract**, either in whole or in part, without prejudice to any other remedies available under law or the Contract.

16. **CLEANING OF DOMESTIC WATER TANK**

16.1. The Tenderer shall ensure that all cleaning agents, disinfectants, descaling chemicals, and any other substances used for the cleaning and sanitization of domestic water tanks are **approved and registered with the Ministry of Health (MOH), Brunei Darussalam**, and comply with the requirements of the **Poisons Act**, the **Public Health (Water Supply) Regulations**, and any other relevant national standards. Only MOH-approved and potable-water-safe chemicals shall be used.

16.2. The Tenderer shall maintain and provide full documentation, including **Material Safety Data Sheets (MSDS)**, **product specification sheets**, and **MOH approval certificates** for all chemicals used. Any introduction or substitution of cleaning agents must first obtain **written approval from the Centre** and, where applicable, **approval from the relevant regulatory authorities**.

16.3. The Tenderer shall ensure that the **storage, handling, dilution, application, and disposal** of all cleaning chemicals are conducted safely, strictly following the **manufacturer's recommendations** and in accordance with **national health, safety, and environmental regulations**. Under no circumstances shall chemicals be used in concentrations that may cause contamination of the water system.

16.4. Domestic water tanks shall be **cleaned and sanitized at least once every six (6) months**, and the Tenderer shall maintain records of each cleaning, including date, personnel involved, chemicals used, and inspection results, for verification by the Centre.

16.5. In the event of any suspected contamination, unusual odor, color, or presence of foreign particles in the water supply, the Tenderer shall **immediately carry out unscheduled cleaning and disinfection** of the affected tank(s) and report the action taken, including test results and corrective measures, to the Centre without delay.

16.6. **Penalty for Non-Compliance**

16.6.1. If the Tenderer is found to be using **unapproved, unsafe, or unauthorized chemicals**, the Centre reserves the right to:

- 16.6.1.1. Immediately suspend all water tank cleaning activities until satisfactory corrective action is taken;
- 16.6.1.2. Impose a **monetary penalty** as stipulated in the Contract;
- 16.6.1.3. Recover from the Tenderer any **costs incurred by the Centre** in mitigating or rectifying the effects of such non-compliance, including any required water quality testing or system flushing; and/or
- 16.6.1.4. **Terminate the Contract**, either in whole or in part, without prejudice to any other remedies available under law or the Contract.

17. OFFICE AND STORE

- 17.1. The Centre shall not provide any office, storage space, or facility for the Tenderer's use. All arrangements for the storage of equipment, machinery, tools, and consumable items required for the provision of the Services shall be the sole responsibility of the Tenderer.
- 17.2. Should the Tenderer wish to set up a temporary store or office at their own expense, prior written approval from the Centre's must be obtained.
- 17.3. The Tenderer shall, at their own expense, provide an office with at least one telephone line for administrative purposes related to the Services.
- 17.4. Any proposed construction or modification of infrastructure for the Tenderer's purposes must be submitted to the Centre's for approval. The Tenderer shall bear all costs related to the building, modifications, supply, installation, commissioning, and maintenance of any related equipment, furniture, and directional signage.

18. SECURITY ARRANGEMENTS

- 18.1. The Tenderer's personnel shall immediately vacate the Centre's if requested by the Centre's or any of its staff.
- 18.2. The Tenderer is required to establish a Security Plan outlining the method of staff registration and tracking, including valid permits. The Tenderer must ensure that these records are maintained and updated daily.
- 18.3. The Tenderer shall ensure that their personnel do not enter areas of the Centre's that are not designated as part of the premises, except as explicitly directed by the Centre's.
- 18.4. The Tenderer shall ensure that their employees enter the Centre's only for the purposes specified in their individual Services list, as approved by the Centre's. The Centre's' security personnel or staff have the right to stop and request that the Tenderer's employees leave the premises immediately if they are found in unapproved areas. Such unapproved entry may result in disciplinary action by the Tenderer.
- 18.5. For admission to the Centre's, the Tenderer, its employees, agents, and sub-Tenderers will be issued security passes by the Centre's. To facilitate this, the Tenderer shall submit two (2) copies of passport-sized photographs for each employee, agent, or sub-Tenderer assigned to perform the Services at the Centre's.
- 18.6. The Centre's will issue security passes to the Tenderer's employees at the Tenderer's own cost. For admission to the Site, such passes must be worn by the employees in a conspicuous manner so that they are easily identifiable by the Centre's' security personnel. Any individual walking around the Centre's without a visible pass may be challenged by security personnel. A non-compliance report will be submitted to the Operational Officer of the Centre's by the security personnel. Security passes must be always worn while performing services on the Site. In the event of a lost or damaged pass, it must be reported immediately to the Operational Officer. Upon approval from the Centre's, the lost or stolen pass must be replaced at the Tenderer's own cost.

- 18.7. A charge may be applied to the Tenderer, its employees, agents, and sub-Tenderers for the issuance of a security pass. Any lost or damaged pass shall be replaced by the Tenderer at its own cost, and a penalty charge of at least \$10.00 per pass may be incurred.
- 18.8. For security purposes, the Tenderer must provide the Operational Officer with the following details of its workers prior to the commencement of services:
- Name
 - Address
 - Identity Card Number/Passport Number
 - Gender
 - Citizenship
 - Expiry date of work pass (for foreign workers)
- 18.9. The Tenderer must immediately inform the Centre's of any lost or stolen security passes. Any reissued security pass will require approval from the Centre's' Operational Officer.

19. ACCESS TO PREMISES

- 19.1. The Centre's shall provide reasonable access to the Tenderer's personnel for the purpose of providing the Services.
- 19.2. Access to the Site will be specified for the Tenderer's employees, for the purposes of the Services, with prior approval from the Ministry of Health (MOH) authorized officer.
- 19.3. The Tenderer must notify the Operational Officer and relevant departments of any additions or replacements of its employees for the purpose of the Services.
- 19.4. While at the Site and in the performance of the Services, the Tenderer, its employees, agents, or sub-Tenderers must confine themselves to the immediate vicinity of the Site and cause minimal disturbances.
- 19.5. The Tenderer must ensure that its employees, agents, or sub-Tenderers, while at the Site, comply with all relevant security and other on-site regulations imposed by the Government.
- 19.6. Prior approval must be obtained from the Centre's for conducting grounds maintenance services outside of office hours.
- 19.7. For this purpose, the Tenderer is responsible for collecting and returning any keys promptly to the security office.

20. UNIFORM

- 20.1. The Tenderer must ensure that all its employees are neatly and properly attired in clean and neat uniforms.
- 20.2. Uniforms must be provided by the Tenderer at their own cost. The design, color, and materials of the uniforms must be approved by the Centre's.

21. COMMUNICATIONS

- 21.1. The Tenderer must ensure that their supervisor and workers are equipped with appropriate telecommunication devices (e.g., walkie-talkies, wireless phones, etc.) so they can be easily contacted when required.

22. WATER AND ELECTRICITY

- 22.1. The Government will cover all charges for water and electricity consumed by the Tenderer's employees in the performance of their obligations under the given contract.

- 22.2. The Tenderer must endeavor to economize on the use of water and electricity and ensure that their employees do not misuse the water and electricity privileges provided by the Government.
- 22.3. The Tenderer must ensure that water pipes are turned off and electricity is switched off when not in use or after usage.
- 22.4. The Tenderer must ensure that any electrical connections made to the electrical equipment and/or supplies are properly made and conform to the current standard procedures and safety regulations. The Tenderer will be held responsible for any damage to the electrical circuit and installations caused by their employees.

23. REGULATIONS, LICENCES, AND PERMITS

- 23.1. The Tenderer is responsible for procuring and maintaining all necessary licenses, permits, and approvals, and shall always comply with all legal and regulatory requirements applicable to the provision of the services.
- 23.2. In the event of any changes to legal or regulatory requirements during the contract period, the Tenderer shall promptly and at their own expense take the necessary actions to comply with these changes.
- 23.3. The Tenderer must adhere to best practices as proposed or recommended by relevant industry bodies, ensuring that the standard of services provided meets or exceeds the generally accepted quality in the relevant industry.

24. REPORTS AND INFORMATION

- 24.1. The following documents must be submitted by the Tenderer to the Centre's in formats provided by the Centre's, following the commencement of the services:
 - 24.1.1. Requirement of repair works;
 - 24.1.2. Any other feedback from time to time.
- 24.2. The exchange of information between the Tenderer and the Centre's regarding the latest technologies and processes relevant to the services provided is encouraged.

25. DAMAGE TO PERSONS AND PROPERTY

25.1. Responsibility for Damage

- 25.1.1. The Tenderer shall be fully responsible for any **loss or damage to property** or **injury to persons** caused by any **negligent act or omission** by the Tenderer, its employees, agents, or subcontractors.

25.2. Reimbursement and Repair Costs

- 25.2.1. The Tenderer shall **reimburse the Centre** for any costs incurred **to repair, replace, or rectify** such damage. All costs shall be borne **entirely from the Tenderer's own budget**, and no costs shall be charged to the Centre.

25.3. Verification of Damage and Costs

- 25.3.1. The Centre shall conduct a **joint inspection** with the Tenderer to assess the extent of the damage.
- 25.3.2. **A Damage Assessment Report** shall be prepared, including **repair estimates or quotations** from approved contractors or service providers.
- 25.3.3. The Tenderer shall acknowledge the report **and confirm acceptance of responsibility** within **7 working days**.

25.4. **Payment / Reimbursement Process**

25.4.1. The Tenderer shall **arrange and pay for the repair or replacement** directly from its own budget, or reimburse the Centre **within 14 working days** from receipt of the verified Damage Assessment Report.

25.4.2. If the Tenderer fails to pay or arrange repairs within the stipulated period, the Centre reserves the right to **procure repair services independently** and **recover all associated costs** from the Tenderer.

25.5. **Indemnity**

25.5.1. The Tenderer shall **indemnify the Centre** against all claims, losses, or damages arising from such acts, including **legal costs and third-party claims**, without limitation.

26. **AUTHORISED REPRESENTATIVE**

26.1. For the purpose of the provision of the Services, the Centre's will be represented by the Operational Officer, who shall be the authorized representative of the Centre's.

26.2. All communications and notices shall be directed to the attention of the Operational Officer of the Centre's.

27. **RIGHT TO APPOINT OTHER VENDORS**

27.1. The Centre's reserves the right to engage other vendors to provide the Services if the Tenderer fails to perform in full compliance with the contract.

27.2. The Government shall be entitled to:

27.2.1. **Terminate** the contract; and/or

27.2.2. Obtain the same or similar services from another vendor through the Tenderer, with all related expenses borne by the Tenderer; and/or

27.3. In the event the Tenderer is unable to obtain similar services from another vendor and requires the Centre's to manage the situation, an administration charge of 3% of the service cost by the other vendor shall apply. Additionally, all expenses incurred shall be borne by the Tenderer.

27.4. These remedies are without prejudice to **Clause 27** and all other rights that the Government has.

28. **CONSEQUENTIAL LOSSES**

28.1. Without prejudice to **Clause 27** and other rights that the Government has, the Tenderer shall be liable for all direct, indirect, and consequential losses arising from any breach of the provisions of this contract.

29. **PAYMENT AND PERFORMANCE DEDUCTIONS**

29.1. **Submission of Invoice and Supporting Documents**

29.1.1. The Tenderer shall submit an invoice for the services rendered in the previous month within the **first week of each month**. The invoice shall be accompanied by the following supporting documents:

- Employee attendance sheets;
- Evaluation Form (**Schedule F**) duly signed by the Centre's representative; and
- Any other relevant documentation as required by the Centre.

29.1.2. All documents must be verified and endorsed by the Operational Officer of the Centre prior to processing of payment.

29.1.3. All invoices and related correspondence shall be addressed to:

*Operational Officer
Rimba Dialysis Centre
Simpang 253-56, Jalan Tungku Link
Bandar Seri Begawan 3119
Negara Brunei Darussalam*

29.2. Non-Conformance (NCR), Non-Compliance, and Performance-Based Deductions.

29.2.1. If the quality of work or services is deemed unsatisfactory, a **Non-Conformance Report (NCR)** shall be issued to the Tenderer.

29.2.2. The issuance of any **NCR** — regardless of the overall performance rating — may result in a deduction from the monthly payment as determined by the Centre, depending on the severity, recurrence, and impact of the non-conformance.

29.2.3. Where the **NCR** is considered minor and the Tenderer has promptly rectified the issue to the satisfaction of the Centre, the Centre may exercise discretion to waive or reduce the deduction.

29.2.4. Where the **NCR** is major or repeated, the corresponding deduction shall be imposed as per the following frameworks:

A. Non-Compliance Penalty Framework

NON-COMPLIANCE (Number of times in a month by location/ area)	PAYMENT DUE (Monthly charges)	REMARKS
One	100%	<ul style="list-style-type: none"> Operational Officer shall issue a written warning. Tenderer must rectify the issue and comply within the agreed timeframe. Failure to comply will escalate to the second stage with a 20% deduction based on locations/areas specified in Schedule F
Two	80%	<ul style="list-style-type: none"> Even if rectified, a 20% deduction will still apply. Failure to comply will escalate to third stage, with a 50% deduction based on areas specified in Schedule F.
Three or more	50%	<ul style="list-style-type: none"> Automatic 50% deduction or half of the previous month's payment, according to Schedule F. Repeated non-compliance may trigger further NCR action or termination review.

B. Performance Deduction Scale (Based on NCR Severity and Recurrence)

Average monthly performance rating	After 1 st NCR	After 2 nd NCR	After 3 rd NCR
80% - 100 %	100 %	80 %	50 %
70% - 79 %	100 %	80 %	50 %
60% - 69%	90 %	70 %	50 %
50% - 59%	50 %	30 %	15 %
Below 50%	30 %	10 %	5 %

- 29.2.5. The Centre's determination of the severity, recurrence, and impact of the NCR, and the corresponding deduction, shall be final and binding, based on documented evidence and inspection results.
- 29.2.6. Repeated NCRs or recurring deficiencies will directly affect future performance evaluations and may lead to progressive deductions or contract review as deemed appropriate by the Centre.
- 29.2.7. The amount payable shall correspond to the quality of work acceptable to the Centre and the cost allocation as stated in the Tender Form (Payment Schedule) under Section 3 of this Contract.

30. DOCUMENT TO SUBMIT

- 30.1. The following documents shall be submitted, and labeled accordingly, together with **All** the forms/ documents listed out in **Section 3** of this Invitation to Tender:
- Tender form
 - CV of Contract Manager
 - JDs (Job Descriptions) of Tenderer's Staff
 - List of all equipment, chemical, fertilizer and gardening tools
 - Proposed timetable and frequency
 - Proposed Standard Operation Procedures
 - Any other relevant supporting documents

SCHEDULE B

CHECKLIST OF STANDARD OPERATING PROCEDURES (SOPS)

Checklist of Standard of Operating Procedures (SOPs)

To be submitted from commencement date	SOP	Description	√
Management			
1 month	Contract manager 3 months report	Report format: staff feedback, patient feedback, periodic grounds maintenance, KPIs (measurement system), infection control, respond time, facility fault reporting update, manpower status	
1 month	Security requisition pass and return	Establish security reporting and management system	
1 months	Inspection of works	Ensure all works are carried out according to the standard set out by the Centre's	
2 months	Joint inspection	From both parties- the Tenderers and MOH	
1 month	Safety measures for work	General health and safety rules Grounds maintenance safety rules	
1 month	Maintenance of equipment	To ensure that all grounds maintenance equipment is cleaned, maintained, and serviced at all time	
3 weeks	Loss and found procedure	To liaise with the Centre's' management	
3 weeks	Workplace safety and incident reporting	To provide reporting system	
Development			
3 months	Customer feedback	How Department of Renal Services' customer feedback being handled	
Services – Grounds Maintenance			
1 month	Work plan	Preparation and commencement of contract, includes manpower deployment	
3 months	Supplied product management	Management of supplies provided by the Centre's	
1 month	General Waste disposal/collection	- According to the Centre's' waste management schedule - Cleaning included - Handling of waste	
1 month	Clinical Waste disposal/collection	- According to the Centre's' waste management process - Handling of waste	
1 month	Horticulture maintenance works	- Turf Maintenance - Grass Cutting - Edging to Grass Areas - Fertilizing - Hedge Maintenance	

To be submitted from commencement date	SOP	Description	√
		<ul style="list-style-type: none"> - Shrub Bed Maintenance - Tree Maintenance - Flower pots - Irrigations - Pesticides or Chemical Applications - Hard Surfaces - Leaf Clearance - Litter Clearance/ Litter Bins - Drainage - Environment Protection - Debris Removal - Vegetation - Supply and Spread Top Soil 	
1 month	Cleaning	<ul style="list-style-type: none"> - Hard surfaces - Leaf clearance - Litter Clearance/ Litter Bins - Drainage - Environment Protection - Debris Removal - Roadway Maintenance - Street furniture - Fence - Domestic water tanks 	
1 month	Ground maintenance schedule and frequencies	<p>All ground maintenance activities</p> <ul style="list-style-type: none"> ▪ Monthly ▪ Weekly ▪ Daily ▪ Hourly 	
1 month	Communication and respond time	Identified focal person / supervisor and number to contact	
3 months	Workflow	Workflow for workers	

SCHEDULE C

AREAS FOR GROUNDS MAINTENANCE SERVICES & MANPOWER WORKING HOURS

Manpower		Remarks
Workers	1	Tutong Dialysis Centre
Total	1	

*Working Hours	
Mondays to Saturday	7.00 am – 11 am, 2.00 pm – 6 pm
Public holidays and Sunday	Off day

*Time and days according to the requirements of the Centre's.

TUTONG DIALYSIS CENTRE



Zone areas include 2- metres outside the fence

AREAS FOR GROUNDS MAINTENANCE SERVICES

TUTONG DIALYSIS CENTRE	
AREA A (Approx. 151.95 m ²)	<ul style="list-style-type: none"> ▪ Parking lots ▪ Pick-up & drop off area ▪ Chiller area
AREA B (Approx. 135.75 m ²)	<ul style="list-style-type: none"> ▪ Parking lots ▪ Drive way
AREA C (Approx. 169.79 m ²)	<ul style="list-style-type: none"> ▪ Waste area ▪ Domestic water tank ▪ Electrical room ▪ Driveway
Road & walkway	<ul style="list-style-type: none"> ▪ All Internal Road within Building compound ▪ All Pedestrian Walkway, Pavement, Road Curd and External Staircases ▪ All Building Drainage, Road Drainage to Exit point.

Total = Approximately 457.49m² (not including building etc.) for Ground Maintenance

SCHEDULE D

SCOPE OF SERVICES

GROUND MAINTENANCE SCOPE OF SERVICES

1. PURPOSE

To outline the standard procedures and responsibilities for ground maintenance services within the building compound, the **3-meter** perimeter outside the fence, and relevant roadway and drainage areas to ensure a clean, safe, and visually appealing environment.

2. SCOPE

Applies to all ground maintenance activities conducted by the appointed Tenderers for the building compound, **3-meter** outside fence area, and designated roadway/access zones.

3. RESPONSIBILITIES

- **Tenderers:** To execute all maintenance activities according to this scope of services.
- **Site Supervisor/Facility Manager:** To monitor compliance, evaluate performance, and ensure proactive supervision without the need for repeated reminders.

4. PROCEDURES

4.1 GRASS CUTTING AND TURF MAINTENANCE

Building Compound:

- Regular cutting of turf areas to maintain uniform grass height.
- Removal of weeds.
- Trimming of grass along walkways, paths, garden edges, and around structures (trees, lights, etc.).
- Blowing or clearing leftover grass clippings to maintain cleanliness.

3-Meter Outside Fence:

- Cutting grass along the fence line for visibility and safety.
- Ensuring no overgrowth obstructs access or creates hazards.
- Blowing or removing leftover grass clippings to avoid obstruction and maintain neatness.

4.2 EDGING OF GRASS

Building Compound:

- Edging along lawn borders, paths, garden beds, and driveways.
- Use of appropriate tools to maintain neat and professional edges.

3-Meter Outside Fence:

- Edging along the perimeter fence to prevent grass from spilling into walkways.

4.3 FERTILIZING AND LAWN CARE

Building Compound and Fence Perimeter:

- Application of suitable fertilizers based on soil testing.
- Aeration of lawns to enhance soil health and nutrient absorption.

4.4 HEDGE MAINTENANCE

Building Compound:

- Regular trimming and shaping of hedges.
- Removal of dead/diseased branches.
- Ensuring hedge alignment and appearance.

3-Meter Outside Fence:

- Trimming hedges to maintain visibility and avoid encroachment.

4.5 SHRUB/BED MAINTENANCE

Building Compound:

- Pruning and shaping of shrubs and garden beds.
- Removal of dead leaves/branches.
- Mulching to conserve moisture and suppress weeds.

3-Meter Outside Fence:

- Trimming decorative plants to maintain clear and tidy boundaries.

4.6 TREE MAINTENANCE

Building Compound:

- Regular inspection and pruning for safety and health.
- Removal of dead/damaged branches.
- Cutting / trimming of trees that grow into or threaten the compound building, especially those posing a risk to parked vehicles.
- Proper disposal of debris.

3-Meter Outside Fence:

- Pruning to prevent fence damage and pathway obstruction.

4.7 IRRIGATION

Building Compound:

- Maintenance of irrigation systems.
- Inspection and repair of leaks/malfunctions.

3-Meter Outside Fence:

- Manual watering where systems are not installed.
- Maintenance of irrigation along the fence.

4.8 PEST AND DISEASE CONTROL (PESTICIDE APPLICATION)

Building Compound:

- Regular inspections for pests or diseases.
- Use of eco-friendly pesticides.
- Compliance with MOH safety and environmental regulations.

3-Meter Outside Fence:

- Targeted pest control to protect turf and fence.

- Safe pesticide application.
- Adoption of Integrated Pest Management (IPM) methods.

4.9 SWEEPING AND CLEANING

Building Compound:

- Regular sweeping of paved areas, walkways, driveways, entrances, and parking lots.
- Use of manual or mechanical sweepers.
- Cleaning of outdoor seating areas and public spaces.
- Blowing of dead leaves from all areas to maintain cleanliness.

3-Meter Outside Fence:

- Sweeping and cleaning grass verges, dirt paths, and non-paved areas.
- Removal of trash, litter, and debris.

Roadway Maintenance:

- Regular cleaning of roadways and vehicular paths.
- Removal of sand, leaves, and waste.

Street Furniture Maintenance (Including Concrete Furniture):

- Cleaning of benches, bins, bollards, and planters.
- Scrubbing and pressure washing concrete furniture.

4.10 VEGETATION MAINTENANCE

Edging of Grass and Turf:

- Trimming and edging grass around borders and walkways.

Fertilizing:

- Application of suitable fertilizers based on needs and environmental regulations.

Hedge Maintenance:

- Regular trimming and shaping.
- Removal of dead/diseased branches.

Shrub/Bed Maintenance:

- Weeding, soil aeration, mulching, and plant care.

Tree Maintenance:

- Pruning and disease monitoring.
- Removal of hazardous branches.

Irrigation:

- Routine checks, adjustments, and repairs of irrigation systems.

Pesticide and Pest Control:

- Inspection and treatment using environmentally safe methods.

4.11 LITTER AND WASTE MANAGEMENT

Building Compound:

- Emptying of trash bins.
- Removal and proper disposal of waste.
- Provision and maintenance of waste bins.

3-Meter Outside Fence:

- Regular emptying and cleaning of waste containers.
- Litter removal along the fence.

Roadway Maintenance:

- Removal of debris from roadsides.
- Ensuring roads remain free of obstructions.
- **Collection and proper disposal of litter in parking areas.**

4.12 PRESSURE WASHING AND SURFACE CLEANING

Building Compound:

- Pressure washing of walkways, parking, and entrance areas.
- Cleaning of stairs and ramps.

3-Meter Outside Fence:

- Pressure washing of fence and adjacent surfaces.

Street Furniture:

- Pressure washing of benches, bins, and planters.

4.13 GRAFFITI REMOVAL AND CLEANING

Building Compound:

- Immediate removal of graffiti.
- Use of non-damaging cleaning methods.

3-Meter Outside Fence:

- Cleaning of graffiti on fences and nearby areas.

Roadway Maintenance:

- Removal of graffiti from road signage or structures.

Street Furniture:

- Removal of unauthorized markings.

4.14 DRAINAGE MAINTENANCE AND CLEANING

Building Compound:

- Inspection and cleaning of gutters, drains, and grates.
- Use of water jetting to clean drains and remove any blockages or obstructions.

- Removal of any obstructions in the drainage system to ensure proper flow and functionality.

Six (6) Meters Outside Perimeter Fence (to access road where applicable):

- Cleaning of ditches, culverts, and open/covered drains.
- Immediate response to rain or flooding incidents.
- Removal of any obstructions in the drainage system to ensure proper flow and functionality.

Roadway Maintenance:

- Cleaning of stormwater drains and culverts.

4.15 REPORTING AND DOCUMENTATION

- Submission of regular reports covering:
 - Maintenance tasks completed.
 - Observations and recommendations.
 - Issues and corrective actions.

5. REPAIR WORKS

Report System

- To **report any required repair works** immediately upon identification in the specified areas.
- All reports must follow a proper **Standard Operating Procedure (SOP)** for logging, follow-up, and completion tracking, as outlined by the department.
- Reports must be submitted to the relevant officer or department within the same working day.

6. LABOUR WORKS

Element			Specification
Street lighting, barrier, traffic cones)	Furniture signage,	(e.g. water	<ul style="list-style-type: none"> ▪ Allocating and positioning signage posts. ▪ Re-allocating / arranging traffic cones and water barriers when necessary or as required. ▪ All tasks must be done safely and follow the site layout and SOP to avoid obstruction or hazard.

7. PEST CONTROL

General Pest Control

- Conduct **weekly site inspections** to detect actual sources of pest infestations.
- Pests to be monitored and controlled include:
 1. Cockroaches
 2. Larvae
 3. Hornets / bees
 4. Mice and rats
 5. Ants
 6. Any other pests harmful to plants or infrastructure
- The Tenderer must **develop an intervention plan** for any pest problem, submit it to the Operational Officer and MOH for approval, and carry out the plan to the satisfaction of the Centre.
- All pest control measures must follow the **approved SOP and safety guidelines**, particularly in the use of pesticides or traps.

Complaint Calls

- The Tenderer must respond to any pest-related complaints **within 24 hours** of notification.

- All complaints and responses must be recorded and reported using the designated complaint handling SOP.

8. CLEANING OF DOMESTIC WATER TANK

The Tenderers shall perform cleaning and disinfection of all domestic water storage tanks **every six (6) months** or as otherwise required, subject to prior approval from the centre.

The Tenderer shall **prepare a cleaning schedule and notify the Centre at least two (2) weeks in advance** before the commencement of any water tank cleaning activity. The schedule must be coordinated to ensure minimal disruption to the Centre's operations.

Cleaning works must include:

- Draining of tank water.
- Removal of sediment, sludge, and debris.
- Brushing and cleaning of tank walls and floor using approved cleaning agents.
- Rinsing and refilling of tank with clean water.
- Final disinfection using chemicals approved by the Ministry of Health (MOH) and in compliance with local safety and hygiene standards.

A **service report**, including before-and-after photographs, the date and time of cleaning, and details of the chemicals used, shall be submitted to the Centre upon completion of each cleaning activity.

9. SERVICES

As-Required Services (subject to request and prior approval/quotation)

Tree Cutting

- The Tenderers shall provide tree cutting services as and when required within the Centers' compounds, particularly for trees that pose hazards or require clearance. All works shall be carried out using appropriate machinery and in compliance with safety standards.

Pest Control Services

- The Tenderers shall conduct pest control activities, including but not limited to fogging, termite treatment, and rodent control, as and when required. Such services shall only be carried out upon request and with prior approval from the Centre, using approved chemicals and methods in accordance with health and safety regulations.

Tree Trimming/Pruning

- The Tenderers shall carry out regular trimming and pruning of trees to maintain safety, visibility, and aesthetics of the Centers' surroundings. Trimming shall be conducted using proper equipment and without causing damage to the trees or nearby structures.

SCHEDULE E

LIST OF EQUIPMENT AND GARDENING TOOLS TO BE PROVIDED AT THE CENTRE'S

A. Mandatory:

EQUIPMENT & GARDENING TOOLS			QUANTITY	
			Rimba Dialysis	Kiarong Dialysis
1	Safety Equipment			
	1.1. Safety boots	Pair	1	1
	1.2. Gloves (rubber & cut-resistant)	Pair	1	1
	1.3. Safety goggles	Pair	1	1
	1.4. Ear protection (for machine use)	Set	1	1
	1.5. Reflective vest	Pair	1	1
	1.6. First Aid Kit	Set	1	1
2	Grass Cutting & Turf Maintenance			
	2.2. Brush cutter (petrol-powered)	Units	1	
	2.3. Hedge trimmer (manual/powerd)	Unit	1	1
	2.4. Blower machine	Unit	1	
3	Basic Gardening Tools			
	3.1. Spade	Units	1	1
	3.2. Hoe	Units	1	1
	3.3. Rake (metal & plastic)	Units	1	1
	3.4. Shovel	Units	1	1
	3.5. Garden shears / pruning scissors	Units	1	1
	3.6. Watering cans & hose with spray nozzles	sets	1	1
	3.7. High-pressure water jet	Unit	1	1
4	Waste & Litter Management			
	4.1. Broom & dustpan	Sets	1	1
	4.2. Litter picker / mobile trash container	Units	1	1
	4.3. Trash bins (with covers)	Units	1	1
5	Pest Control & fertilizer (mandatory stock)			
	5.1. Sprayers (manual pump, backpack)	Units	1	1
	5.2. General-purpose insecticides / pesticides (safe for garden use)	Lots	As Required	
	5.3. Fertilizers & garden nutrients	Lots	As Required	
	5.4. Weed control herbicides	Lots	As Required	

B. When require:

NO.	EQUIPMENT & TOOLS	UNIT	TUTONG DIALYSIS CENTRE
1	Chainsaw (motorized)	Unit	When required
2	Wheelbarrow	Unit	When required
3	Tree pruner with extended pole	Unit	When required
4	Additional specialized machinery (e.g., mini-tractor, skid steer)	Unit	When required
5	Fertilizer spreader for large-scale application	Unit	When required
6	Large-volume chemical orders requiring prior approval	Unit	When required

C. Services:

NO.	SERVICE	TUTONG DIALYSIS CENTRE
1	Tree Cutting	When required
2	Pest Control Services	When required
3	Tree Trimming/Pruning	When required
4	Cleaning of domestic water tank	Every 6 months

SCHEDULE F

GROUNDS MAINTENANCE PERFORMANCE EVALUATION FORM

Date: _____ Performance evaluation will be done randomly every month by operational officer of the Centre's. For each Section / unit, please fill with score no. where applicable.	<p style="text-align: center;"><u>SCORE</u></p> 5 – Fully complies with SOP requirements, proactive and high quality 4 – Meets SOP requirements with minor improvement needed 3 – Partially complies; inconsistent or delayed performance 2 – Non-compliance, repeated reminders required 1 – Not Done / Unsatisfactory
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

NO. WORK PERFORMANCE							
Criteria		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Unsatisfactory (1)	Remarks
1	Grass cutting & turf maintenance						
2	Hedge Maintenance						
3	Irrigation						
4	Sweeping And Cleaning						
5	Vegetation Maintenance						
6	Litter And Waste Management						
7	Pressure Washing and Surface Cleaning						
8	Graffiti Removal and Cleaning						
9	Drainage Maintenance and Cleaning						
10	Pest control services (if applicable)						
11	Responsiveness to NCRs (Non-Conformance Reports)						

COMPLIANCE & SAFETY							
Criteria		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Unsatisfactory (1)	Remarks
12	Compliance with SOP & schedule						
13	Use of approved chemicals & equipment						
14	Safety practices during operations						
15	Staff appearance & conduct						

DOCUMENTATION & REPORTING							
Criteria		Excellent (5)	Good (4)	Fair (3)	Poor (2)	Unsatisfactory (1)	Remarks
16	Timely submission of reports (service reports, NCR responses, etc.)						
17	Accuracy & completeness of documentation						

Note: Refer to Schedule D

To be filled by MOH approved evaluator:

GRADING OF THE MONTHLY AMOUNT PAYABLE TO THE TENDERERS					
Name:	Average Monthly Performance	Payment Due	Payment Due After 2nd Non-Conformance	Payment Due After 3rd Non-Conformance	
Position:	90% - 100 %	100 %	80%	50 %	
	75% - 89 %	100 %	80%	50 %	
	60% - 74%	90 %	70%	50 %	
Signature:	40% - 59%	50%	30%	15%	
Date:	Below 40%	30%	10%	5%	
Note: 2 Issued NCR - 20% deduction of the overall monthly charges will apply. More than 2 issued NCR - Automatically deduct 50% or half from the 2 nd NCR payment, according to locations/areas.			NCR reference no:	Date issued:	
			1.	1.	
			2.	2.	
			3.	3.	
MAX SCORE:	Calculation: NO. OF SCORE / MAX SCORE x 100%				
NO. OF CRITERIA X 5	TOTAL SCORE		X 100% =		GRADING Excellent (90–100%) Good (75–89%) Fair (60–74%) Poor (40–59%) Unsatisfactory (<40%)
	MAX SCORE				
Comments:					
To be filled by company's representative:					
Name	:				
Position	:				
Signature & Date	:				
Chop	:				
Comments	:				

APPENDIX 1

NON-CONFORMANCE REPORT (NCR) FORM

Renal Services Department – Ministry of Health, Brunei Darussalam

Project or contract name:			
1	Tender no.:	4	NCR no.:
2	Date issued:	5	Centre / location:
3	Service Type: <input type="checkbox"/> Pest Control <input type="checkbox"/> Ground Maintenance <input type="checkbox"/> Water Tank Cleaning <input type="checkbox"/> Others: _____		
6 Details of non-conformance:			
Nature of non-conformance (tick applicable):			
	<input type="checkbox"/> Service not delivered as scheduled		<input type="checkbox"/> Poor quality of service
	<input type="checkbox"/> Incomplete task		<input type="checkbox"/> Safety violation
	<input type="checkbox"/> Repeated complaint		<input type="checkbox"/> Others: _____
Reference clause / requirement breached: (e.g., clause 15 – use of chemicals, etc.)			
Date / time of observation: _____			
Observed by (centre representative): _____			
7 Evidence and findings:			
Inspection findings / evidence (attach photos, reports, etc.):			
Severity of non-conformance: <input type="checkbox"/> Minor <input type="checkbox"/> Major <input type="checkbox"/> Repeated / Recurring			
8 Corrective action			
Required Corrective Action(s): – e.g. re-clean area, submit investigation report, replace item, retrain staff, etc.			
Deadline for Completion: _____			
Responsible Person / Tenderer's Representative: _____			
9 Follow-up and verification			
Date of Follow-Up Inspection: _____		Verified By (Centre): _____	
Corrective Action Status: <input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory <input type="checkbox"/> Pending			
Remarks: _____			
10 Performance & payment impact			
NCR Count this Month: <input type="checkbox"/> 1st <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd or more			
Payment Deduction Applied: <input type="checkbox"/> None <input type="checkbox"/> 10% <input type="checkbox"/> 20% <input type="checkbox"/> 30% <input type="checkbox"/> 50% <input type="checkbox"/> Other: _____%			
Remarks / Justification: _____			
11 Signatures			
Issued By (Centre Representative): _____		Date: _____	
Received By (Tenderer's Representative): _____		Date: _____	
Acknowledgement: <input type="checkbox"/> Accepted <input type="checkbox"/> Disputed (attach explanation)			
12 Closure			
Final Verification (Centre): <input type="checkbox"/> Closed <input type="checkbox"/> Open (pending rectification)			
Verified By: _____		Date: _____	

The NCR record will be accompanied by a performance evaluation form for any Ministries/Departments in need from the Department.

SECTION 3
FORMS TO BE USED

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SCHEDULE 1 – TENDER FORM

PAYMENT SCHEDULE

To:

TENDER REFERENCE NO.: KK/371/2025/JPR(TC)

**INVITATION TO TENDER
THE PROVISION OF GROUNDS MAINTENANCE SERVICES AT TUTONG DIALYSIS
CENTRE FOR A PERIOD OF THREE (3) YEARS**

TENDER OF (*name of Supplier*) : _____

Company/Business Registration No : _____

Tender Closing Date : _____

NO.	DESCRIPTION	COST PER PERSON (BND \$)	MONTHLY RATE (BND \$)	YEARLY RATE (BND \$)	3 YEAR RATES (BND \$)
1	Gardener(s)				
2	Equipment & Gardening Tools				
3	Ground Maintenance Works				
TOTAL					

USER REQUIREMENTS	DETAILS OF THE OFFER
Company Registration / Class / Date of Expired	
No. of Personnel	
Personnel Job Description Provided	
Personnel Uniform	
Personal Protective Equipment (PPE)	
Equipment and Gardening Tools	
Chemical & Fertilizer	
Pest Control Services Experience	
Domestic Water Tank Cleaning Experience	
Grounds Maintenance Service Experience	
Proposed Grounds Maintenance Standard Operating Procedure (SOPs)	
Work Programs / Schedules	

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

Tenderer's official stamp:

Name:

Designation:

SCHEDULE 2 – 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 is the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **GROUPS MAINTENANCE SERVICES AT TUTONG DIALYSIS CENTRE**
- d. Other information which is considered relevant.

SCHEDULE 3 – 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 4 – 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 of Certificate of Registration (as the case may be).

SCHEDULE 5 – 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

Customers 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 nor 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 purpose.

SCHEDULE 6 – DECLARATION



PENGAKUAN INTEGRITI PENENDER
TENDERER'S INTEGRITY DECLARATION

SCHEDULE 7 - LIST OF EQUIPMENT AND GARDENING TOOLS

- 7.1 Tenderers are required to list out the equipment and gardening tools including the quantity required, which shall be used in providing the services described in **Schedule E 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.

A. Mandatory:

EQUIPMENT & GARDENING TOOLS			QUANTITY	UNIT COST (\$)
			TUTONG DIALYSIS CENTRE	
1	Safety Equipment			
	1.1. Safety boots	Pair	1	
	1.2. Gloves (rubber & cut-resistant)	Pair	1	
	1.3. Safety goggles	Pair	1	
	1.4. Ear protection (for machine use)	Set	1	
	1.5. Reflective vest	Pair	1	
	1.6. First Aid Kit	Set	1	
2	Grass Cutting & Turf Maintenance			
	2.2. Brush cutter (petrol-powered)	Units	1	
	2.3. Hedge trimmer (manual/powered)	Unit	1	
	2.4. Blower machine	Unit	1	
3	Basic Gardening Tools			
	3.1. Spade	Units	1	
	3.2. Hoe	Units	1	
	3.3. Rake (metal & plastic)	Units	1	
	3.4. Shovel	Units	1	
	3.5. Garden shears / pruning scissors	Units	1	
	3.6. Watering cans & hose with spray nozzles	Sets	1	
	3.7. High-pressure water jet	Unit	1	
4	Waste & Litter Management			
	4.1. Broom & dustpan	Sets	1	
	4.2. Litter picker / mobile trash container	Units	1	
	4.3. Trash bins (with covers)	Units	1	

EQUIPMENT & GARDENING TOOLS			QUANTITY	UNIT COST (\$)
			TUTONG DIALYSIS CENTRE	
5	Pest Control & fertilizer (mandatory stock)			
	5.1. Sprayers (manual pump, backpack)	Units	1	
	5.2. General-purpose insecticides / pesticides (safe for garden use)	Lots	As Required	
	5.3. Fertilizers & garden nutrients	Lots	As Required	
	5.4. Weed control herbicides	Lots	As Required	

B. When require:

NO.	EQUIPMENT & TOOLS	UNIT	TUTONG DIALYSIS CENTRE	UNIT COST (\$)
1	Chainsaw (motorized)	Unit	When required	
2	Wheelbarrow	Unit	When requires	
3	Tree pruner with extended pole	Unit	When required	
4	Additional specialized machinery (e.g., mini-tractor, skid steer)	Unit	When required	
5	Fertilizer spreader for large-scale application	Unit	When required	
6	Large-volume chemical orders requiring prior approval	Unit	When required	

C. Services:

NO.	SERVICE	TUTONG DIALYSIS CENTRE	UNIT COST (\$)
1	Tree Cutting	When required	
2	Pest Control Services	When required	
3	Tree Trimming/Pruning	When required	

(Subject to request and prior approval/quotation)

SCHEDULE 8 - WORKING SCHEDULE FOR EMPLOYEES

8.1 Tenderers are required to provide the number of employees for each occupation working in the Tutong Dialysis Centre.

NO.	OCCUPATION	TUTONG DIALYSIS CENTRE
1	Workers	

SCHEDULE 9 - GROUNDS MAINTENANCE STANDARD OPERATING PROCEDURE

(Tender to Submit with Tender Document)

SCHEDULE 10 - GROUNDS MAINTENANCE TIMETABLE AND FREQUENCY

(Tender to Submit with Tender Document)

SCHEDULE 11 – CHEMICAL FOR PEST CONTROL

(Tender to Submit with Tender Document)