

**TENDER REFERENCE NO.: KK/393/2025/UPP(TC)**

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF CLINICAL CARE ASSISTANCE  
SERVICES AT RAJA ISTERI PENGIRAN ANAK SALEHA  
(RIPAS) HOSPITAL FOR A PERIOD OF THREE (3) YEARS**

**TENDER FEES : \$500.00**

**RECEIPT NO. :**

**CLOSING DATE : ON TUESDAY, 20/01/2026**

**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**

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## SECTION 2

### THE PROVISION OF CLINICAL CARE ASSISTANCE SERVICES AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS

#### SPECIFICATIONS

#### 1. GENERAL

- 1.1 Tenderer(s) are sought to be considered for the provision of Clinical Care Assistance Services (hereinafter 'the Services') at the Raja Isteri Pengiran Anak Saleha Hospital.
- 1.1 The duration of the provision of Services is for **THREE (03) years**.
- 1.2 The Tenderer shall be responsible for complying with all relevant regulations over any portion of the work to be performed under this contract.
- 1.3 The successful Tenderer is also required to observe the following guidelines issued by the Ministry of Health:
- 1.3.1 Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
  - 1.3.2 Disinfection and sterilization policy and practice of the Ministry of Health;
  - 1.3.3 Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
  - 1.3.4 Universal Infection Control Precautions (Ministry of Health).

#### 2. SCOPE OF WORK

- 2.1 The Tenderer shall provide the Services to the said areas for a period of THREE (03) YEARS.
- 2.2 Work includes, but is not limited to, providing all labour / manpower, equipment, tools and services required in the provision of full professional Clinical Care Assistance Services.
- 2.3 It is the responsibility of the Tenderer to provide sufficient workers, equipment and tools to perform the services.
- 2.4 The General Services include:
- 2.4.1 **CLEANLINESS AND MAINTENANCE OF THE WARD**
    - 1. Collaborate with cleaners to maintain the cleanliness and upkeep of the Ward/Unit:
      - Ensure signage is provided if the ward floor is found to be wet/dirty and inform the cleaner to have it cleaned.
      - Check the Biohazard and Domestic waste bins and inform the cleaner if they are full and need to be replaced.
      - Ensure and replace empty Handrub Gel/Hibiscrub dispensers as needed.
      - Arrange Gloves, Aprons, and Facemasks in the PPE Organiser and ensure they are orderly and neat.
    - 2. Report any damages found inside or outside the ward to the Nurse-in-Charge.
  - 2.4.2 **PREPARATION OF PATIENT BEDS AND MEDICAL EQUIPMENT**
    - 1. Collaborate with cleaners to carry out the disinfection of patient beds, bedside lockers, cardiac tables, and chairs after patient discharge, as well as prepare the bed before patient admission.
    - 2. Perform disinfection activities on drip stands, medical equipment, oxygen, and suction apparatus after patient discharge and ensure proper preparation before patient admission.

3. Inspect and ensure that the patient bed is in good condition and fully functional before use. Report any damage or malfunction to the Nurse-in-Charge.
4. Prepare, check, install, and ensure that the Ripple Mattress is in good condition and fully functional, if required.
5. Prepare patient clothing, bed sheets, blankets, pillowcases, drip stands, medical equipment, oxygen, and suction apparatus in preparation before each patient admission.
6. Arrange and maintain the cleanliness of the bed, bedside locker, cardiac table, and patient chair in an orderly manner.

#### 2.4.3 **ASSISTING IN ENSURING/MONITORING PATIENT SAFETY**

1. Ensure/monitor that the patient remains in their bed/ward at all times, except when the patient is undergoing tests/appointments in other services.
2. Immediately report to the Nurse-in-Charge if the patient is found not to be in their bed, inside/outside the ward.

#### 2.4.4 **ASSISTING WITH INVENTORY ARRANGEMENT**

1. Assist in arranging and organizing inventory of consumables and medical equipment as instructed by the Nurse-in-Charge.
2. Help ensure that the storeroom environment is clean, tidy, and safe in accordance with duties and responsibilities assigned by the Nurse-in-Charge.
3. Handle and ensure that the supply of sharp bins and biohazard plastic bags is sufficient.

#### 2.4.5 **ASSISTING NURSES DURING EMERGENCY SITUATIONS**

1. Ensure that emergency routes are not obstructed and remain easily accessible during emergency situations.
2. Perform tasks as instructed, such as assisting nurses in retrieving/pushing the emergency trolley, and obtaining the portable oxygen cylinder and suction unit (if required).
3. Assist nurses in transferring patients using a bed for further treatment.
4. Immediately report to the Nurse-in-Charge if any signs of fire, smoke, or odors related to fire hazards are detected.

#### 2.4.6 **ASSISTING IN THE MANAGEMENT OF DECEASED PATIENTS**

1. Assist and follow instructions from the nurse in managing the deceased.
2. Prepare and clean the trolley before and after use.
3. Assist in transferring the deceased from the bed to the trolley.
4. Assist in transporting the deceased to the designated location (Lobby 5 & Mortuary).

#### 2.4.7 **ASSISTING NURSES/CARERS IN BASIC CARE AND PATIENT NEEDS AS OUTLINED IN MAIN DUTIES.**

2.5 The Routine Services include *(For a more in-depth guide, refer to Annex 1)*:

- 2.5.1 Accompanying the nurse on duty during ward rounds, the nursing students visited every patient in all cubicles and rooms to check on their condition.
- 2.5.2 Monitoring patient's vital signs as needed and recording the obtained values. Informing the nurse on duty if there are any changes that require immediate action.
- 2.5.3 Providing support to patients who need assistance with eating activities, such as helping them to eat and drink when necessary.
- 2.5.4 Assisting the nurse in giving bed baths to patients who are unable to bathe themselves due to health issues.
- 2.5.5 Tidying and making the patients' beds to ensure they are always neat and comfortable.

- 2.5.6 Changing the diapers of patients who require comfort and hygiene care in the presence of a nurse.
  - 2.5.7 Helping patients change clothes or garments when necessary, ensuring they are always clean.
  - 2.5.8 Disposing of collected urine at the end of each shift and recording the correct amount for further analysis.
  - 2.5.9 Helping patients prevent pressure ulcers (bedsores) by assisting with their repositioning every 2-3 hours in the presence of a nurse.
  - 2.5.10 Assisting patients with movement in bed and during transfers to trolleys or wheelchairs with great care.
  - 2.5.11 Helping nurses transport patients to various departments such as radiology and the heart center for further treatment.
  - 2.5.12 Assisting nurses in restocking essential supplies used in the ward to ensure adequate availability before starting a shift (if required).
  - 2.5.13 Assisting nurses in maintaining the cleanliness of the ward area to ensure a safe and clean working environment (if required).
- 2.6 The Tenderer is expected to meet or exceed the quality standard required for each of the functional areas set by the Hospital Management.
- 2.7 The Tenderer shall ensure that all personnel adhere to rules and regulations set by Hospital Management and shall take disciplinary actions promptly when non-compliance occurs.

### **3. WARRANTY**

- 3.1. The Tenderer warrants that it has the requisite manpower/personnel, skill and expertise as well as equipment, machinery, material (where necessary and relevant), to the satisfactory provision of the Clinical Care Assistance services for the Hospital.

### **4. WORKING HOURS**

- 4.1 The Tenderer shall provide the Services for 24 hours on shift work basis. Any exceptions will require the written approval from the Hospital.
- 4.2 The Tenderer shall ensure all his personnel comply with the working days and hours set out by the Hospital.
- 4.3 The Hospital Management reserves the right to amend the working hours without prior notice to the Tenderer.
- 4.4 The Tenderer shall ensure that his personnel are present at their designated work areas during such working hours.
- 4.5 Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Hospital.
- 4.6 The Tenderer is also required to make allowance for any additional expenses which may be incurred due to the work if his employees are required by the Hospital Housekeeping Manager outside the working hours in the event of emergencies or disasters.
- 4.7 The Tenderer may be required to perform some works after office hours or weekend to avoid causing any inconvenience to the hospital day-to day work activities.

### **5. EMPLOYEES / PERSONNEL**

- 5.1 The Tenderer shall provide list of workers to perform the Services.
- 5.2 The Tenderer shall ensure all employees are of **100% local content**.

- 5.3 All employees are subject to further security assessment and free from any criminal record before employment.
- 5.4 The Tenderer shall ensure that all employees are of age between 18 years old to 40 years old at start of employment.
- 5.5 To ensure the proper and efficient execution of the Services, the Tenderer shall provide and employ an adequate number of qualified workers to perform the Services.
- 5.6 The Tenderer shall ensure that training of his staff will commence immediately upon recruitment. Training must be completed before commencement of the Services.

## **6. MANAGER & SUPERVISOR**

- 6.1 The Tenderer shall appoint Manager and Supervisor with the approval from the Hospital Management. The Supervisors shall work exclusively for the Tenderer.
- 6.2 The Manager and Supervisor must be able to make decisions on behalf of the Tenderer.
- 6.3 Approval for replacement of the Manager and Supervisor must be sought in the event she/he falls ill (on medical leave) or is due to go on leave.
- 6.4 The Tenderer shall provide experienced and competent language-speaking supervisors and be deployed exclusively for the provision of the Services.
- 6.5 The Tenderer's Manager and Supervisor shall be on the premises at all times during working hours and in charge of the work on behalf of the Tenderer. The Tenderer shall enforce strict discipline and good order among the Tenderer's employees. The Tenderer shall exercise the necessary supervision and control to prevent Tenderer's employees from violating any rules and regulations.
- 6.6 The Tenderer shall submit the CVs, basic duties and responsibilities of the Manager and Supervisor and Housekeeper, taking into account the requirements of the Hospital's job descriptions for each role.
- 6.7 The Tenderer shall ensure that all Manager and Supervisor respond to any call by the Hospital Officer / Ward in Charge / Housekeeping Manager (within 5 minutes).

## **7. MEDICAL SCREENING**

- 7.1 The Tenderer shall ensure that all his personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services.
- 7.2 The Tenderer shall ensure that pre-employment medical examination (medical fitness) is to be arranged with an Occupational Health Practitioner or designated medical practitioner for their staffs assigned to work in healthcare facilities.
- 7.3 The medical examination included in the medical fitness has to include the following:
  - 7.3.1 Screening for tuberculosis (Chest x-ray, Mantoux test)
  - 7.3.2 Screening for immunity to Measles, Mumps, Rubella and Varicella viruses (Measles virus IgG, Mumps virus IgG, Rubella virus IgG, Varicella virus IgG)
  - 7.3.3 Screening for blood borne viruses- Hepatitis B virus serologies (Hepatitis B Surface Antigen, Hepatitis B antibody), Hepatitis C serology (Anti-HCV) and HIV screening (HIV Ag/Ab)
- 7.4 The Tenderer shall ensure that for staffs with no immunity, the following pre-employment vaccinations are required with post-vaccination immunity levels to be checked:

- 7.4.1 Hepatitis B vaccination
  - 7.4.2 Varicella vaccination
  - 7.4.3 Measles, Mumps and Rubella Vaccination
- 7.5 The Tenderer shall ensure that staffs are required to have valid Influenza vaccination at employment and annually thereafter.
- 7.6 The Tenderer shall ensure that the staff to be immunized against Hepatitis A as well as for typhoid.
- 7.7 The Tenderer shall ensure that the documentation of medical fitness, including valid influenza vaccination and immunity to Measles, Mumps, Rubella, Varicella and Hepatitis B viruses are to be provided to the healthcare facility administrators.
- 7.8 The Tenderer shall ensure that, appropriate to risk, staff shall undergo periodic medical examinations and relevant immunizations on a regular basis, determined by the occupational health provider.
- 7.9 The Tenderer shall ensure that the provision and expenses of the medical examinations and relevant immunizations are the responsibility of the Service Provider.
- 7.10 The Tenderer shall ensure that the staff to be immunized with any additional immunization as required by the MOH.

## **8. REMOVAL OF PERSONNEL**

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

## **9. WAGES AND WELFARE**

- 9.1 The Tenderer is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his workers in accordance with the requirements of the Labour Department, Brunei Darussalam.

### ***9.2 The minimum basic salary of each Clinical Care Assistant shall be \$650.***

- 9.3 The Tenderer shall take out, at its own expense, with an insurance approved in writing by the Ministry of Health a policy or policies each specifically endorsed to provide indemnity to the Tenderer and to the Ministry of Health 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).

## **10. EMPLOYMENT OF ILLEGAL WORKERS**

- 10.1 The Tenderer undertakes to the Hospital management that he will not employ and will ensure that all of its sub-Tenderers will not employ, any illegal foreign workers.
- 10.2 The Tenderer will ensure that any foreign workers employ possess valid employment passes.

## **11. TRAINING AND DEVELOPMENT**

- 11.1 The training shall be conducted by the Tenderer at the Hospital premises.
- 11.2 The Tenderer shall employ a **qualified trainer at its own cost** to train all personnel on basic hospital housekeeping and familiarization of premises.

- 11.3 The Tenderer shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 11.4 The Tenderer shall bear the expenses incurred to retrain or replace his personnel during the retraining period.
- 11.5 The Tenderer shall be given a probationary / grace period of maximum to 6 months only to fulfill all necessary training.

## **12. SAFETY AND HYGIENE**

- 12.1 The Tenderer shall instruct its employee(s), agent(s) or sub-Tenderer (s) accordingly, and ensure that its employee(s), agent(s) or sub-Tenderer(s) shall take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.
- 12.2 The Tenderer shall observe and 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 said premises of his own staff and personnel, the staff and property of the premises and the general public.
- 12.3 The Tenderer shall protect its Employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimise the risk of its Employees by:
- 12.3.1 Establishing safe work practices and a safe environment;
  - 12.3.2 Ensuring Employees injured at work have access to medical attention and rehabilitation;
  - 12.3.3 Ensuring Employees are placed in jobs and work places suited to their physiological capabilities;
  - 12.3.4 Providing Employees with personal protective equipment (PPE); and
  - 12.3.5 Ensuring that Employees are medically covered.
- 12.4 The Tenderer's Employees have the responsibility to work towards eliminating workplace hazards and risks.
- 12.5 Hospital Management shall not be liable for any action, omission, negligence or misconduct of the Tenderer's employees, agents, servants, or sub-Tenderers nor for any insurance coverage which may be necessary or desirable for the purpose of the given contract, nor for any costs, expenses or claims associated with any illnesses, injury, death or disability of the employees, agents, or sub-Tenderers performing work or services in connection with the given contract.
- 12.6 The Tenderer shall comply with all instructions, policies and regulations as may be issued by the Hospital Management from time to time in relation to safety and hygiene in the provision of the Services.
- 12.7 In case of injuries in the work place, the Tenderer is required to bare for any treatment cost.
- 12.8 During execution of work, the Tenderer shall follow all standard norms of safety measures/precautions to avoid accidents/damages to man, machines, buildings, etc. On non-adherence to this clause, the Hospital Management shall send a written warning to the Tenderer. However, if the non-compliance continues, be it of the same or different matter, the Hospital Management shall be entitled to make deductions on the Tenderer's monthly performance rating which shall affect the overall monthly payment.
- 12.9 Any damage/ pilferage to hospital property due to mishandling, carelessness of the Tenderer or its Employees will be recoverable from the Tenderer's bill and all materials issued to the Tenderer shall be sole responsibility of the Tenderer during the period of the given contract.

- 12.10 All accidents and incidents must be reported to the Hospital Housekeeping Manager. All reported accidents and incidents must be investigated by the Tenderer, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the workplace. Regular inspections shall be conducted by the Tenderer's supervisors to ensure a safe working environment is maintained.
- 12.11 A basic first aid kit (as a minimum) must be provided for each work site, at the Tenderer's own cost.

### **13. EQUIPMENT AND TOOLS USED**

- 13.1 The Tenderer is responsible to procure and provide on its own expenses of all necessary equipment, tools and materials (where relevant and necessary) for the efficient provision of the Services.
- 13.2 A list of the proposed equipment to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted.

### **14. OFFICE**

- 14.1 Space on the said premises shall be provided by the Hospital Management as an office for the Tenderer's administrative purposes.
- 14.2 Space on the said premises shall be provided by the Hospital Management as a common room for the Tenderer's personnel purposes.

### **15. SECURITY ARRANGEMENT**

- 15.1 The Tenderer's personnel shall immediately leave the said premises if requested by the Hospital Housekeeping Manager or any of its staff.
- 15.2 The Tenderer is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Tenderer must ensure that such records are maintained daily.
- 15.3 The Tenderer undertakes to inform the Hospital Housekeeping Manager of any lost or stolen security pass. Any security pass to be reissued will require the approval of the Hospital.
- 15.4 The Tenderer shall ensure that his personnel do not, at any time, enter into areas which are not part of the Hospital premises except as directed by the Hospital.
- 15.5 For security purposes, the Tenderer will provide the Hospital's Housekeeping Department with the following particulars of his workers at least one (1) month before the commencement of the Services:
- 15.5.1 Name
  - 15.5.2 Address
  - 15.5.3 Identity Card Number / Passport Number
  - 15.5.4 Gender
  - 15.5.5 Citizenship
  - 15.5.6 Expiry date of work pass (for foreign workers)
- 15.6 The Tenderer shall at its own expense, issue "Break Time" passes to the Employees. Such passes must be worn by the Tenderer's Employees ONLY during their break time, with prior approval from the Housekeeping Manager on the set time.

## **16. UNIFORM**

- 16.1 The Tenderer must ensure that all his personnel are neatly and properly attired in clean and neat uniforms.
- 16.2 Uniforms are to be provided by the Tenderer at his own cost. Design, color and materials of the uniform must be approved by the Hospital Management prior to use.

## **17. COMMUNICATIONS**

- 17.1 The Tenderer shall ensure that the personnel are equipped with appropriate **telecommunication devices** (e.g., walkie-talkie, wireless phone) so that they can easily contact each other as well as being contacted by the Hospital Housekeeping Manager or Hospital officers.

## **18. REGULATIONS, LICENCES AND PERMITS**

- 18.1 The Tenderer is responsible to procure and maintain all necessary licences, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- 18.2 In the event of any change in legal or regulatory requirements during the contract period, the Tenderer shall promptly and at its own expense take any necessary action for complying with the same.
- 18.3 The Tenderer 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.

## **19. REPORTS AND INFORMATION**

- 19.1 The following documents shall be submitted by the Tenderer to the Hospital Housekeeping Manager in formats to be provided by the Hospital Management following commencement of the Services:
- 19.1.1 Monthly Assessment Report on the standard Services provided;
  - 19.1.2 Any other feedback from time to time.
- 19.2 Exchange of information between the Tenderer and the Hospital Management on the latest technology and processes relevant to the Services provided is recommended.

## **20. WORK PROGRAM**

- 20.1 The Tenderer shall implement a work program to ensure that an efficient and effective roster system is in place so that necessary Clinical Care Assistance standards can be complied with and necessary staffs are available;
- 20.2 The Supervisors shall submit Monthly reports by the first week of each month. Such reports shall list out among others, staff strength, analysis and recovery services (if necessary), training utilization and Quality Improvement project update, safety and waste statistic.
- 20.3 The Supervisors shall carry out random inspections in addition to the joint inspection carried out with Hospital Housekeeping Manager or representatives. These must be recorded and submitted to the Hospital.

## **21. COMPLIANCE**

- 21.1 The Tenderer shall comply with the provisions of the Contract and all applicable laws and regulations.

- 21.2 The non-compliance with provisions set out in the Contract or within the license shall lead to regulatory measures, to remedy the failure within a specified period of time and/or penalties.
- 21.3 Repetitive failure to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Hospital Management.
- 21.4 Once the contract come into force, the Tenderer shall be given a period of three months to comply with the provisions within the Contract or as expressly agreed in writing by the Hospital Management.

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

- 22.1 The Hospital reserves the right to engage other vendors to provide the Services if the Tenderer fails to perform in full compliance with the contract.
- 22.2 All expenses incurred shall be recoverable in full from the Tenderer by the Hospital Management.

## **23. DAMAGE TO PERSONS AND PROPERTY**

- 23.1 The Tenderer shall reimburse/indemnify for any loss or damage to any property caused by any negligent act or omission by the Tenderer or its employees.

## **24. AUTHORISED REPRESENTATIVE**

- 24.1 For the purpose of the provision of the Services, the Hospital will be represented by the Housekeeping Manager or any other Hospital officer as authorized by the Hospital Management.
- 24.2 All communication and notices shall be directed to the attention of:

*Chief Executive Officer Special Grade  
Level 4, Women & Children Centre  
Hospital Raja Isteri Pengiran Anak Saleha  
Bandar Seri Begawan BA1710  
Negara Brunei Darussalam  
Tel: 2242424 Fax: 2242690*

## **25. DOCUMENTS TO SUBMIT**

- 25.1 The following documents shall be submitted, and labeled accordingly, together with the documents listed out in Section 3 of this Invitation To Tender:
- 25.1.1 Proposed Standard Operating Procedures
  - 25.1.2 CV of Contract Manager
  - 25.1.3 Job Descriptions of Tenderer's Staffs
  - 25.1.4 Proposed Training Programme for Tenderer's Staffs
  - 25.1.5 List of Safety Measures
  - 25.1.6 Security Plan
  - 25.1.7 Prior Relevant Experience / Track Record
  - 25.1.8 Any other relevant supporting documents

The Primary Services include

#### **ACTIVITIES FOR TAKING, DOCUMENTING, AND REPORTING VITAL SIGNS:**

- Body Temperature
  - Patient Pulse
  - Blood Pressure (Digital Blood Pressure Machine)
  - Respiration / Respiratory Rate
  - Body Weight
  - Height Measurement
1. Perform hand hygiene using alcohol gel according to the Infection Prevention & Control guidelines.
  2. Follow instructions from the Nurse in Charge regarding identified patients for whom CCA staff are responsible to take, record, and report vital signs.
  3. Perform correct patient identification before carrying out the activity.
  4. Immediately report any abnormal vital signs to the Nurse in Charge.
  5. Ensure patient safety and privacy are maintained at all times.
  6. Refer to the attached “**LOGSHEET**” for documentation of activities related to vital signs.
  7. Prepare the “Vital Signs **LOGSHEET**”.

#### **ASSISTING WITH TURNING, LIFTING & MOVING PATIENTS**

1. Perform hand hygiene using handrub gel before and after turning, lifting, or moving a patient.
2. Always follow the instructions of the Nurse in Charge and perform the activity in an orderly and safe manner according to procedure.
3. Do not perform turning, lifting, or moving a patient without the presence of a nurse.
4. Ensure patient safety and privacy at all times.
5. Refer to the attached “**LOGSHEET**” for documentation of activities related to turning, lifting, and moving patients.
6. Prepare the “**LOGSHEET** for Turning, Lifting & Moving Patients”.

#### **ASSISTING NURSES/CARERS WITH BASIC CARE AND PATIENT NEEDS**

##### **A. Bed Bathing**

1. Prepare bathing items, clean patient clothing, and towels.
2. Assist the nurse in performing bed baths and help patients who need to use the bathroom or toilet
3. Maintain patient safety and privacy.
4. Report any changes in the patient’s condition to the nurse.

##### **B. Eating & Drinking**

1. Wash hands before and after the activity.
2. Ensure the patient’s meal tray is tidy and properly arranged.
3. Assist patients who are unable to feed themselves by helping them or moving the cardiac table closer, as needed from the RBC Unit.
4. Ensure meal trays are collected after patients finish eating.

##### **C. Elimination**

1. Assist the nurse in measuring and disposing of patients’ urine or urine bags according to the instructions of the Nurse in Charge.
2. Assist the nurse/carer in changing patients’ diapers.

##### **D. Mobilisation**

1. Assist in transferring patients safely and in accordance with procedure from bed to bed/trolley, bed to chair/wheelchair, chair/wheelchair to bed, using Mobility Aids (such as forearm and armpit crutches, walking frames, or canes).
2. Ensure all mobility aids are in good condition and safe for use.
3. Report to the Nurse in Charge if any equipment is found to be damaged or malfunctioning.

Refer to attached “**LOGSHEET**” for documentation of activities related to Basic Patient Care.

**SECTION 3**  
**FORM TO BE USED**

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**SCHEDULE A - TENDER FORM**

To :

**TENDER REFERENCE NO.: KK/393/2025/UPP(TC)**

**INVITATION TO TENDER  
THE PROVISION OF CLINICAL CARE ASSISTANCE SERVICES AT RAJA ISTERI PENGIRAN  
ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS**

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**TENDER OF (*name of tenderer*)** \_\_\_\_\_

Company/Business Registration No : \_\_\_\_\_

Tender Closing Date : \_\_\_\_\_

| NO. | DESCRIPTION  | QUANTITY  | RATE | MONTHLY (PRICE) | 1 YEARS (PRICE) | 3 YEARS (PRICE) |
|-----|--|---|------|-----------------|-----------------|-----------------|
| 1   | Price quoted for providing Manpower:<br><br>a) Provide manpower that are physically fit and can perform the services assigned to them.<br><br>b) Carry out Clinical Care Assistance Services daily for identified wards and clinics at Raja Isteri Pengiran Anak Saleha Hospital.<br><br>c) Working Hours:<br>▪ (7am – 2pm)- Shift Morning<br>▪ (2pm – 10pm) – Shift Afternoon<br>▪ (10pm – 7am) – Shift Night<br><br>d) 7 days a week<br><br>(Refer to Annex 1) | <b>Supervisors – 1</b><br><br><b>Clinical Care Assistants - 92</b><br><br><b>Total - 93</b> |      |                 |                 |                 |
|     | <b>AMOUNT CARRIED FORWARD</b>  |   |      |                 |                 |                 |

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

Dated this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
Signature of authorised officer of Tenderer  
Name:  
Designation:

Tenderer's official stamp:

## **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. 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 |
| <b>Contractor</b>        |                            |  |                  |                      |
|                          |                            | Not Applicable   | Not Applicable   | Not Applicable       |
| <b>Sub-contractor(s)</b> |                            |  |                  |                      |
|                          |                            |  |                  |                      |

#### **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 F - DECLARATION**

Tenderers shall complete and submit the Declaration form below.

**DECLARATION FORM**

TENDER REFERENCE : \_\_\_\_\_

TENDER TITLE : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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**Signature and Company Stamp**

## **DECLARATION**

Tenderers shall complete and submit the Declaration form below.

### **PENGAKUAN PENENDER *TENDERER'S DECLARATION***

**SCHEDULE G - LIST OF EQUIPMENT**

7.1 Tenderers are required to list out the equipment and tools including the quantity required (if relevant and necessary), 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.  |                                 |          |       |
| 2.  |                                 |          |       |
| 3.  |                                 |          |       |
| 4.  |                                 |          |       |
| 5.  |                                 |          |       |
| 6.  |                                 |          |       |
| 7.  |                                 |          |       |
| 8.  |                                 |          |       |

**PROPOSED DISTRIBUTION OF NUMBER OF CLINICAL CARE ASSISTANTS (CCAS) BY LOCATION**

| No. | Location | NO. PER SHIFT   |                  |                                  | Off-Duty | Total No of CCAs |
|-----|----------|-----------------|------------------|----------------------------------|----------|------------------|
|     |          | AM<br>7am - 2pm | PM<br>2pm - 10pm | Night Duty<br>(ND)<br>10pm - 7am |          |                  |
| 1   | ICU 1    | 3               | 3                | 3                                | 3        | 12               |
| 2   | ICU 2    | 4               | 4                | 4                                | 4        | 16               |
| 3   | ICU 3    | 4               | 4                | 4                                | 4        | 16               |
| 4   | Wad 3    | 4               | 4                | 2                                | 2        | 12               |
| 5   | Wad 4    |                 |                  |                                  |          |                  |
| 6   | Wad 19   | 4               | 4                | 2                                | 2        | 12               |
| 7   | Wad 21   | 4               | 4                | 2                                | 2        | 12               |
| 8   | Wad 12   | 4               | 4                | 2                                | 2        | 12               |
| 9   | Wad 14   |                 |                  |                                  |          |                  |
|     |          |                 |                  |                                  |          | <b>92</b>        |

**PLUS 1 SUPERVISOR – TOTAL 93**

***Based on existing CCA Allocation***