

TENDER REF. NO.: KK/01/2026/MOH(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF MANAGING STATE MEDICAL STORE
AND ITS DISTRIBUTION SERVICES FOR THE MINISTRY OF
HEALTH FOR A PERIOD OF SIX (6) YEARS**

TENDER FEES : \$2,000.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 10th MARCH 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]



**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

TENDER DOCUMENT

FOR

**THE PROVISION OF MANAGING STATE
MEDICAL STORE AND ITS DISTRIBUTION
SERVICES FOR THE MINISTRY OF
HEALTH FOR A PERIOD OF SIX (6) YEARS**

SECTION 2

SPECIFICATIONS

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SECTION 2

SPECIFICATIONS

TENDER REFERENCE:

TENDER TITLE: THE PROVISION OF MANAGING STATE MEDICAL STORE AND ITS DISTRIBUTION SERVICES FOR THE MINISTRY OF HEALTH FOR A PERIOD OF SIX (6) YEARS

INTRODUCTION

This section provides tenderers with the necessary references namely scope of services, technical requirements and specifications to provide warehousing and distribution services for the Ministry of Health (hereinafter referred to as **the Services**).

The Services concerns managing the supply chain process of storing and delivering health-related goods (such as medicines and medical supplies) to ensure standard healthcare facilities or end-users in a safe, efficient, and timely manner.

The duration of the Services is for Six (6) year agreement with an option to extend for Four (4) more years.

The Tenderer shall comply with all applicable statutory requirement of local government entities having jurisdiction over any aspect of the work under this tender.

The successful Tenderer is also required to observe the following guidelines issued by the Ministry of Health, if any.

The activities and operating standards for the Service are provided in five categories of work below and grouped as the **Scope of Services**:

- i. General Requirements
- ii. Management of the warehouse
- iii. Logistical services
- iv. Current scope and scale of existing services
- v. Disposal

SCOPE OF SERVICES

The successful Tenderer (Hereinafter ‘the Tenderers’) shall observe and consider the following:

1.0 GENERAL REQUIREMENTS

1.1 Management and planning

a. Delivery of services

- i. The Tenderer is required to provide effective and efficient management of the Services which include receiving, storing and distribution of goods to the end-users, in full compliance with the applicable Good Storage Practice (GSP) and Good Distribution Practice (GDP) requirements;
- ii. The Tenderer shall be responsible and liable in ensuring that the requirements for the Services and other obligations are delivered in accordance to the Ministry’s requirements with a focus on patient safety and quality of service as well as awareness of cost-effectiveness;
- iii. The Tenderer shall be liable for all costs and expenses incurred including but not limited to obtaining of any consultations, any spares,

any installation, any maintenance of equipment and other related consumable supplies and any expenditure for the operation and management and the provision of the Services under the tender;

- iv. The Tenderer shall provide the Services in accordance with the terms and conditions of this tender and any statutory requirements such as requirements under, not limited to, Authority on Building Control and Construction Industry (ABCi), Fire Safety from Fire and Rescue Department and Occupational Safety Compliance from Safety, Health and Environment National Authority (SHENA);
- v. The Tenderer shall meet any Key Performance Indicator (KPI) set by the Government for the performance of the Services;
- vi. The Tenderer shall perform the Services with the highest level of care, skill and diligence in accordance with the best commercial practice;
- vii. The Tenderer shall co-operate with the Government in all matters relating to the Services and comply with the Government's reasonable instructions;
- viii. The Tenderer shall be allowed to deal with other sub-contractor in relation to matters similar to the Services. It is a full responsibility of the awarded Tenderer in managing their agreed services with their third-party arrangement;
- ix. The Tenderer shall comply to all health and safety rules and regulations or any other reasonable security requirements that apply at any of the End-User's premises from time to time and that have been communicated;
- x. The Tenderer shall take good care and maintain the GFR (hereinafter the 'Government Furnished Resources') at the Tenderer shall be bare by their own cost;
- xi. The Tenderer shall arrange and set a Focal Contract Manager in communicating between the Tenderer and the Ministry on its performance of the Services;
- xii. The Tenderer shall arrange monthly meeting updates with the Government on its performance and the set Key Performance Indicator (KPI) on its performance of the Services;
- xiii. The Tenderer shall attend meetings, discussion and/or presentation invited by the Government upon the agreed timeframe.
- xiv. The Tenderer shall be given a mobilisation period of six (6) months to prepare for full operation upon commencement of this contract. During this period the Tenderer shall conduct a thorough Facility Audit for the following purposes:
 - a) to re-inspect the condition of existing equipment, facilities, devices and inventories are in order for operation (*first inspection conducted at tender stage*);
 - b) to compile relevant operating data;

- c) to plan for maintenance, replacement or upgrading works; and
- d) to prepare KPI performance reporting format.

xv. **Penalty:**

Penalty will be imposed for failure to meet any of the agreed Service Level Agreement between the Government and the Tenderer. The Tenderer shall not be liable for penalty if the failure was caused by Force Majeure events, delays due to incomplete or incorrect data provided by Clients or/and Changes in scope of work without mutual agreement.

In this paragraph, unless the context otherwise requires, the following definitions shall apply:

“Government-Furnished Resources (GFR)” refers to all assets, equipment materials or facilities supplied by the Government for the Tenderer’s use in delivering the Services;

“Receiving” is the warehouse operation in which incoming deliveries are unloaded, inspected, verified against purchase orders or delivery documents, and then recorded in the inventory system before being moved to storage or staging areas;

“End-Users” means the Government hospitals, health centres or any Government facilities or clinics listed in part 4.0 of this specification and where the context requires shall refer to its authorised officers, persons or representatives

b. Takeover procedures

The takeover procedures are designed to ensure a seamless transition of services from the incumbent provider to the new contractor with minimal disruption to operations. For a smooth transition of services, in accordance with the MOH’s obligations, MOH shall:

i. Collaborate Effectively:

Work closely with the awarded contractor on all service-related matters including communicating with End-Users.

ii. Provide Resource Access:

Grant the contractor exclusive, cost-free access to the Government Furnished Resources (GFR). Ensure that all GFR supplied for the delivery of the services are in good working order and suitable for the purpose for which it is used in relation to the services.

Temporary access to the Established Government System shall be granted to the Successful Tenderer to ensure continuity of operations for the duration required to establish and operationalised its own Warehouse Management System (WMS). Upon successful implementation of the WMS, such temporary access shall be revoked or discontinued accordingly.

iii. Ensure Compliance:

Adhere to the established Standard Operating Procedures (SOPs) for service delivery. Good Storage and Distribution Practices issued by World Health Organization (WHO) may also be referenced.

iv. Facilitate Operational Requirements:

Provide, in a timely manner and without charge, exclusive access to necessary office accommodations, data, and other facilities.

c. Contingency plan

- i. The Tenderer shall develop and implement contingency plan to address potential failures or crisis especially emergency response procedures for all critical equipment / services and to include the contingency of possible loss thereof;
- ii. The contingency plan must be tested in one form or another on yearly basis to ensure that all personnel is prepared for any incident or disaster such as fire, flood, explosion, landslide, terrorism, outbreak, etc.;
- iii. The Tenderer shall also set up Emergency Response Team (ERT) to perform emergency work and maintain the provision of the services in a high state of preparedness as and when required;
- iv. The ERT members shall be led by the Contract Focal Manager and remain contactable at all times by advising their contact details including mobile number all day every day to the Government;
- v. The costs related with the standby and support of an Emergency Response Team lead by the Contract Manager is deemed inclusive in the Contract. No additional cost for any overtime work or emergency attendance / support shall be claimed;
- vi. It is the Tenderer's responsibility to ensure that adequate spares, materials, tools, equipment and labour are made available to perform such works and no additional claims will be entertained due to the emergency nature of any of the works and services to be executed.

“Emergency” hereby refers to any unforeseen event or situation that poses an immediate risk to the safety of personnel, security of goods, continuity of operations, or integrity of the supply chain, requiring prompt action to prevent loss, damage, or disruption.

1.2 Human Resource and Administration

a. Manpower Management

- i. Tenderer shall ensure proper delegation of management responsibilities and authority within the operations of the Services to achieve the objectives. Contract Manager shall be the person in charge and he/she shall be certified by education or qualified by training or experienced to manage the Service to the requirements of the Government.
- ii. Key Staff to be deployed for the performance or monitoring of the Services shall include, not limited to the followings:

No Position

1. Focal Contract Manager
2. Warehouse Manager(s)
3. Warehouse Supervisor(s)
4. Team Leader(s)
5. Porter(s)
6. Help Desk Operator(s)

- iii. Appointment and deployment of contract managers and/or Supervisors shall be made after prior approval from the Government. Consequently, the contract managers and/or Supervisors shall work exclusively for the Tenderer and be deployed exclusively for the provision of the Service; and
- iv. The Tenderer shall provide adequate qualified and competent manpower with good language fluency in English and Malay and shall ensure all the activities for the Service are performed.

b. Personnel Administration

The Tenderer shall ensure efficient administration of personnel deployed for the contract including of the following:

- i. Medical screening to ensure employees are medically fit (mentioned where to provide copy of the report to);
- ii. The Tenderers shall provide necessary vaccinations and immunization programs to employees to safeguard their health in relation to workplace risks as required by Occupational Health and Safety Regulations;
- iii. Provision of insurance coverage against any liabilities arising out of claims by employees for payment of compensation under the Workmen's Compensation Act (Chapter 74 of the laws of Brunei);
- iv. Tenderers are required to comply with the Employment (Minimum Wage) Order 2023 which stipulates that the minimum salary should be \$500.00 per month before any contributions to retirement accounts such as TAP, SCP, and SPK;
- v. The Tenderers shall be responsible for proper registration, monitoring, and regular updating of employee's records pertaining to work permits and employment passes of foreign employees;
- vi. The Tenderers shall maintain records of payment of statutory fees, insurances and wages in accordance with the requirements of the Labour Department, Brunei Darussalam;
- vii. The Tenderer shall provide uniform(s) bearing the Company's Logo at its own expense;
- viii. Application of dress code and personal protective equipment (PPE) suited to the operating and hygiene requirements such that employees responsible for packing, wrapping, storing, or transporting goods are always in clean attire;
- ix. The Tenderers to provide suitable Personal Protective Equipment (PPE) to employees in accordance with the requirements of their work processes for safe performance of their duties;
- x. The Tenderers shall provide employees with identification passes bearing colour photographs, duly endorsed by the Ministry;

- xi. The Tenderer shall ensure the availability of a contingency team and their contacts for delivering goods when necessary; and
- xii. The Tenderers shall monitor and enforce staff attendance at designated work areas during working hours and provide temporary placements or relief as necessary to maintain the required workforce for the Services while communicated to the Government accordingly.

c. Training and Development

- i. The Tenderer shall plan and implement trainings on operations and delivery requirement for the Service and awareness programmes on Safety Health and Environment (SHENA) issues for the personnel to ensure the effectiveness in the provision of the Services both prior to deployment at work place and in the course of service performance;
- ii. Training for the supervisors and porters assigned on-site at the MOH Facilities shall be performed prior to their job assignment to ensure their familiarity of the important aspects of the provision of the Services. Refresher courses shall also be planned to the respective employees to ensure quality delivery of the Service;
- iii. The Tenderer shall have a development plan and adequate training to end users to conform to the relevant regulations and codes of practices;
- iv. The Tenderer shall provide at least 4 (four) user trainings a year to Contract Facility personnel involved with warehousing or risk management and forward training modules to MOH for acknowledgement. The number of minimum participants shall be decided by the Contract Facility; and
- v. The successful Tenderer must hold and maintain certifications that comply with Occupational Safety and Health Administration (OSHA) standards, and any other applicable legislation governing warehouse operations and equipment use.

d. Effective Communication and Consultation

- i. The Tenderer shall provide continuous and credible information via trainings, seminars, brochures, meetings, posters, reports or any other means to create awareness; and
- ii. The Tenderer shall establish communication procedures of reporting and updating on issues of the Services such as, and not limited to, testing of system, periodical stock check, stock expirations and goods/stock recall to end-users. The tenderer shall also:
 - Promptly notify the Procurement Team when stock reaches the Minimum Stock Level (MSL) or Reorder Level (ROL) at least six (6) months in advance;
 - Provide weekly stock status report to the Government, and additionally upon request by the Ministry of Health;
 - Provide monthly consumption report to the Government and additionally upon request by the Ministry of Health; and

- Maintain and update a stock dashboard, accessible to the Ministry for continuous stock monitoring purposes.

e. Security

- i. The Tenderers shall establish and implement appropriate security procedures (both for within premise and for the compound area) and control measures to prevent unauthorized access and manage any incidents involving the loss or misuse of security passes;
- ii. Employees shall be restricted from entering unauthorized areas, except under Government direction, in accordance with established access procedures;
- iii. The Tenderer shall ensure their employees are aware of and abide to security regulations of the respective MOH Facilities. Pilferage and damage caused by their employees to any item belonging to the MOH will be borne by the Tenderer.
- iv. For access into the MOH Facilities, the Tenderer, its employees, agents and sub-contractors must have security passes issued by the Tenderer. For that purpose, the Tenderer shall submit detailed listing of their employees, agents and sub-contractors to the MOH Facility Administration, and complete with photographs for access to certain locations as required by the MOH (i.e., the Chief Executive Officer of the respective hospital or health facility).
- v. Staff of the Tenderer, its employees, agents and sub-contractors shall only have access to areas as prescribed by the MOH and that they shall not access any facility for any purpose other than that specified for the Services. They are also liable to security check at any places within the MOH Facility compound.

1.3 Safety, health and environment

a. Safety Management

- i. The Tenderer shall practice and develop written safety plans and activities for the provision of the Services (*including warehouse etc.*). The plans shall also include, but not limited to, Incident Reporting as required under the relevant Acts and Regulations including SHENA.
- ii. The following are among safety activities to be conducted:
 - Establish procedures to report all unsafe conditions, near miss accidents, and unsafe act of other employees or users of the facility;
 - Provide continual safety and health education, medical check-up and immunization program for facility workers, protective equipment such as safety glasses/goggle (with side shields where necessary) safety helmets, respirators, gloves, safety boots and establish safety rules for various personnel;
 - Conduct regular safety warehousing audit where Audit Report must be submitted a copy to the Government; and
 - Conduct regular review meetings on safety practices and

effectiveness of actions to address specific safety issues or non-compliance.

b. Risk Assessment Management

In recognition of potential risks associated with warehouse operations and logistics activities, the Tenderer has to exercise risk management practices across the whole service delivery processes in order to minimize the following:

- i. Physical Risks;
- ii. Inventory Risks;
- iii. Operational Risks;
- iv. Transport and Delivery Risks;
- v. Environmental and Natural Disaster Risks; and
- vi. Health and Safety Risks.

The Tenderer shall identify, assess and prioritize those risks followed by coordinated and economical application of resources to minimize, monitor and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities. Relevant activities to be carried out include Risk Assessment Audits and regular communication to advise the Ministry on potential risk/harm to patient care.

2.0 MANAGEMENT OF THE WAREHOUSE

2.1 The Ministry shall provide a warehouse with racks for storage facility where goods are organised and stored on shelves or racks, where designed for pallets or other unitized loads. Below is the information with regards to the warehouse racking stated on Appendix A:

Type	Available Unit
Pallet Racking System	30 Units
Pallet Position	3,555 Units
Non-Palletized Bulk	166 Units
Cold Room Racking	12 Units
Freezer Unit	9 Units
Total	3,772

Note: Max pallet load for each pallet position is 300kg.

2.2 The Tenderer shall, from time to time, with prior written notice given by the Government and agreed to in writing by the Tenderer allow other Government entities (if any) to temporarily occupy the State Medical Store (SMS) provided always that there shall be no interference to the operations of the Tenderer;

2.3 The Tenderer shall use its best endeavours to put into effect a Good Storage Practice (GSP);

2.4 Pre-warehousing requirements:
In order to facilitate the Warehousing, the Tenderer shall ensure that the following information and/or documents are provided with each batch of Goods delivered at the SMS includes:

- i. batch number and expiry date of the Goods;
- ii. quantity per delivery as per Government Purchase Order (PO);

- iii. certificate of analysis or such other certificates which are issued together with the Goods (if required); and
 - iv. Upon confirmation that the Goods delivered are in conformity, the Tenderer shall arrange Delivery Order and thereafter the Goods shall be stored in the SMS accordingly

2.5 The Tenderer shall not make any renovation(s) to the premise unless there is an endorsement made by the Ministry on the proposal of modifications. The Tenderer shall attain necessary permits and approval thereafter such as Fire Certificates from Fire and Rescue Department, Occupational permit (OP) from Authority of Building Control and Construction Industry (ABCi), etc for any modifications done in the warehouse. The Tenderer is also responsible to ensure the warehouse maintains validity of the certificate annually. Notwithstanding the foregoing, the Tenderer shall bear all costs and expenses related to utilities repair and restoration works;

2.6 The Tenderer may suggest and present to the Government on any such potential improvements to the premise or any additional to the Material Handling Equipment(s) to be upgraded and enhanced its performance during the contract period such as usage of conveyor systems, dock levellers, loading bays, dock shelters or acquiring and usage of robotic automation system for the operations. Any robotic automation system shall be required to obtain a Certificate of Compliance with Good Storage Practice (GSP) and Good Distribution Practice (GDP) after 3 years of validated operation, subject to verification of conformity with applicable regulatory standards governing robotic functionalities and automated processes;

2.7 The Tenderer may propose and present to the Government any proposal relating to the expansion of the warehouse. Such proposal shall be submitted to the Ministry of Health for review and formal endorsement prior to consideration or implementation by the Government.

2.8 It is an Advantage for Tenderer offering services with ISO certifications (such as ISO 9001 or 14001) for the 3PL services. Notwithstanding that possession of the relevant ISO certificates is not a requirement at the time of tender submission, the successful tenderer shall obtain the necessary ISO certifications within a period of two (2) to three (3) years from the commencement of operations;

2.9 To comply with Government relevant licenses including, but not limited to, such as HSE Compliance (PPE, Signage), ISO Certifications (if any) and Fire, safety and environmental audit etc;

2.10 Warehousing Services:

In consideration of the Charges payable for the warehousing services shall encompass:

- i. handling and storing the Goods upon their arrival at the SMS;
- ii. handling the day-to-day operations and management of the SMS;

- iii. managing inventories of the Goods (including all existing stock which have been purchased by the Government prior to this Agreement) stored at the SMS;
- iv. ensuring notification alerts or reminders to the Government on a quarterly basis or as and when reasonably required by the Government, in relation to low stock count and expiring Goods;
- v. Responsible for Goods to be in safe custody at its own risk and maintain the Goods in good condition until required by the Government other than in accordance with the Government's written instructions or authorisation;
- vi. inform the Government of all health and safety and security requirements that apply at the SMS;
- vii. Responsible to provide and maintain the use of Forklifts or any Handling Machinery in the warehouse during the contract period;
- viii. Responsible to maintain the condition of the warehouse such as ensuring Lighting of the warehouse (LED high bay lights, emergency lighting), fire suppression systems (sprinklers, extinguishers, hose reel system, fire alarm), security systems (CCTV, access control), Flooring (tiles, concrete polishing), HVAC system and Generator Set and lifts are all in order;
- ix. Responsible to maintain the cleanliness of the warehouse including arrangement of domestic waste collection and disposal services, arrangement of security services;
- x. The Tenderer shall be responsible for maintaining and ensuring the continuous and efficient supply of utilities, including water and electricity, within the warehouse premises throughout the contract period;
- xi. The Tenderer shall establish and maintain a stock rotation system (Planning and storage) and ensure that inventory is used or distributed in an orderly manner, minimising waste and ensuring compliance with infection control and hygiene standards;

2.11 Operation hours of the SMS are proposed to be during working hours and as needed by the Ministry. It is hereby defined 'working hours' as the period from 7:45am to 12:15pm and 1:30pm to 4:30pm on any working day; and

2.12 The Government shall have the right to inspect the SMS either announced or unannounced. Announced inspections shall be scheduled with at least **three (3) working days' notice**, while unannounced inspections may be conducted by the Government within twenty-four (24) hours' notice;

2.13 Tenderers to be responsible for any integration works and to implement Warehouse Management System (WMS) software, RFID system, Inventory tracking software, whichever applicable to integrate with established Government system. Any integration cost will be borne by the successful Tenderer.

In this paragraph, unless the context otherwise requires, the following definitions shall apply:

“Good Storage Practice” refers the practice of ensuring that the quality of the Goods is maintained by means of adequate control throughout storage in the SMS in accordance to WHO guidelines;

“Good Distribution Practice” refers to the practice of ensuring that the quality and integrity of the Goods is maintained by means of adequate control of the numerous activities which occur during the distribution process as set out by the World Health Organisation (“WHO”) guidelines;

3.0 LOGISTICAL SERVICES

- 3.1 Government may request for the Tenderer to deliver any of the Goods by submitting a request for delivery of Goods via Government established system; or via email; or via call to the Warehouse Manager, and thereafter the Tenderer shall prepare the Delivery Order;
- 3.2 The Tenderer shall use its best endeavours to put into effect a Good Distribution Practice (GDP);
- 3.3 The Government shall ensure that its End User shall, at all times, be available during a time frame agreed between the Parties (whether during or after Working Hours) to receive the Goods at the Delivery Locations and Delivery Points;
- 3.4 The Government and the Tenderer shall discuss the terms of the Distribution and once all the terms have been agreed, the Tenderer shall issue Tenderer's Delivery Order;
- 3.5 The Tenderer shall be available to deliver the Goods on time to End Users, which shall include any time every day (on-call) delivery upon request. Do take note that transportation may require specific maintained conditions (e.g., cold chain logistics);
- 3.6 Upon the delivery and acceptance of the Goods, the End Users shall verify (i.e. mark whether there is an acceptance of Goods in full or in part), stamp and sign the Tenderer Delivery Order; and
- 3.7 The Government shall provide three (3) months; or more than one (1) month advanced notice in writing for any additional Delivery Locations and Delivery Points respectively.

In this paragraph, unless the context otherwise requires, the following definitions shall apply:

“Delivery Locations” refers to Government premises and facilities, including but not limited to, hospitals, health centres and clinics;

“Delivery Points” refers to specific area within Delivery Locations, including but not limited to, sub-store, blocks, wards, rooms and offices.

4.0 EXISTING SERVICES: CURRENT SCOPE AND SCALE

4.1 The warehouse and distribution activities project a loading, not more than and not limited to, the followings:

Loading Parameters	Volume (Estimate)
Monthly Deliveries/ Orders	2,400 orders
Monthly Urgent Orders	480 Orders
No. of line items	Average 6,200 per month
No. of Delivery locations	38 locations (328 delivery points), such as: • Brunei Muara – 16 Locations (169 Delivery Points) • Tutong – 7 Locations (72 Delivery Points) • Kuala Belait – 6 Locations (61 Delivery Points) • Temburong – 3 Locations (26 delivery points)

4.2 The warehouse is equipped with Government Furnished Resources, such as:

Items	Quantity
Cold Storage Equipment - Freezer	4 pcs
Cold Storage Equipment – Credo Box and Thermo Isolation Chamber (TIC)	
Credo Box – 96 litres	2 boxes
Credo Box – 42 litres	4 boxes
Credo Box – 16 litres	3 boxes
Thermal Isolation Chamber (10" by 10")	28 pcs
Thermal Isolation Chamber (12" by 12")	20 pcs
Thermal Isolation Chamber (12" by 18")	30 pcs
Data temperature logger	30 pcs
Cold Storage Equipment – Acurite Pro Accuracy Indoor Temperature and Humidity Monitor	25 pcs
Fire Extinguishers (CO ₂ and ABC powder)	12 sets
Fire Hose Reel	9 sets
Fire Alarm Bell	10 pcs
Material Handling Equipment:	
Electric Reach Truck	1 unit
Electric Pallet Truck	2 units
Pallet Jack (Stock Car) – 3000KG	5 units
Pallet Jack – 2000KG	1 unit
Heavy Duty Platform Truck	20 units
Trolley Steel	1 unit
Table Truck – 500KG	1 unit
Generator Set	1 set
Passenger Lift	1 unit

5.0 DISPOSAL

- 5.1 Government is responsible for any disposal of inventory for all the expired, damaged or defective Goods ("Unwanted Goods") which are found in the SMS (including those that were previously procured by the Government prior to the existence of this Agreement).
- 5.2 The Tenderer shall provide a monthly inventory of unwanted goods to the Government to facilitate the timely initiation of the disposal process.
- 5.3 If there are unwanted Goods belong to the Government, the Government has the sole discretion to either:
 - i. require the Tenderer to carry out the Disposal. Any Disposal of Unwanted Goods belonging to the Government shall require the written approval for write-off by the Government; or
 - ii. notify the Tenderer within **twenty-one (21) days** to enable the Tenderer to make the necessary arrangements for pick-up of the Unwanted Goods by the Government or its representative at no additional cost to the Government if the Government decides that it does not require the Tenderer to carry out the Disposal.

SCHEDULE A
END USERS

1. End Users: Brunei Muara District

District	Delivery Locations	Delivery Point
Brunei Muara	Hospital Raja Isteri Pengiran Anak Saleha, Bandar Seri Begawan	RP – A & E RP – Acute Paediatric Unit (APU) RP – Bahagian Perkhidmatan Jenazah RP - Bunga Kuning RP – Burns Unit RP – Cardiology Clinic Store RP – Central Sterile Supply Dept (CSSD) RP – Circumcision Unit RP - Controlled Drug Virtual Store (IPD Store) RP – Coronary Care Unit RP – Delivery Suites RP – Dental Surgery Clinic RP – Dermatology Clinic RP – Diet Clinic RP – Endocrinology Centre RP – Endoscopy RP – Haematology & Oncology Clinic RP - Haj Store RP – HDU 1 RP – HDU 2 RP – In Patient Pharmacy Store (IPD) RP – Infection Control Unit RP – Intensive Care Unit 1 RP – Intensive Care Unit 2 RP – Intensive Care Unit 3

District	Delivery Locations	Delivery Point
		RP – Lab Andrology RP – Lab Blood Donation Centre RP – Lab Clinical Chemistry RP – Lab Cytology RP – Lab Haematology RP – Lab Histology & Cytology RP – Lab Immunology RP – Lab Microbiology RP – Lab Mortuary RP – Lab POCT RP - Laundry RP - Medical Record RP – MHU Store (Pharmacy) - in Kg Kiarong RP - Named Patient Basis Virtual Store (IPD Store - NPB) RP – Neurophysiology Unit RP – Neurosurgery Clinic RP – NICU Store RP – Obstetrics & Gynaecology Clinic RP – Obstetrics & Gynaecology OT RP – Obstetric Day Care Unit RP – Occupational Therapy Unit RP - OLD CCU RP – Operating Theatre (OT) RP – Ophthalmology Clinic RP – Oral Maxillo Facial Surgery Clinic (OMF) RP – Orthopaedic Clinic RP - OT OMF RP – Otorhinolaryngology Clinic (ORL)

District	Delivery Locations	Delivery Point
		RP – Out-Patient Pharmacy Store (OPD) RP – Paediatric Dental Clinic RP – Paediatric Clinic RP – Paediatric Intensive Care Unit (PICU) RP - Palliative Clinic RP – Paramedic Store RP – Phlebotomy & CSRA RP – Physician Clinic RP – Physiotherapy RP – Plastic & Reconstructive Surgery RP - PLPK (Currently in Ong Sum Ping Complex, Bandar Seri Begawan) RP – Podiatry Clean Store RP - Pre - Op Swabbing Clinic RP - Prosthetics & Orthotics RP – Radiology Medical Store RP - Rehab Clinic RP – Renal Unit RP – Respiratory Clinic RP – SCBU RP - Speech and Language Therapy RP - Sport Complex RP – Surgical Day Ward RP – Surgical Outpatient (SOPD) Clinic F RP – Urology Clinic RP – Ward 1 RP – Ward 10 RP - Ward 11 Surgical RP – Ward 12

District	Delivery Locations	Delivery Point
		RP – Ward 14
		RP – Ward 15
		RP – Ward 16 - Isolation
		RP – Ward 17 (HDU)
		RP – Ward 18
		RP – Ward 19 (Med-Cancer & Haemato)
		RP – Ward 2
		RP – Ward 20 [I.Med (Renal&Diabetes)]
		RP – Ward 21 [I.Med (OncoHaemaGastro) Male]
		RP – Ward 22 [I.Med(RenalEndocDerm) Male]
		RP – Ward 23 (Surgical 1 st Class)
		RP - Ward 25 Orthopaedic
		RP – Ward 26
		RP – Ward 27
		RP – Ward 28
		RP – Ward 29
		RP - Ward 3 (AMU Male)
		RP – Ward 30
		RP – Ward 31
		RP – Ward 32
		RP – Ward 33
		RP – Ward 34
		RP – Ward 35
		RP – Ward 4 (AMU)
		RP - Ward 5 (Mental Health Unit) - Kg Kiarong
		RP - Ward 6 (Surgical Male)
		RP - Ward 7 (Female Surgical Ward)
		RP - Ward 9 (Neuro & OMF)
		RP – WCH Pharmacy Store

District	Delivery Locations	Delivery Point
		RP - Dept of Biomedical Engineering RP - Day care Surgical Inpatient RP - Estate RP - Lab Serology RP - Orthoptics CI RP - Surgical ISO Ward MOH- RIPASH (Admin) CDC Child Development Clinic
	Berakas Health Centre	BHC – Emergency Trolley BHC – Maternal & Child Health (Currently in Ong Sum Ping Complex, BSB) BHC – PH Store BHC – Phlebotomy BHC – Treatment Trolley BHC - Podiatry
	Muara Health Centre	MUAHC – Emergency Trolley MUAHC – Maternal & Child Health MUAHC – Pharmacy – Store MUAHC – Phlebotomy MUAHC – Treatment Trolley
	Pengiran Anak Puteri Hajah Mutawillah Hayatul Bolkiah (PAPHMWHB) Health Centre, Gadong	GADHC – Pharmacy – Store GADHC – Phlebotomy GADHC – Treatment Trolley GADHC – Maternal & Child Health GADHC - Emergency Trolley
	Renal Rimba Dialysis	R. Dialysis – Haemodialysis Treatment R. Dialysis – Main Store R. Dialysis – PD & CAPD Unit R. Dialysis – Pharmacy Store

District	Delivery Locations	Delivery Point
		R. Dialysis – PHY Clinic
		NDC - Trolley Block A
		NDC - Trolley Block B Ground
		NDC - Trolley Block B Upper
		NDC - Pharmacy
	National Tuberculosis Centre	NTCC - TB Clinic
	Pusat Amal Cerah Sejahtera, Subok	PACHC - Home Base
	Pharmacy Drug Production Section, Pharmacy Department	PDPS - Main Store
	Pengkalan Batu Health Centre, Limau Manis	PBHC – Pharmacy – Store
		PBHC – Treatment Trolley
	Pengiran Anak Puteri Hajah Rashidah Sa'adatul Bolkiah Health Centre, Sg Assam	Sg. Asam – Emergency Trolley
		Sg. Asam – Maternal & Child Health
		Sg. Asam – Pharmacy Store
		Sg. Asam – Treatment Trolley
	Jubli Emas Bunut Health Centre	BNTHC – Emergency Trolley
		BNTHC – Pharmacy – Store
		BNTHC – Treatment Trolley
		BNTHC – Maternal & Child Health
	Jubilee Perak Sengkurong Health Centre	JPSkrong – Emergency Trolley
		JPSkrong – Maternal & Child Health
		JPSkrong – Pharmacy Store
		JPSkrong – Treatment Trolley
	Sungai Besar MCH Clinic	
	Psychiatry Unit, Kiarong / Mental Health Unit	Kiarong
	Dialysis Centre, Kiarong	Kiarong
	National Resuscitation Centre, Department of Health Services	Jalan Ong Sum Ping Bandar Seri Begawan Bandar Seri Begawan BA1311

District	Delivery Locations	Delivery Point
	Laboratory Service, Sumbiling, BSB	Sumbiling
	Environmental Health, MOH	Ministry of Health headquarter complex
	Department of Health Services	Ministry of Health headquarter complex
	Department of Scientific Services	Ministry of Health headquarter complex
	Berakas Health Screening, Occupational and Vaccination Centre	Berakas
	Health Promotion Centre, MOH	Health Promotion Centre

2. End Users: Belait District

District	Delivery Locations	Delivery Point
Belait	Suri Seri Begawan (SSB) Hospital Sub Store	SSBH - Main Store SSBH - Circumcision Room SSBH - Admin SSBH - Accident & Emergency Department SSBH - Biomedical SSBH - Dietitian Clinic SSBH - Dermatology Clinic SSBH - Dental Clinic SSBH - Physiotherapy SSBH - Gynaecology Clinic SSBH - Home Based SSBH - Occ. Therapy Clinic SSBH - Orthopaedic Clinic SSBH - Paediatric Clinic SSBH - Physician Clinic SSBH - Cardio Store SSBH - CSSD SSBH - Surgical Clinic SSBH - Eye Clinic SSBH - Infection Control SSBH - Intensive Care Unit Floorstock SSBH - In-Patient Pharmacy SSBH - In-Patient Pharmacy Store SSBH - Kitchen SSBH - Laboratory SSBH - Laundry SSBH - Linen & Dobby SSBH - Occupational Health & Safety

District	Delivery Locations	Delivery Point
		SSBH - Out-Patient Pharmacy Store SSBH - ENT Clinic SSBH - Operating Theatre Floorstock SSBH - Podiatry Clinic SSBH - Psychiatry Clinic SSBH - Radiology SSBH - Religious SSBH - Renal Unit Floorstock SSBH - WARD 1 SSBH - Surgical Male Ward 3 Floorstock SSBH - Surgical Female Ward 4 Floorstock SSBH - Obstetric & Gynae Ward 5 Floorstock SSBH - Antenatal & LR Ward 6 Floorstock SSBH - SCBU Ward 7 Floorstock SSBH - Medical Isolation Ward 8 Floorsto SSBH - Medical Male Ward 10 Floorstock SSBH - Medical Female Ward 11 Floorstock SSBH - Endoscopy Unit Ward 12 Floorstock SSBH - Paediatric Ward 14 15 Floorstock SSBH - MHU Ward 16 & 17 Floorstock
	Kuala Belait Health Office	KBHO - Vaccine KB - School Health KBHC - Emergency Trolley KBHC - Maternal & Child Health KBHC - Treatment Trolley
	Sungai Liang Health Centre	SERIA - Emergency Trolley SERIA - Pharmacy - Store
	Labi Clinic	LABI - Pharmacy
	Belait TB Clinic	Belait TB - Coordinating Unit

3. End Users: Tutong District

District	Delivery Locations	Delivery Point
Tutong	Pengiran Muda Mahkota Pengiran Haji Al-Muhtadee Billah (PMMPHAMB) Hospital Tutong Sub Store	PMMH - Main St (Sundries) PMMH - Main St (Drugs) PMMH - Laboratory PMMH - Radiology PMMH - Administration Department PMMH - Accident & Emergency Department PMMH - BME Floorstock PMMH - BEST Floorstock PMMH - Cardiology Clinic PMMH - Circumcision Unit PMMH - Central Sterile Supply Unit PMMH - Dental Clinic Floorstock PMMH - Diabetic Nurse Educator PMMH - Domestic PMMH - Emergency Trolley PMMH - Endoscopy Unit Floorstock PMMH - ENT Clinic Floorstock PMMH - Eye Clinic Floorstock PMMH - Physiotherapy Floorstock PMMH - O&G Clinic Floorstock PMMH - Home Based Nursing Floorstock PMMH - Isolation 2 Ward Floorstock PMMH - Intensive Care Unit PMMH - Day Ward PMMH - IT Room PMMH - Isolation 1 Ward Floorstock PMMH - Kitchen Floorstock PMMH - Laundry PMMH - Medical Record

District	Delivery Locations	Delivery Point
		PMMH - Medical Sosial Work
		NIC - Pharmacy
		PMMH - Occupational Therapy Floorstock
		PMMH - Operator Floorstock
		PMMH - Pharmacy
		PMMH - OT Floorstock
		PMMH - Paramedic Store
		PMMH - Paediatric Clinic Floorstock
		PMMH - Pharmacy - Store
		PMMH - Podiatry Clinic Floorstock
		PMMH - Psychiatry Unit Floorstock
		PMMH - RENAL UNIT FLOORSTOCK
		PMMH - Surgical Outpatient (SOPD) Clinic
		PMMH - Dermatology (Skin) Clinic
		PMMH - Tuberculosis Ward Floorstock
		PMMH - Wabak Store
		PMMH - Female Ward Floorstock
		PMMH - Male Ward Floorstock
		PMMH - O&G Ward Floorstock
		PMMH - Paediatric Ward Floorstock
		PMMH - Store
		NIC - Triage
	National Isolation Centre	PMMH
	Maraburong Clinic, Tutong	MPHC - Primary Clinic
		MaraHC - Emergency Trolley
	Lamunin Health Centre	LMNHC - Emergency Trolley
		LMNHC - Maternal & Child Health
		LMNHC - Pharmacy - Store
		LMNCH - Dental Clinic
	Pekan Tutong Health Centre	PEKAN - Vaccine

District	Delivery Locations	Delivery Point
		PEKAN - Maternal & Child Health
		PEKAN - Health Centre Store
		PEKAN - Pharmacy - Store
		PEKAN - Treatment Trolley
		PEKAN - Emergency Trolley
		PEKAN - TB Clinic
	Telisai Health Centre, Tutong	TLSHC - Emergency Trolley
		TLSHC - Maternal & Child Health
		TLSHC - Pharmacy - Store
		TLSHC - Treatment Trolley
	Sungai Kelugos Health Centre, Tutong	KELHC - Maternal & Child Health
		KELHC - Pharmacy - Store
		KELHC - Treatment Trolley

4. End Users: Temburong District

District	Delivery Locations	Delivery Point
Temburong	Pengiran Isteri Hajah Mariam Hospital Sub Store	PIHM - Main Store
		PIHM - Pharmacy
		PIHM - Pharmacy Store
		PIHM - Male Ward Floorstock
		PIHM - Female Ward Floorstock
		PIHM - Paediatric Ward Floorstock
		PIHM - Radiology
		PIHM - AE Pharmacy
		PIHM - Paramedic Store
		PIHM - Psychiatric Daycare
		PIHM - Laboratory
		PIHM - Dental Clinic
		PIHM - Physician Clinic
		PIHM - Renal Unit Floorstock
		PIHM - Outpatient Clinic
		PIHM - Physiotherapy
		PIHM - Dobby Store
		PIHM - Phlebotomy Lab
		PIHM - A&E Circumcision Unit
		PIHM - Home Base Nurse
		PIHM - Medical Record
		PIHM - AE Floor Stock
		PIHM - Specialist Clinic
		PIHM - Ophthalmology Clinic
	Bangar MCH Clinic	PIHM
	Temburong Health Office	TEMHO - Vaccine

ANNEX: ROUTINE MAINTENANCE

The Tenderer shall perform all routine maintenance activities necessary to ensure the proper functioning and longevity of the equipment in the SMS in accordance with the manufacturer's specifications and the maintenance schedule.

Routine Maintenance shall include, but not limited to, as the followings:

i. Building and Facility Maintenance

- a. Regular inspection and cleaning of floors, racking, shelving, docks, loading bays, and storage areas.
- b. Maintenance of lighting, ventilation, and fire safety systems.
- c. Minor repairs to walls, doors, and flooring to maintain safe and efficient operations.

ii. Equipment Maintenance

- a. Routine servicing of material handling equipment such as forklifts, pallet jacks, conveyors, and dock levellers.
- b. Inspection, lubrication, and replacement of consumables (e.g., filters, belts, batteries).
- c. Calibration of weighing scales, sensors, and warehouse management devices.
- d. Preventive maintenance of HVAC systems, generators, and other mechanical equipment safety and Compliance
- e. Regular inspection of fire extinguishers, sprinklers, alarms, and emergency exits
- f. Ensuring compliance with OSHA and local health and safety standards.
- g. Immediate reporting and rectification of any unsafe conditions or equipment defects

iii. Environmental and Monitoring Requirements

- a. The Tenderer shall ensure that the temperature within the storage area does not exceed 30 degrees Celsius (°C) at any time
- b. The Tenderer shall ensure that the relative humidity within the storage area does not exceed 60 percent (60%) at any time.
- c. The Tenderer shall carry out heat mapping and categorisation of work areas, to identify and manage temperature variations within the storage facility, ensuring compliance with the required environmental conditions.

iv. Operational and Compliance Requirements

a. **Cold Room:**

- i. The Tenderer shall ensure that all temperature monitoring systems within the cold room are calibrated in accordance with **ISO 17025** (General Requirements for the Competence of Testing and Calibration Laboratories) or other internationally recognised calibration standards.
- ii. A qualified and trained personnel shall be designated to monitor the temperature devices to ensure full compliance with Good Storage Practice (GSP) and Good Distribution Practice (GDP) requirements.
- iii. The Tenderer shall maintain accurate calibration and temperature monitoring records and shall produce a temperature compliance report upon request by the Ministry.

b. **Continuous Monitoring Probe:**

- i. Continuous temperature monitoring probes shall be installed, calibrated, and validated with relevant GSP/GDP standards.
- ii. The Tenderer shall ensure regular recalibration based on the manufacturer's recommendation or at intervals not exceeding twelve (12) months, whichever occurs first.

c. **Vehicle Maintenance and Requirements:**

- i. All vehicles used for the transportation of goods under this Tender shall comply with the requirements and approvals of the Jabatan Pengangkutan Darat (JPD) or other relevant authority.
- ii. Vehicles shall be subject to scheduled preventive maintenance, ensuring that they remain in good operational condition at all times.
- iii. Drivers and operational personnel shall possess valid licenses and necessary certifications to operate the vehicles in accordance with Brunei Law and safety standards.

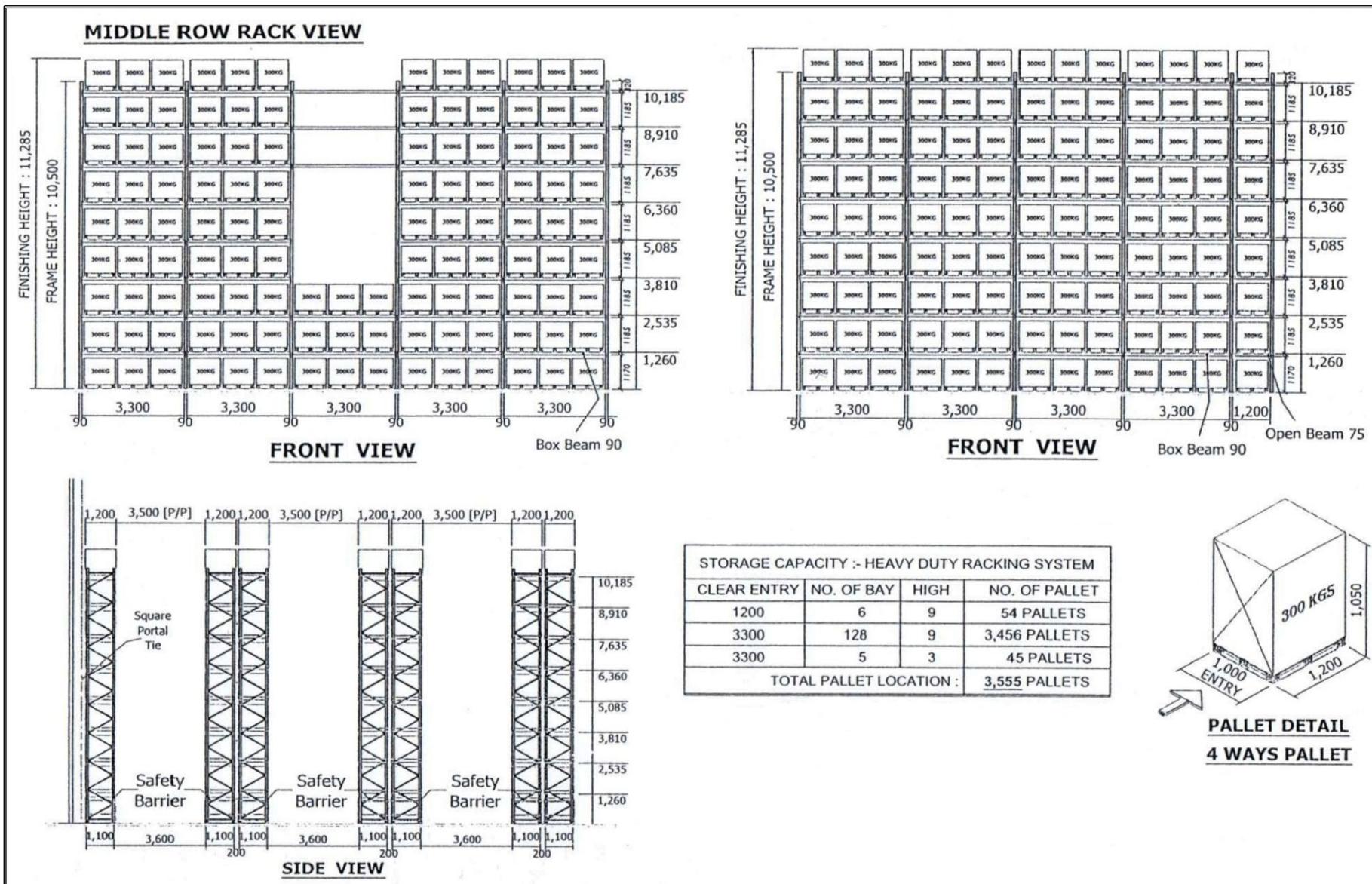
d. **Fire Alarms:**

- i. The facility shall be equipped with an automatic fire alarm and detection system installed in accordance with local fire safety regulations.
- ii. Fire alarm systems shall be tested and maintained periodically to ensure full functionality and compliance with the Fire and Rescue Department requirements.

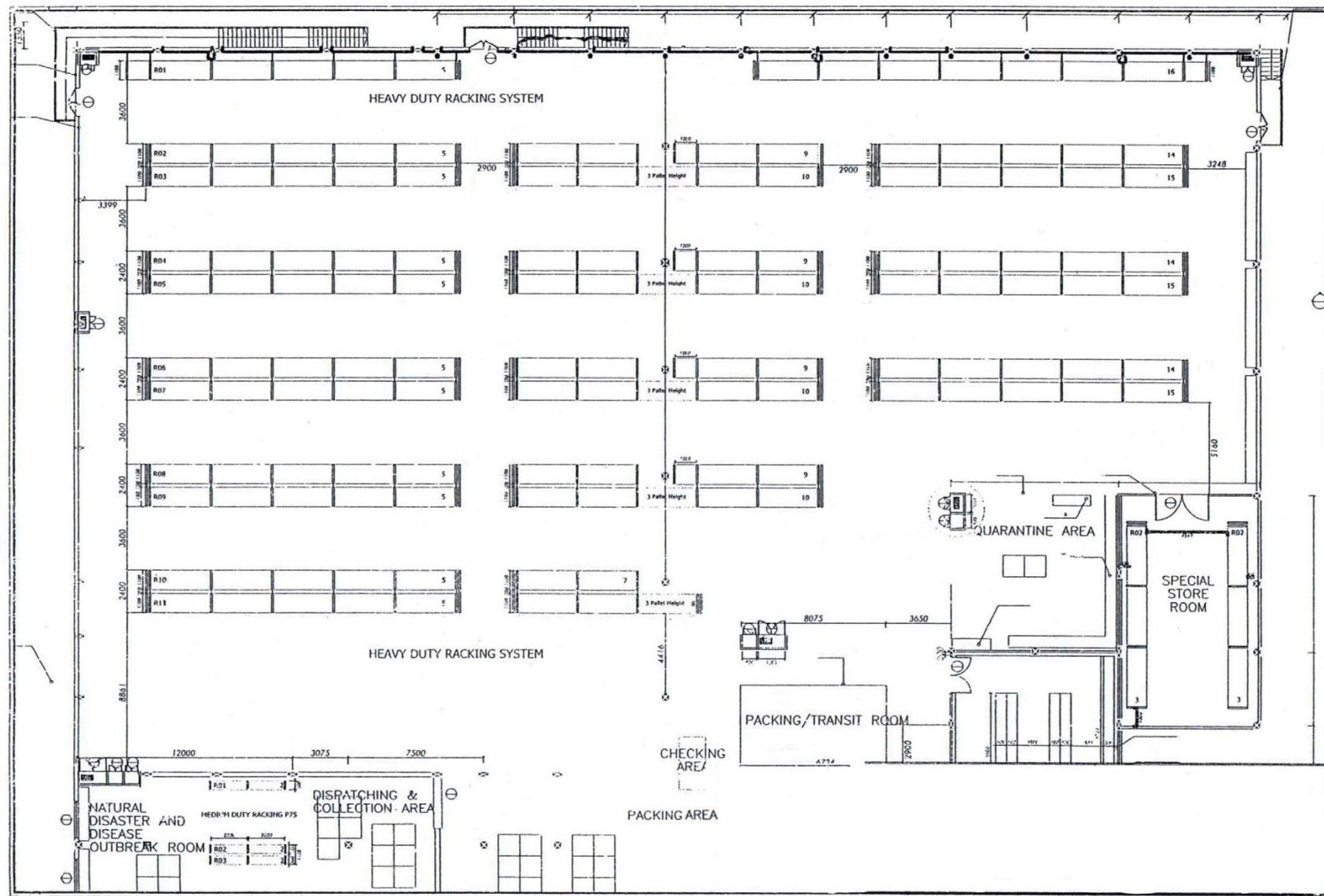
e. **Insurance Coverage:**

- i. The Tenderer shall obtain and maintain comprehensive insurance coverage for the buildings, facilities, equipment, and contents against risks of fire, theft, natural disasters, and other insurable hazards.
“Contents” hereby defines”, unless the context otherwise requires, as the stocks stored within the warehouse, including all goods, materials, and products under the custody or management of the Successful Tenderer as part of the Services.
- ii. The insurance policy shall provide full replacement value coverage and name the Government/Procuring Entity as a co-beneficiary where applicable.

APPENDIX A: RACKING DETAILS



APPENDIX B: FLOOR PLAN STORAGE AREA



SECTION 3

TENDER FORMS

SECTION 3

FORMS TO BE USED

CONTENTS

SCHEDULE 1 - TENDER FORM

SCHEDULE 2 - INFORMATION SUMMARY

SCHEDULE 3 - SUB-CONTRACTS

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SCHEDULE 1 - TENDER FORM

TENDER REFERENCE NO: -

INVITATION TO TENDER

**THE PROVISION OF MANAGING STATE MEDICAL STORE AND ITS DISTRIBUTION SERVICES
FOR THE MINISTRY OF HEALTH FOR A PERIOD OF SIX (6) YEARS**

TENDER OF (name of tenderer) _____

Company/Business Registration No _____

Tender Closing Date _____

CHARGES		
NO.	DESCRIPTION	PRICE (B\$)
MONTHLY CHARGES FOR:		
MANAGING STATE MEDICAL STORE AND ITS DISTRIBUTION SERVICES FOR THE MINISTRY OF HEALTH FOR A PERIOD OF SIX (6) YEARS		
1	Warehousing Charge per month (B\$)	
2	Logistic Charge per month (B\$)	
TOTAL CHARGES PER YEAR (B\$)		
TOTAL CHARGES FOR SIX (6) YEARS (B\$)		

***All charges quoted shall be inclusive of all costs required for the delivery of the services.**

1. We offer and undertake on your acceptance of our Tender to supply and deliver the above mentioned goods 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 _____, 20 _____

[Signature of authorised officer of Tenderer]
Name:
Designation:

Tenderer's official stamp:

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 of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - *Managing State Medical Store and Its Distribution Services.*
- (d) Other information which is considered relevant

SCHEDULE 3 – SUB-CONTRACTS

1.1 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 or 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

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 6 - DECLARATION

6.1 Tenderers shall complete and submit the Declaration form below.

PENGAKUAN INTEGRITI PENENDER **TENDERER'S INTEGRITY DECLARATION**