

TENDER REFERENCE NO.: KK/20/2026/JPK(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**PATIENT CARE ASSISTANT SERVICES AT HEALTH
CENTRES AND HEALTH CLINICS DEPARTMENT OF
HEALTH SERVICE, MINISTRY OF HEALTH FOR A PERIOD
OF TWO (2) YEARS**

TENDER FEES : \$100.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 10/03/2026

TIME : 12.00 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

TENDER REFERENCE NO: KK/20/2026/JPK(TC)

THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT HEALTH CENTRES AND HEALTH CLINICS DEPARTMENT OF HEALTH SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF TWO (2) YEARS

1. GENERAL

- 1.1 Tenderer(s) are sought from suitably company with qualified patient care assistant services. The services rendered for the provision of the services (hereinafter 'the Services') at the:

PATIENT CARE ASSISTANT (PCA) DISTRIBUTION		
NO.	DISTRICT	HEALTH CENTRE
1.1.1	Brunei Muara District	Berakas Health Centre
1.1.2		PAPHMWHB Gadong Health Centre
1.1.3		Jubli Perak Sengkurong Health Centre
1.1.4		Jubli Emas Bunut Health Centre
1.1.5		Muara Health Centre
1.1.6		PAPHRWSB Sg Asam Health Centre
1.1.7		Pengkalan Batu Health Centre
1.1.8		Sg Besar Health Clinic
1.1.9	Temburong District	Bangar Health Clinic
1.1.10	Kuala Belait District	Kuala Belait Health Centre
1.1.11		Seria Health Centre
1.1.12		Sg Liang Health Centre
1.1.13	Tutong District	Pekan Tutong Health Centre
1.1.14		Lamunin Health Centre
1.1.15		Sg Kelugos Health Centre
1.1.16		Telisai Health Centre

- 1.2 The duration of the provision of Services is for **TWO (2) years**.
- 1.3 The Tenderer shall be responsible for complying with regulations of all local, state, and federal agencies having jurisdiction over any portion of the work to be performed under this contract.
- 1.4 The successful Tenderer is also required to observe the following guidelines issued by the Ministry of Health:

- 1.4.1 Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
- 1.4.2 Disinfection and sterilization policy and practice of the Ministry of Health;
- 1.4.3 Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
- 1.4.4 Universal Infection Control Precautions (Ministry of Health).

2. SCOPE OF SERVICES

- 2.1 The Tenderer shall provide the Services to the said areas for a **period of TWO (2) YEARS**.
- 2.2 The scope of work includes, but is not limited to, providing all labour / manpower, and also providing patient care assistance, support, and essential services across all healthcare facilities under Department of Health Services.
- 2.3 The Scope of Work required are as stated in **Schedule A**.
- 2.4 **PCA employees** are required to perform duties as outlined in the Scope of Work and any other tasks relevant to service operations as directed by the nurse in charge, doctor in charge, or **authorised officer**.
- 2.5 The PCA duties may be divided between MCH and PHC settings depending on operational needs and staff scheduling, as determined by the **authorised officer**.
- 2.6 It is the Tenderer responsibility to ensure that sufficient number of workers are provided and to perform the required services effectively.
- 2.7 The quantity of Patient Care Assistant and Work Placement for the services are stated in **Schedule B**.

3. WORKING HOURS

- 3.1 The Tenderer shall provide the Services on a daily working hour basis for both services.
- 3.2 The Tenderer shall ensure all his PCA employees comply with the working days and hours set out by the Health Centre as per **Schedule C**.
- 3.3 The working hours of the PCA employees might be revised as per **Clause 3.4 and 3.5**.
- 3.4 PCA employees shall remain at the Health Centre until all patients have left the premises, as required under **Clause 3.2**, regardless of their scheduled working hours.
- 3.5 The Department of Health Service reserves the right to amend the working hours without prior notice to the Tenderer.
- 3.6 The Tenderer shall ensure that prior to the working hours all PCA employees are present at their designated work placements.
- 3.7 Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up the full strength of the PCA employees required to provide the Services to the satisfaction of the officer in charge.
- 3.8 The Tenderer is also required to make allowance for any additional expenses which may be incurred due to the work if his PCA employees are required by the officer in charge outside the working hours in the event of training, workshop, emergencies or disasters.
- 3.9 The Tenderer may be required to perform some work after office hours or weekend to avoid causing any inconvenience to perform some work or attending any training, workshop, after office hour or weekends. the Health Centre Day-to day work activities.

- 3.10 In the event of shortage of workers, the Tenderer will take immediate steps to provide temporary workers. Such replacements must be informed to the officer in charge **immediately** before the commencement of any shift. Failure to replace the manpower, monthly claims will be deducted as follows:

POSITION	SCALE
Worker	\$15.00 per worker/day
Supervisor	\$25.00 per supervisor/day

4. PCA REQUIREMENTS

- 4.1 The Tenderer shall employ only individuals who are **local citizens and permanent residents** as proof of their legal status and eligibility to work in the country.
- 4.2 All PCA employees are shall be **free** from-any criminal record prior and during contract period.
- 4.3 PCA employees must be aged **20 to 45 years old** at the start of employment and medically fit to perform their duties, supported by a valid medical fitness report. Those who fail the medical requirements shall not continue employment.
- 4.4 All PCA employees assigned to MCH services must be **female**.
- 4.5 The Tenderer shall ensure that all PCA employees must have the necessary skills, knowledge, and personal qualities to perform their duties effectively from the start of employment. Induction or refresher training may be provided to reinforce these skills, as detailed below:
- 4.5.1 Employ PCA employees who have interpersonal skills, including communication, teamwork, empathy, and problem solving.
 - 4.5.2 Ensure PCA employees are knowledgeable on basic hygiene, Health, Safety, and Environment (HSE) standards, and housekeeping procedures.
 - 4.5.3 Ensure PCA employees are aware of confidentiality requirements and patient's rights.
 - 4.5.4 Employ PCA employees who demonstrate professionalism and good conduct.
 - 4.5.5 Provide induction or refresher training to reinforce skills and qualities as needed.

5. MANAGEMENT AND SUPERVISION OF PCA EMPLOYEES

- 5.1 The Tenderer will be in charge of managing and supervising all PCA employees throughout the contract. They will also be the main contact person and must report to the officer-in-charge. When needed, the Tenderer should make quick and sensible decisions to keep services running smoothly.
- 5.2 PCA employees who are feeling unwell shall comply with health and safety protocols, including wearing a proper face mask as advised.
- 5.3 The Tenderer shall also appoint a designated replacement in the event that the Tenderer falls ill (on medical leave) or is scheduled to go on leave.
- 5.4 The Tenderer shall promptly respond to all calls or messages from the Department of Health Services or the designated officer-in-charge. Timely communication is essential to ensure effective coordination and uninterrupted service delivery.
- 5.5 The Tenderer must be at the Health Centre when requested by the officer-in-charge. They are also responsible for keeping staff disciplined and making sure everyone follows the rules.
- 5.6 The tenderer shall submit a description of Standard Operating Procedure (SOP) employee, and process flow for managing and supervising the provision of the services.

- 5.7 The Standard Operating Procedure (SOP) shall include, but not be limited to, the following:
- 5.7.1 Staff monitoring through attendance checks and work performance reviews, procedures for addressing absenteeism or misconduct, and the system for appointing replacement PCA employees to ensure continuity of services.
 - 5.7.2 The method of communication with the Department of Health Services and the officer in charge, including immediate reporting of incidents or operational issues.
 - 5.7.3 Disciplinary measures to be taken when necessary.
 - 5.7.4 Training and performance review arrangements to ensure that PCA employees remain competent and effective in their duties.

6 PCA EMPLOYEES CODE OF CONDUCT

- 6.1 PCA employees shall seek guidance or assistance from officers in charge in situations involving verbal or physical aggression, and are required to maintain self-control while avoiding the use of unnecessary physical force or abusive language.
- 6.2 The Tenderer shall ensure all PCA employees are to respect patients' privacy and confidentiality of information in accordance with **The Official Secrets Act Chapter 153** once awarded.
- 6.3 During execution of work, all PCA employees 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 Government shall send a written warning to the Tenderer.
- 6.4 Any damage/ pilferage to Health Centre property due to mishandling, carelessness of the PCA 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.
- 6.5 The Tenderer's PCA employees assigned to Health Centres must obtain security clearance and be free from any criminal record prior to deployment. Any breach of this requirement shall result in immediate removal from duty.
- 6.6 The Tenderer's PCA employees are prohibited from smoking, vaping or using similar products while on duty or within any Health Centre premises. This is in line with Brunei's Tobacco Order, 2005 and related regulations that prohibit smoking in government buildings.
- 6.7 The Tenderer's PCA employees must report to duty on time. Any lateness or failure to comply with duty schedules may result in penalties or deductions imposed by the Department of Health Services.
- 6.8 The Tenderer shall ensure that all PCA employees demonstrate empathy and compassion in the delivery of care. PCA employees must be trained to recognize and respond appropriately to patients' emotional, psychological, and cultural needs, while maintaining respect, dignity, and confidentiality at all times. Empathy shall be considered an essential interpersonal skill in both initial training and ongoing professional development of PCA employees.
- 6.9 PCA employees shall communicate politely, respond promptly, and comply with instructions from the Department of Health Services and officer in charge. Professional behaviour and respect are mandatory at all times.

7. MEDICAL SCREENING

- 7.1 The Tenderer shall ensure that all his PCA employees appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services. A copy of the medical fitness report shall be submitted to the Department of Health Services before commencement of the services upon award.

8. REMOVAL OF EMPLOYEE

- 8.1 The Department of Health Service reserves the right to remove or replace any of workers employed by the Tenderer from the said premises, who in the opinion of the Department of Health Service has misbehaved or is incompetent or negligent in the performance of his/her duties, violation of Health Centre policies or any action that jeopardizes patient safety, Health Centre premises or clinic operations.
- 8.2 The removal or replacement of PCA employees shall be carried out immediately upon notification from the Health Centre.
- 8.3 In the event of an employee's removal under the provisions of Clause 8.1, the Tenderer shall submit a confirmation letter to the Department of Health Services within one (1) week. The letter must verify that the individual is no longer assigned to any Ministry of Health (MOH) facility or service area, and must outline the actions taken along with any preventive measures implemented to avoid similar incidents in the future.

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 Tenderer is obligated to give a minimum **basic net salary of B\$450.00** to all PCA employees **excluding** TAP, SCP and other allowances.
- 9.3 The Tenderer shall take out, at its own expense, with an insurance approved in writing by Ministry of Health a policy or policies each specifically endorsed to provide indemnity to the Tenderer and to the Health Centre against any liabilities arising out of claims by any PCA employees 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 Department of Health Service that he and all of its sub-Tenderers will not employ any illegal foreign workers.

11. TRAINING AND DEVELOPMENT

- 11.1 Training for operational duties under Primary Health Care (PHC), Home Nursing (HN), and Maternal and Child Health (MCH) services will initially be conducted by the Ministry of Health (MOH) at the Health Centre premises. The Tenderer shall bear all costs related to training materials and refreshments.

12. HEALTH AND SAFETY COMPLIANCE

- 12.1 The Tenderer shall ensure that all employees, agents, and sub-Tenderers take reasonable measures to protect their own safety and the safety of others who may be affected by their actions or omissions. All PCA employees must strictly adhere to health and safety standards, including the proper use of personal protective equipment (PPE), hygiene protocols, and full compliance with the Ministry of Health (MOH) and SHENA guidelines.
- 12.2 The Tenderer is responsible for providing necessary safety supplies, monitoring employee conduct, and taking corrective action when safety or hygiene standards are not met. All services must be carried out in accordance with prevailing laws and regulations, with appropriate precautions taken to safeguard PCA employees, Health Centre staff, property, and the general public.
- 12.3 The Tenderer shall protect its PCA employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimise the risk of its PCA employees by:

- 12.3.1 Establishing safe work practices and a safe environment.
 - 12.3.2 Ensuring PCA employees injured at work have access to medical attention and rehabilitation.
 - 12.3.3 Ensuring PCA employees are placed in jobs and work places suited to their physiological capabilities.
 - 12.3.4 Providing PCA employees with personal protective equipment (PPE).
 - 12.3.5 Ensuring that PCA employees are medically covered.
- 12.4 The Tenderer shall ensure the PCA employees assist and contribute as a member of the Health Centre's Safety Committee to help promote a culture of safety, ensuring compliance with regulations, and protecting patients and staff as follows:
- 12.4.1 Safety Committee
 - 12.4.2 Emergency Management (Clinical & Non-clinical)
 - 12.4.3 Fire Safety
 - 12.4.4 Hazardous Materials and Waste Management
 - 12.4.5 Disaster Preparedness
 - 12.4.6 Workplace Violence Prevention
- 12.5 Department of Health Service shall not be liable for any action, omission, negligence or misconduct of the Tenderer's PCA 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 PCA employees, agents, or sub-Tenderers performing work or services in connection with the given contract.
- 12.6 In case of injuries in the workplace, the Tenderer is required to bear all treatment costs.
- 12.7 All accidents and incidents must be reported to the Department of Health Service / officer in charge. All reported accidents and incidents must be investigated by the Tenderer to ensure safe work practices are followed. An ongoing proactive approach shall be taken to ensure safety in the workplace. Regular inspections shall be conducted by the Tenderer's supervisors to maintain a safe working environment.
- 12.8 Written warnings shall be given to the Tenderer if the quality of service is proven to be unsatisfactory.

13. ATTENDANCE WORKPLACE ARRANGEMENT

- 13.1 The Tenderer shall establish and maintain a reliable digital attendance tracking system for all assigned PCA employees at the Health Centre. This system may include valid permits, logbooks, punch cards, or electronic attendance tools to ensure transparency and accountability. It must accurately record each employee's identity, date, work placement, and precise clock-in/clock-out times. The retention for such records shall be maintained during the duration of the contract.
- 13.2 The Tenderer shall also to provide hardcopy attendance records together with the monthly claims.
- 13.3 The Tenderer shall be responsible and liable to administer, regulates and monitored employees' punctuality, performance, and compliance with duty schedules.
- 13.4 All PCA employees shall be issued valid identification passes by the Tenderer. The Tenderer must immediately report to the Health Centre Management any lost or stolen passes. Reissuance of passes shall only be done with prior approval of the Health Centre.
- 13.5 In the event that a PCA employee resigns or leaves, the Tenderer must notify the Health Centre Management and relevant staff promptly.

13.6 Any PCA employees who works a half-day schedule without replacement will entitled for deduction in the monthly claims **as per clause 3.10**.

13.7 For security purposes, the Tenderer will provide the Health Centre's Management and Department of Health Services with the following particulars of all PCA employees, including newly appointed staff, throughout the duration of the contract:

- 13.7.1 Name
- 13.7.2 Address
- 13.7.3 Identity Card Number/Passport Number
- 13.7.4 Gender
- 13.7.5 Citizenship

14. UNIFORM

14.1 The Tenderer must ensure that all PCA employees wear clean and proper uniforms, with female employees in long-sleeved and male employees in short-sleeved attire.

14.2 Uniforms are to be provided by the Tenderer at his own cost. Design, color and materials of the uniform must also be approved by the Department of Health Service prior to deployment, and shall be modest and not tight-fitting or revealing, while remaining suitable for active work.

14.3 PCA employees shall be properly attired with uniforms supplied by the Tenderer with Company's logo. For purposes of identification, such uniform shall be suitable for the service specification and the attire includes workers' name tag. All costs and expenses incurred for uniform items shall be borne by the Tenderer.

15. REGULATIONS, LICENCES AND PERMITS

15.1 The Tenderer is responsible to procure and maintain all necessary licenses, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.

15.2 The Tenderer must comply with the employment laws and regulations of Negara Brunei Darussalam, which include:

- 15.2.1 Employment Order, 2009
- 15.2.2 Employment Agencies Order, 2004
- 15.2.3 Workplace, Safety and Health Order, 2024
- 15.2.4 Employment Information Act, 1974
- 15.2.5 Employment (Minimum Wage Order), 2025

15.3 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.

15.4 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.

16. REPORTS AND INFORMATION

16.1 The following documents shall be submitted by the Tenderer to the officer in charge in format provided by the Department of Health Service following commencement of the Services as per **Annex 1**:

- 16.1.1 Monthly Attendance Report;
- 16.1.2 Any other feedback from time to time.

16.2 Exchange of information between the Tenderer and the Department of Health Service on the latest technology and processes relevant to the Services provided is recommended.

17. SERVICE COMPLIANCE AND ENFORCEMENT MEASURES

17.1 The Tenderer shall comply with the provisions of this Contract and all applicable laws and regulations.

17.2 The absence of any PCA employees without replacement shall be considered non-compliance and will result in claim deduction and warning letters.

17.3 Repetitive failure (Final warning letter) to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.

17.4 Should the final warning letter be issued, the Centre reserves the right to deduct an amount equivalent to one (1) Patient Care Assistant's monthly salary from the total charges payable. Additional penalties or corrective actions may be enforced in instances of repeated or serious non-compliance.

17.5 Once the contract comes 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 Government.

18. RIGHT TO APPOINT OTHER TENDERERS

18.1 The Department of Health Services reserves the right to engage other Tenderers to provide the Services if the Tenderer fails to perform in full compliance with the contract.

18.2 The Tenderer shall be responsible for any losses or damages caused by their PCA employees. Any related costs paid by the Department of Health Services may be fully recovered from the Tenderer.

19. DAMAGE TO PERSONS AND PROPERTY

19.1 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 PCA employees.

19.2 In accordance with Clause 19.1, the Government reserve the right to immediately remove the employee without prior notice to the Tenderer. Any loss or damage will be claimable to the Tenderer.

20. CONTRACT PRICE AND PAYMENT

20.1 The Government must not bear any Tenderer's business operational costs (such as PCA employees Uniform, Rent, Insurance, etc.) associated with the delivery of the Services. There must be no additional financial obligations or unforeseen expenses placed on the Government throughout the contract term outside of force majeure factor.

20.2 The Tenderer shall submit a breakdown of the contract price in the format set out in **Section 3** in this Tender Document.

20.3 The Ministry of Health reserves the right to reduce or extend the contract according to rate set out in the Contract Price, following consultation with the successful Tenderer (hereinafter referred to as **the Tenderer**).

20.4 Payment claims shall be verified based on the monthly attendance from the Nurse in Charge as per format specified in the **Annex 1 – MONTHLY SUMMARY REPORT TEMPLATE**

20.5 The Tenderer shall submit **the invoice with the complete supporting document required (the attendance sheet, monthly reports etc.)** of the previous month. All claims shall be addressed to:

*Chief Executive Officer
Department of Health Services
Ministry of Health
Commonwealth Drive, Jalan Menteri Besar
Bandar Seri Begawan BB3910
Negara Brunei Darussalam*

20.6 Payment shall be processed once the invoice and related documents are deemed complete and are arranged in order.

21. AUTHORISED REPRESENTATIVE

21.1 For the purpose of providing the Services, the Health Centre shall act with authority vested in its Management (Chief Executive Officer / Head of Operation Officer/ Procurement Officer/ Hospital Administrator), who shall serve as the authorized representative of the Health Centre.

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

*Chief Executive Officer
Department of Health Services
Ministry of Health
Commonwealth Drive, Jalan Menteri Besar
Bandar Seri Begawan BB3910
Negara Brunei Darussalam.*

SCHEDULE A

PCA'S SCOPE OF WORK REQUIRED FOR PRIMARY AND MATERNAL HEALTH SETTINGS

CATEGORY	SCOPE OF WORKS
General (For both services)	<ul style="list-style-type: none"> i. To assist sending medical equipment(s) from required location upon instructed by authorised officer (if required). ii. As receptionist cum operator. iii. To assist in giving queue number prior registration (if required by doctor in charge/nurse in charge)
Patient support & communication (For both services)	<ul style="list-style-type: none"> i. Assist patients' flow as follows: <ul style="list-style-type: none"> a. Assisting pre-registration workflow process prior registration counter open. b. Assist patients in BruHealth Self Registration. c. Assist ushering patients to correct services (especially in multiple floor / different block facilities). d. Ensure patients safety at all times and understands the requirement for reporting incidents, Safety hazards and/or violations. ii. Provide mobility assistance especially for patients who are on wheelchairs, emergency trolleys, injured, disabled and those who are mentally or physically ill. Patient care, <i>inter alia</i>, includes helping to move around within the facility of the Health Centres/Clinics. iii. To assist telephone calls and call reminders to patients for appointments.
Handling medical consumables / non-consumables & stationary supplies	<ul style="list-style-type: none"> i. Assisting organizing medical equipment & sundries. ii. To assist in the stocking of consumable in the store room and replenishment for daily usage in the rooms / treatment room / consultation room, and any rooms required. iii. To assist in unloading and sorting of consumables received from the Authorised Suppliers/ Medical Store/ Tenderers / Department of Health Services representatives. iv. Receive, unload, segregate, compile or arrange supplies. v. Unpack and arrange consumables/supplies as required. vi. Assist in sending specimen e.g swabs to phlebotomy when required.
Emergency support	<ul style="list-style-type: none"> i. Assist in initial assessment (eyeballing) and prioritisation for emergency cases prior registration at counter. ii. Ensuring Safety and Accessibility: <ul style="list-style-type: none"> a. Assisting regular checks to ensure all emergency routes, exits, and access points within the facility are unobstructed, unlocked, and clearly marked. b. Report any blockage or hazard along emergency pathways to nurse in charge immediately. iii. Assisting During Medical Emergencies:

CATEGORY	SCOPE OF WORKS
	<ul style="list-style-type: none"> a. Respond promptly when instructed by nurses/ doctors during emergencies. iv. Assist in: <ul style="list-style-type: none"> a. Taking and pushing the emergency trolley to the scene quickly and safely. b. Bringing and preparing the portable oxygen cylinder if required. c. Ensuring the emergency (if required) equipment is in working condition (check oxygen levels, plug status, battery). v. Supporting Patient Transfers: <ul style="list-style-type: none"> a. Assist in transferring patients using a bed, stretcher, or wheelchair for further emergency treatment or evacuation.
STAT Medication collection (For both Services)	<ul style="list-style-type: none"> i. To collect STAT medications from the pharmacy for the patients as instructed by nurses / doctors.
Furnishings, fittings, utensils and equipment	<ul style="list-style-type: none"> i. Clearing any outdated information/ notices on notice boards and posters. ii. Providing labour support across the Health Centre's premises for any tasks as instructed by the Department of Health Service.

Primarily for Home Nursing Services and MCH	
Preparation and maintenance of Home Nursing Bag	<ul style="list-style-type: none"> i. Assist the midwife or community health nurse in ensuring that all nursing bag is inspected, fully operational, clean, complete with functioning and required equipment and required medications within their expiry dates. (as per checklist) ii. Disinfect weighing scales and all medical equipment inside the bag before and after each home visit. iii. Remove all used and dirty items (e.g., gloves) from the bag. iv. Ensure the folder inside the bag is updated as per checklist: <ul style="list-style-type: none"> a. A copy of the home nursing form (empty) b. Updated guidelines c. Blue and red pens
Coordination of Home Nursing Visits	<ul style="list-style-type: none"> i. Review the patient list provided by the midwife/community health nurse by calling patients as required per advised by supervising nurses / midwives / nurse in charge prior to the scheduled visit
Clinical Support During Home Visits	<ul style="list-style-type: none"> i. To assist the nurses/midwifery for the Mother and Newborn (under the supervision/presence of nurses/midwifery.): <ul style="list-style-type: none"> a. To assist and record: <ul style="list-style-type: none"> i. Vital signs: temperature ii. Blood pressure (digital monitor only) iii. Point of Care Testing (POCT) results: a. Serve as a verifier to counter check during administration of immediate medication (e.g., anti-hypertensive). b. Provide emotional support and encourage: <ul style="list-style-type: none"> i. Rest and healthy nutrition ii. Proper breastfeeding techniques and positioning (under midwife's guidance) c. Assist with new-born care and safe support if needed (e.g., diaper changing, handling, positioning and feeding cues and feeding cues under midwife's guidance.
Health Education	<ul style="list-style-type: none"> i. Provide health education leaflets to mothers (e.g., new-born jaundice, breastfeeding, anaemia). ii. To assist the nurses during Health Education. iii. Prepare and set up materials (projector, laptop, leaflets) for MCH health education classes and assist with scheduling.
Documentation and Communication	<ul style="list-style-type: none"> i. To assist recording and ensuring accuracy, observations, and services provided during each home nursing visit. ii. Communicate effectively with mothers, family members, and the healthcare team to ensure coordinated care.
Infection Control and Safety	<ul style="list-style-type: none"> i. Follow infection prevention and control protocols, including proper hand hygiene and use of PPE. ii. Ensure safe disposal of medical waste and contaminated materials during and after visits.

Primarily for Home Nursing Services and MCH	
Additional Support Duties	<ul style="list-style-type: none"> i. Handle telephone communications, including appointment reminders to mothers. ii. Assist scheduling and coordination of follow-up home nursing visits or clinic appointments. iii. Assist during emergency situations by following instructions (e.g., contacting emergency services or nurse in-charge etc). iv. Provide compassionate and respectful care to mothers and newborns to support recovery and bonding. v. Perform any tasks delegated by the midwife, nurse in charge, or doctor in charge within their scope of work

SCHEDULE B

QUANTITY AND DISTRIBUTION OF PATIENT CARE ASSISTANT AND WORK PLACEMENT

NO.	HEALTH CENTER	OPD (PHC)	HOME NURSING AND MCH	TOTAL NUMBER
1	Berakas Health Centre	1	3	4
2	PAPHMWHB Gadong Health Centre	1	3	4
3	Jubli Perak Sengkurong Health Centre	1	3	4
4	Muara Health Centre	1	1	2
5	PAPHRWSB Sg Asam Health Centre	1	1	2
6	Jubli Emas Bunut Health Centre	1	1	2
7	Pengkalan Batu Health Centre	1	1	2
8	Pekan Tutong Health Centre	1	1	2
9	Lamunin Health Centre	1	1	2
10	Sg Kelugos Health Centre	1	1	2
11	Telisai Health Centre	1	1	2
12	Kuala Belait Health Centre	1	2	3
13	Seria Health Centre	1	0	1
14	Sg Liang Health Centre	1	1	2
15	Sg Besar Health Clinic	0	1	1
16	Bangar Health Clinic	0	1	1
	TOTAL	14	22	36

SCHEDULE C

OPERATIONAL WORKING HOURS

NO.	HEALTH CENTER	WORKING DAYS	WORKING HOURS
1	Berakas Health Centre	Monday to Thursday and Saturday (excluding public holidays) *extended hours*	Operational Hour (6:30am - 5:00pm)
2	Sg Liang Health Centre		
3	PAPHMWHB Gadong Health Centre	Monday to Thursday and Saturday (excluding public holidays)	Operational Hour (6:30am - 5:00pm)
4	Muara Health Centre		
5	PAPHRWSB Sg Asam Health Centre		
6	Jubli Emas Bunut Health Centre		
7	Pengkalan Batu Health Centre		
8	Pekan Tutong Health Centre		
9	Lamunin Health Centre		
10	Sg Kelugos Health Centre		
11	Telisai Health Centre		
12	Kuala Belait Health Centre		
13	Seria Health Centre		
14	Jubli Perak Sengkurong Health Centre		
15	Sg Besar Health Clinic		
16	Bangar Health Clinic		

Note: Extended hours is on Monday to Sunday from 2:00pm until 9:00pm (for Sg Liang Health Centre and Berakas Health Centre).

MONTHLY SUMMARY REPORT TEMPLATE

COMPANY'S LOGO	
DATE	: _____
REFERENCE NUMBER	: _____
EXECUTIVE SUMMARY REPORT <i>EXAMPLE: EXECUTIVE SUMMARY REPORT FOR MUARA HEALTH CENTRE FOR THE MONTH OF JANUARY 2025</i>	
1. HIGHLIGHTED INCIDENT / FINDINGS	
<ul style="list-style-type: none">✓ Date and time of the incident✓ Location✓ Brief Description of the incident✓ Persons Involved✓ Response actions taken✓ Picture attachment (if applicable)✓ Supplement report (if applicable)	
3. CREDIT NOTE(S)	
<ul style="list-style-type: none">✓ Reason for credit note(s)✓ Credit amount (\$)✓ Invoice Number	
2. RESOURCE STATUS (EQUIPMENT, MANPOWER, ETC)	
<ul style="list-style-type: none">✓ Attendance report✓ Manpower replacement details✓ Shift Adjustment✓ Others	
REPORT CHECKED & VERIFIED BY: [COMPANY'S REPRESENTATIVE & STAMP]	VERIFIED BY: [HEALTH CENTRE'S REPRESENTATIVE & STAMP]

SECTION 3
FORM TO BE USED

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SECTION 3

TENDER FORM

TENDER REFERENCE NO.: KK/20/2026/JPK(TC)

**THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT HEALTH CENTRES AND HEALTH CLINICS DEPARTMENT OF HEALTH SERVICES,
MINISTRY OF HEALTH FOR A PERIOD OF TWO (2) YEARS**

TENDER OF (name of tenderer): _____

Company/Business Registration No : _____

Tender Closing Date : _____

No.	Description	Quantity	Rate Per Person	Monthly (Price)	1 Year (Price)	3 Years (Price)
1	<p>Price quoted should also allowed for providing manpower inclusive of management and supervision of Patient Care Assistant (PCA) Services in the health centres and health clinics as follows:</p> <p>PCA workers:</p> <ul style="list-style-type: none"> i. Brunei Muara & Temburong District ii. Belait District iii. Tutong District 	<p>22 PCA 6 PCA 8 PCA Total 36</p>				
TOTAL AMOUNT (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 _____, _____

Tenderer's official stamp:

Signature of authorised officer of Tenderer
Name:
Designation:

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
Contractor				
		Not Applicable	Not Applicable	Not Applicable
Sub-contractor(s)				

SCHEDULE D - COMPANY'S BACKGROUND

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

SCHEDULE E - REFERENCES

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

Table 5.1 - References of previous customers

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

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

5.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence.

5.3 The Ministry of Health reserves the right to contact the references for tender assessment purposes.

SCHEDULE F - DECLARATION

Tenderers shall complete and submit the Declaration form below.

DECLARATION FORM

TENDER REFERENCE : _____

TENDER TITLE : _____

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.

Signature & Company Stamp

