

TENDER REFERENCE NO.: KK/40/2026/LAB(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE SUPPLY/RECRUITMENT OF CLINICAL CARE
ASSISTANTS (CCAs) FOR BLOOD DONATION CENTRE
AND DISTRICT HOSPITAL BLOOD BANKS, DEPARTMENT
OF LABORATORY SERVICES, MINISTRY OF HEALTH FOR
A PERIOD OF THREE (3) YEARS**

TENDER FEES : \$100.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 31st 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**

**THE SUPPLY/RECRUITMENT OF CLINICAL
CARE ASSISTANTS (CCAs) FOR BLOOD
DONATION CENTRE AND DISTRICT
HOSPITAL BLOOD BANKS, DEPARTMENT
OF LABORATORY SERVICES, MINISTRY
OF HEALTH FOR A PERIOD OF THREE (3)
YEARS**

**DEPARTMENT OF LABORATORY SERVICES
MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

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SECTION 2

GOVERNMENT REQUIREMENTS

SPECIFICATIONS

1. GENERAL

1.1. The Department of Laboratory Services (hereinafter referred to as “**the Department**”) is seeking suitably qualified Tenderer(s) to provide / supply / recruit Clinical Care Assistants (CCA) (“**the CCAs**”) to support the Department in carrying out specific activities/ work / services at the following locations:

- 1.1.1. Blood Donation Centre, Raja Isteri Pengiran Anak Saleha Hospital
- 1.1.2. Blood Bank, Suri Seri Begawan Hospital
- 1.1.3. Blood Bank, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital
- 1.1.4. Blood Bank, Pengiran Isteri Hajjah Mariam Hospital

1.2. The duration of the provision of services is for **THREE (3) YEARS**.

1.3. The successful Tenderer is required to observe the following policies and 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. Health, Safety, Security and Environment policies issued by the Department of Laboratory Services (Ministry of Health);
- 1.3.4. Universal Infection Control Precautions (Ministry of Health).

2. SCOPE OF WORK

2.1 The CCAs will be tasked by the Department to perform / carry out certain duties as set out in **Schedule 2 of Section 2 [THE CCAs SCOPE OF WORK]**.

2.2 The CCAs will be assigned to the locations stated in 1.1.

2.3 The Tenderer is required to provide adequate and sufficient personnel who are qualified to perform the duties at the following locations:

NO.	LOCATION	NO. OF CCAS REQUIRED
1	Blood Donation Centre, Raja Isteri Pengiran Anak Saleha Hospital	10
2	Blood Bank, Suri Seri Begawan Hospital	3
3	Blood Bank, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital	2
4	Blood Bank, Pengiran Isteri Hajjah Mariam Hospital	1
	TOTAL	16

The CCAs will be rotated between the blood banks and phlebotomy services.

2.4 The Tenderer is expected to meet the quality standard required for each of the functional areas set by the Department as set out in Appendix 3, 4 and 5. Any changes or deviations from the specifications should be provided by Tenderer upon the Department approval.

3. WORKING HOURS

3.1. The CCAs are required to work as follows:

Day:	Morning Session:	Afternoon Session:	Evening Session:
Monday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Tuesday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Wednesday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Thursday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Friday	*	*	*
Saturday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Sunday	*	*	*

If required, including public holidays. **Ramadhan working hours 8.00 am – 2.00 pm*

3.2. CCAs may be required to work extra hours and/or outside office hours i.e. in the evening, Fridays, Sunday and Public Holidays depending on the demand for blood for transfusion, blood donation drive schedule and the volume of blood donors.

3.3. The Tenderer shall ensure all the personnel comply with the working days and hours set out by the Department and maintain a standard of not less than 37.5 hours workweek. In the event that the personnel are required to work more than the standard hours, time off in lieu shall be provided accordingly.

3.4. The Department reserves the right to amend the working hours without prior notice to the Tenderer.

3.5. The Tenderer shall ensure that his personnel are present at their designated work areas during the assigned working hours.

3.6. Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up the full strength of the personnel required to carry out the duties / work to the satisfaction of the Department.

3.7. The Tenderer is also required to make allowance for any additional expenses which may be incurred due to the work if his personnel are required by the Department/supervisor in-charge outside the working hours in the event of emergencies or disasters. Additional expenses may include provision of in-lieu.

3.8. In the event of shortage of personnel, the Tenderer should take immediate actions to provide replacement personnel. Such replacements must be informed to the Head of Blood Donation not later than **two (2) hours before the commencement of any working hours**. Failure to provide such replacements will result in the imposition of a penalty on the Tenderer according to the following scale: -

POSITION	SCALE
CCA	\$15.00 per worker/day

4. EMPLOYEES / PERSONNEL

- 4.1. The Tenderer shall provide list of personnel to perform the Services.
- 4.2. The Tenderer shall ensure all personnel **must** be citizens of Kebawah Duli Yang Maha Mulia Paduka Seri Baginda Sultan dan Yang Di-Pertuan Negara Brunei Darussalam.
- 4.3. The Tenderer shall ensure that all personnel **must** be between **20 and 40 years of age** at the commencement of employment (provided with medical fitness report for all).
- 4.4. The Tenderer shall ensure that all personnel **must** possess a minimum of **four (4) credits** at the Brunei-Cambridge General Certificate of Education Ordinary Level (GCE 'O' Level) or an equivalent qualification, which must include passes in Mathematics and Science subjects.
- 4.5. The Tenderer shall ensure that all personnel **must** be able to write and communicate effectively in Malay and English.
- 4.6. The Tenderer shall ensure that all personnel are subject to further security assessment and **must** be free from any criminal record before employment.
- 4.7. The Tenderer shall ensure that all personnel **must** be willing to work after office hours, including nights, weekends, and public holidays as required for donations or emergencies.
- 4.8. The Tenderer shall ensure that all personnel **must** be prepared to work at any blood donation site and phlebotomy services including district blood banks and phlebotomy services and any campaign venues across any district.
- 4.9. CCA personnel in possession of a valid Class 3 driving license **shall** be considered an advantage.

5. MEDICAL SCREENING

- 5.1. The Tenderer shall ensure that all his personnel recruited as CCAs have undergone medical screening and deemed medically fit to perform the duties. The Tenderer is required to provide a copy of the report to the Department. All costs incurred for medical screening shall be borne by the Tenderer.

6. REMOVAL AND REPLACEMENT

- 6.1. The Department reserves the right to remove or request for replacement for any of the personnel employed by the Tenderer from any of the premises of placement, who in the opinion of the Department has misbehaved or is incompetent or negligent in the performance of his/her duties.
- 6.2. The Tenderer shall ensure that any personnel who resign or removed are promptly replaced with suitably qualified and competent individuals.
 - 6.2.1. Such replacement must be approved by the Department prior to the deployment.

7. WAGES AND WELFARE

- 7.1. The Tenderer is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his personnel in accordance with the requirements of the Labour Department, Brunei Darussalam.
- 7.2. The Tenderer is obligated to give a minimum basic salary of **B\$500.00** to the CCAs **excluding** SPK, SCP & other allowance (Refer to Employment [Minimum Wage] (Amendment) Order, 2025).

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

8. TRAINING AND DEVELOPMENT

8.1. The Tenderer shall, at its own cost, provides with certified basic first aid training from an American Heart Association (AHA) or MOH-certified first aid provider prior to their deployment to the Department.

8.2. The CCAs shall, upon deployment to the Department, undergo induction and on-the-job phlebotomy training with the Department as follows:

Month	Development	Remarks
1	Induction and On-the-job Phlebotomy Training for BDC and District Hospital Blood Banks	N/a
2		
3	Competency Assessment – If failed; to reassess again after two (2) months	BDC competency assessment
4	Certificate of Performance in Theory and Practice in Phlebotomy	Obtain certification from approved bodies

8.3. The CCAs shall undergo a competency assessment in the **third month** following the commencement of employment. If the CCAs fail the initial assessment, a **reassessment** shall be conducted after **two (2) months**. Should the CCAs fail the reassessment, they shall be deemed **incompetent**, and the Department reserves the right to request their **replacement** in accordance with Clause 6.

8.4. The CCAs shall be required to obtain a Certificate of Performance in Theory and Practice in Phlebotomy from approved bodies in the **fourth month** following their deployment to the Department. All expenses incurred to obtain such certification shall be borne by the Tenderer. Once competent the CCAs shall be rotated between the blood banks and phlebotomy services.

8.5. The Tenderer shall be given a probationary / grace period of maximum up to 6 months only from the commencement of employment of the CCAs to fulfill all necessary training. Failure to complete the necessary training within or beyond the probationary period may affect the Tenderer's performance evaluation (Appendix 5) and could result in appropriate actions by the Department, including personnel replacement under Clause 6.

9. SAFETY AND HYGIENE

9.1. The Tenderer shall instruct and ensure that its personnel take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.

9.2. The CCAs shall observe and comply at all times with all current prevailing laws and regulations relating to safety and hygiene in carrying out the duties and take all necessary and prudent precaution to ensure the safety on the said premises of other personnel and property of the premises and the general public.

9.3. The CCAs have the responsibility to work towards eliminating work place hazards and risks.

9.4. The Department shall not be liable for any action, omission, negligence or misconduct of the Tenderer's personnel 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 personnel performing work or services in connection with the given contract.

- 9.5. The Tenderer shall comply with all instructions, policies and regulations as may be issued by the Department from time to time in relation to safety and hygiene in the performance of the duties.
- 9.6. Any damage/ pilferage to the Department property due to mishandling, carelessness of its personnel will be recoverable from the Tenderer's bill and all materials issued to the personnel shall be the sole responsibility of the Tenderer during the period of the given contract.
- 9.7. The CCAs must report all accidents and incidents using the Non-Conformance Report (Appendix 4) to the Head of Blood Donation Centre or the Blood Bank supervisors and to the Tenderer's supervisor. All reported accidents and incidents must be investigated and reported immediately by the Tenderer, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the work place. Regular inspections shall be conducted by the Tenderer's supervisors to ensure a safe working environment is maintained.

10. SECURITY ARRANGEMENT

- 10.1. The Tenderer's personnel shall immediately leave the said premises if requested by the Department or any of its staff.
- 10.2. The Tenderer is required to establish a Security Plan to demonstrate the method of staff registration which must include the monthly rotation log and attendance record of the Clinical Care Assistants (CCAs). The Tenderer must ensure that such records are maintained and updated daily.
- 10.3. The Tenderer shall inform the Head of Blood Donation Centre of any lost or stolen security pass. Any security pass to be reissued will require the approval of the Department.
- 10.4. The Tenderer shall ensure that his personnel do not, at any time, enter into areas which are not part of the Department's premises except as directed by the Department.
- 10.5. For security purposes, the Tenderer shall provide the Head of Blood Donation Centre with the following particulars of his personnel at least one (1) month prior to their deployment to the Department:
 - 10.5.1. Name;
 - 10.5.2. Address;
 - 10.5.3. Identity Card Number;
 - 10.5.4. Gender;
 - 10.5.5. Phone Number

11. UNIFORM, PERSONAL PROTECTIVE EQUIPMENT AND PERSONAL APPEARANCE

- 11.1. The Tenderer must ensure that all his personnel are neatly and properly attired in clean uniforms with required Personal Protective Equipment (PPE) including safety closed-toe footwear. No slippers or flip flops, and jeans are allowed.
- 11.2. Uniforms and safety closed-toe footwear are to be provided by the Tenderer at own cost. Design, colour and materials of the uniform and footwear must also be approved by the Department.
- 11.3. The Tenderer shall ensure that all personnel with long hair have it neatly tied back or appropriately covered at all times while on duty.
- 11.4. The Tenderer shall ensure that all personnel must maintain a neat and professional appearance. Light or natural makeup is permitted, but heavy or excessive makeup is not allowed.

12. REGULATIONS, LICENCES AND PERMITS

- 12.1. 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 recruitment and placement of its personnel.

12.2. 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.

13. REPORTS AND INFORMATION

13.1. For the purpose of security, payment claims, monitoring and evaluation of the quality of work and services provided by the CCAs, the following documents shall be submitted by the Tenderer, the CCAs and Head of Blood Donation Centre using formats provided by the Department following commencement of Services:

Submitted By	Submitted To	Documents Required	Appendix Reference
Clinical Care Assistant	Tenderer (for verification)	CCA Attendance Record	Appendix 1
		CCA Phlebotomies Log	Appendix 2
Tenderer	Head of BDC	CCA Monthly Rotation Log (for monitoring and security purposes)	—
		CCA Attendance Record	Appendix 1
		CCA Phlebotomies Log	Appendix 2
Head of BDC	Tenderer (for payment claims)	Verified CCA Monthly Rotation Log (for monitoring and security purposes)	—
		Verified CCA Attendance Record	Appendix 1
		Verified CCA Phlebotomies Log	Appendix 2
		Verified CCA Performance Rating Sheet	Appendix 3
		Non-Conformance Report (only if applicable; refer to Clause 11.2)	Appendix 4
		Tenderer Performance Scoring Sheet	Appendix 5

13.2. Submission timeline:

All required documents shall be submitted **by the first week of each month**, unless otherwise specified by the Department.

14. WORK PROGRAM

14.1. The Tenderer shall implement a work program to ensure that:

14.1.1. An efficient and effective roster system is in place so that necessary clinical-care assistant standards can be complied with and necessary personnel are available.

14.2. Joint inspections shall be conducted by the Blood Donation Centre or Phlebotomy Services and the Tenderer. Any additional inspections, including random inspections, shall only be carried out by the Tenderer with the prior agreement from the Blood Donation Centre or Phlebotomy Services. All findings from inspections must be properly recorded and submitted to the Department in a timely manner.

15. PAYMENT

15.1. **Verification of Payment Claims:**

For payment claims to be processed, the Tenderer must submit all required checklist documents (Clause 13). These claims will only be verified and approved after the Head of the Blood Donation Centre has reviewed and confirmed the accuracy of all related performance reports.

15.2. **Non-Conformance Report (NCR) (Appendix 4)** will be sent to the Tenderer if the quality of work is proven to be unsatisfactory. The Department is entitled to make deductions based on Joint Inspections and compliance with the monthly charges, with regards to the amount payable to the Tenderer. The deductions will be based on the following categories:

Average Monthly Performance	Payment Due	After 3 rd Warning
90 - 100 %	100 %	N/a
80 - 89 %	90 %	Termination of contract
70 - 79 %	80 %	
0 - 69 %	50 %	

16. AUTHORISED REPRESENTATIVE

16.1. For the purpose of the provision of the Services, the Department will be represented by the Head of Blood Donation Centre who will be the authorized Department representative.

16.2. All communication and notices shall be directed to the attention of, where applicable:

*Head of Blood Donation Centre
Department of Laboratory Services
RIPAS Hospital
Bandar Seri Begawan BA1710
Negara Brunei Darussalam
Tel: 2242424 ext 5745*

17. DOCUMENTS TO SUBMIT

17.1. The following documents shall be submitted, and labeled accordingly, together with the documents listed out in this Invitation to Tender:

17.1.1. Tenderer's Standard Operation Procedures for Staff Management (Deployment, Replacement and Contingency)

17.1.2. CV of Tenderer's Supervisor and Staffs (Clinical Care Assistants)

17.1.3. Proposed Training Programme for Tenderer's Relevant Staff (Clinical Care Assistants) (Refer Clause 8)

- 17.1.4. List of Safety Measures
- 17.1.5. Security Plan
- 17.1.6. Staff Medical Fitness Report and Immunisation Records (required upon award of Tender)
- 17.1.7. Any other relevant supporting documents

SECTION 3
FORMS TO BE USED
SCHEDULE 1
TENDER FORM

To:

TENDER REFERENCE NO. KK/40/2026/LAB(TC)

THE SUPPLY/RECRUITMENT OF CLINICAL CARE ASSISTANTS (CCAs) FOR BLOOD DONATION CENTRE AND DISTRICT HOSPITAL BLOOD BANK, DEPARTMENT OF LABORATORY SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

TENDER OF (name of Supplier) : _____
Company/Business Registration No. : _____
Tender Closing Date : _____

ITEM	PREMISE	MONTHLY RATE (B\$)
SUPPLY/RECRUITMENT OF CLINICAL CARE ASSISTANTS	BLOOD DONATION CENTRE AND DISTRICT HOSPITAL BLOOD BANKS	
	CLINICAL CARE ASSISTANTS	
PRICE PER MONTH (B\$)		

USER REQUIREMENTS	DETAILS OF THE OFFER	QUANTITY	UNIT PRICE (B\$)	MONTHLY RATE (B\$)	PRICE PER YEAR (B\$)	PRICE FOR THREE (3) YEARS (B\$)
NO. OF CLINICAL CARE ASSISTANTS	CLINICAL CARE ASSISTANTS					
TOTAL PRICE (B\$)						

USER REQUIREMENTS	DETAILS OF THE OFFER
Company Registration	
No. of Clinical Care Assistants	
Personnel Uniform	
Training & Management of Personnel	
Clinical Care Assistance Services Experience	

SCHEDULE 2

THE CCAs SCOPE OF WORK

ELEMENT	SCOPE
<p>1. Pre-Donation/Collection</p>	<p><u>1.1 Donor/Patient Preparation and Support</u></p> <ul style="list-style-type: none"> ▪ Treat donors/patients politely and kindly. ▪ Confirm identification, eligibility, and consent for donation/venesection/blood collection (i.e by handing their BruHims card). ▪ Ensure patient has fulfilled test requirement (e.g, fasting). ▪ Help ensure donor/patient comfort and health during the process. ▪ Guide donors through pre-donation procedures like screening and health history assessment. ▪ Provide accurate information on the donation process, benefits, and aftercare instructions. ▪ Assist donors in using the “Bloodkad” application. <p><u>1.2 Health Assessment and Screening</u></p> <ul style="list-style-type: none"> ▪ Assist in preliminary health assessments, including checking vital signs (blood pressure, pulse, temperature). ▪ Screen for health risks or disqualification factors (e.g., recent travel, medication use). ▪ Be knowledgeable in explaining reasons for donor deferral or rejection. ▪ Ensure compliance with safety protocols related to blood donation. <p><u>1.3 Hemoglobin Testing Procedures</u></p> <ul style="list-style-type: none"> ▪ Perform daily quality checks and maintenance on Hemocue machines to ensure readiness and functionality. ▪ Assist in safe and regular hemoglobin testing for donors. ▪ Know hemoglobin thresholds for donation, explain and reject donors when criteria are not met. ▪ Record hemoglobin results on donor forms. ▪ Provide post-test care to blood donors. <p><u>1.4 Blood Pack and Sample Tube Preparation</u></p> <ul style="list-style-type: none"> ▪ Prepare consumables, blood packs, and sample tubes for use. ▪ Apply donor barcodes correctly to blood packs and sample tubes. ▪ Attach additional labels or markers to blood packs as needed. ▪ Ensure labels, barcode order, and blood pack cleanliness comply with procedures. <p><u>1.5 Blood Donation Procedures</u></p> <ul style="list-style-type: none"> ▪ Assist officers and medical staff with equipment setup. ▪ Support donation operations for smooth and efficient processes. ▪ Ensure sterile techniques during donation and assist with aftercare. ▪ Monitor donors for adverse reactions and report concerns to medical staff. ▪ Ensure donor comfort during and after donation

ELEMENT	SCOPE
2. Donation/Collection	<p><u>2.1 Phlebotomy Procedures on donors</u></p> <ul style="list-style-type: none"> ▪ Perform phlebotomy procedures for donors/patients, including safe blood collection. ▪ Ensure proper technique and use of sterile equipment to collect blood and blood samples. ▪ Achieve a high level of competency in phlebotomy to minimize risk, discomfort, and hematoma in donors. ▪ Monitor donors during phlebotomy to ensure comfort and identify complications (e.g., dizziness, fainting, bruising). ▪ Verify donor identity, blood packs, and blood tubes as per established procedures. <p><u>2.2 Phlebotomy Procedures on patients</u></p> <ul style="list-style-type: none"> ▪ Prepare consumables and sample tubes for use. ▪ Perform phlebotomy procedures for patients including safe blood collection. ▪ Ensure proper technique use during blood collection. ▪ Achieve a high level of competency in phlebotomy to minimize risk, discomfort, and hematoma for patients. ▪ Monitor patients during phlebotomy to ensure comfort and identify complications (e.g., dizziness, fainting, bruising). <p><u>2.3 Phlebotomy Procedures venesection on patients</u></p> <ul style="list-style-type: none"> ▪ Perform venesection for therapeutic purposes, such as for patients needing blood reduction or iron reduction therapy. ▪ Identify and access veins accurately while ensuring patient comfort and safety. ▪ Maintain sterile techniques throughout the venesection process. ▪ Monitor patients during venesection to prevent complications or adverse reactions. ▪ Record venesection details including volume of blood removed and any responses. ▪ Provide post-venesection care and monitor recovery.
3. Post-Donation/Collection	<p><u>3.1 Post-Donation Care</u></p> <ul style="list-style-type: none"> ▪ Monitor donor's post-donation, offering hydration, snacks, and rest. ▪ Observe for adverse reactions (e.g., dizziness, fainting) and be ready to intervene. ▪ Record vital signs and document any reactions or issues. ▪ Provide advice and follow-up guidance if needed. <p><u>3.2 Sample Handling</u></p> <ul style="list-style-type: none"> ▪ Maintain accurate donation and donor records. ▪ Assist in preparing storage (cool boxes) and ensuring optimal temperature records pre- and during transport. ▪ Help store blood products in cool boxes properly before transport. ▪ Assist in preparing blood products for processing, testing, and storage. ▪ Label blood tubes immediately after collection. <p><u>3.3 Proper Disposal</u></p> <ul style="list-style-type: none"> ▪ Discard all disposables or contaminated sharps into appropriate sharp containers. ▪ Discard gloves into a biological waste bin ▪ Paper and plastic wrappers (non-biological waste) can be discarded into a wastebin.

ELEMENT	SCOPE
4. General Tasks	<p><u>4.1 Working Outside Office Hours</u></p> <ul style="list-style-type: none"> ▪ Be available to work after office hours, including nights, weekends, and public holidays as needed for donations or emergencies. ▪ Adapt to unplanned work changes or urgent blood collection sessions as operationally required. <p><u>4.2 Logging Donor Information into LIS/Bloodkad</u></p> <ul style="list-style-type: none"> ▪ Log donor details into the Laboratory Information System (LIS)/Bloodkad with accurate and timely entry of identity, donation, and health data. ▪ Accurately record donation records, donor info, and health assessments. ▪ Maintain donor/patient privacy and confidentiality at all times. <p><u>4.3 Logging Patients Information into LIS</u></p> <ul style="list-style-type: none"> ▪ Received specimens, check for compliance of specimen criteria ▪ Log patient details into the Laboratory Information System (LIS) with accurate and timely entry of identity ▪ Accurately record patient details and the type of tubes used in the forms provide, example, Patient Daily Record List and other forms accordingly ▪ Maintain patient privacy and confidentiality at all times. ▪ Registration of tubes into LIS <p><u>4.4 Sanitation and Sterilization</u></p> <ul style="list-style-type: none"> ▪ Ensure all equipment and spaces are cleaned before and after use. ▪ Help clean and maintain donation areas, equipment, and storage facilities. ▪ Help clean and maintain phlebotomy areas, equipment, and making sure stock tubes area are filled-in before procedure. ▪ Comply with infection control and safety protocols to prevent contamination. <p><u>4.5 Administrative and Documentation Tasks</u></p> <ul style="list-style-type: none"> ▪ Help manage inventory and organize/distribute supplies properly. ▪ Assist in preparing and delivering blood products to the Transfusion Lab as needed. ▪ Update databases and ensure documentation meets regulatory standards. ▪ Assist patient for the process of phlebotomy as required ▪ Help manage inventory and organize/distribute supplies properly. ▪ Assist in delivering blood tubes to CSRA after blood collection. ▪ Ensure statistics done for patients and tubes used. <p><u>4.6 Compliance and Safety</u></p> <ul style="list-style-type: none"> ▪ Adhere to all regulatory guidelines [e.g., Food and Drug Administration (FDA), Association for the Advancement of Blood and Biotherapies (AABB), World Health Organization (WHO)] on donation and blood handling. ▪ Ensure procedures meet health and safety regulations and policies. ▪ Maintain donor/patient health and personal information confidentiality at all times. <p><u>4.7 Training and Development</u></p> <ul style="list-style-type: none"> ▪ Adhere to all regulatory guidelines (e.g., FDA, AABB, WHO) on donation and blood handling. ▪ Ensure procedures meet health and safety regulations.

ELEMENT	SCOPE
	<ul style="list-style-type: none"> ▪ Maintain donor health and personal information confidentiality at all times. <p><u>4.8 Support for Off-site</u></p> <ul style="list-style-type: none"> ▪ Assist with sealing blood packs. ▪ Receive basic training in bandaging for post-donation care. ▪ Capable of lifting large campaign equipment (e.g., cool boxes, donor chairs, trolleys) and to assist in transporting campaign materials, if necessary.

SCHEDULE 3

WORKING HOURS

BLOOD DONATION CENTRE, RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL

and

DISTRICT HOSPITAL BLOOD BANKS

- SURI SERI BEGAWAN SALEHA HOSPITAL
- PENGIRAN ISTERI HAJJAH MARIAM HOSPITAL
- PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH HOSPITAL

Day:	Morning Session:	Afternoon Session:	Evening Session:
Monday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Tuesday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Wednesday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Thursday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Friday	*	*	*
Saturday	7.30 am – 12.00pm	1.30 pm – 4.30 pm	*
Sunday	*	*	*

*If required, including public holidays. **Ramadhan working hours 8.00 am – 2.00 pm***

** CCAs may be required to work extra hours and/or outside office hours i.e. in the evening, Fridays, Sunday and Public Holidays depending on the demand for blood for transfusion, blood donation drive schedule and the volume of blood donors.

SCHEDULE 4

ALLOCATION OF PERSONNEL

The Tenderer shall provide adequate and sufficient Clinical Care Assistants who are qualified to perform duties as follows:

NO.	LOCATION	No. of CCAs required
1	Blood Donation Centre, Raja Isteri Pengiran Anak Saleha Hospital	10
2	Blood Bank, Suri Seri Begawan Hospital	3
3	Blood Bank, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital	2
4	Blood Bank, Pengiran Isteri Hajjah Mariam Hospital	1
	TOTAL	16

The CCAs will be rotated between the blood banks and phlebotomy services.

SCHEDULE 5

INFORMATION SUMMARY

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

SCHEDULE 6

SUB-CONTRACTS

- 6.1 Tenderers shall complete Table 6.1 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.
- 6.2 Tenderers shall also indicate in Table 6.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 6.1 - 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 7

COMPANY'S BACKGROUND

- 7.1 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 8

REFERENCES

- 8.1 Tenderers shall submit a list of customers in Table 8.1 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 8.1 - References of previous customers

Customers Name and Address	Customer Type (Govt or Quasi Govt)*	Contact Person	Title	Contact number, fax number and e-mail address

***Note: Tenderers shall indicate whether the customer is a Government or Quasi Government organisation. A Quasi Government is defined as an organisation which (1) is managed and controlled by the Government; or (2) has at least 50% shares being held by the Government. Please leave the column blank if the customer is neither a government nor Quasi Government organisation.**

- 8.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence.
- 8.3 The Ministry of Health reserves the right to contact the references for Tender assessment purpose.

APPENDICES

APPENDIX 1

ATTENDANCE RECORD



Ministry of Health
Jordan Derivatives

ATTENDANCE RECORD Clinical Care Assistant

LF-800-12081
Edition 3
Issue Date:

EMPLOYEE NAME: _____ EMPLOYEE NO.: _____

POST: _____ ICNO.: _____

DEPARTMENT: _____ ROSTER PERIOD: _____
MONTH/YEAR

DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	TOTAL	
DAY																																	
OFFICE HOURS																																	
NON-OFFICE HOURS																																	
PUBLIC HOLIDAY																																	
OFF																																	
TOTAL																HOURS																	

EMPLOYEE SIGNATURE: _____ VERIFIED BY: _____

DATE: _____ DATE: _____

Notes:
In the event that personnel are required to work more than the standard hours, time off in lieu shall be provided accordingly.

Authorised by: SS/ Fatimah Alzahrani H/Mohammed Almas
Authorised by: HDS Blood Donation Centre

APPENDIX 2

PHLEBOTOMIES LOG

Department of Laboratories Services
Ministry of Health
Bahrain Darassalam

BLOOD DONATION CENTRE PHLEBOTOMIES LOG

LF-BDC-00002
Edition 3
Issue Date: 13-04-2023

No.	Blood Unit Number	Date	Successful * ✓	No.	Blood Unit Number	Date	Successful * ✓
91				121			
92				122			
93				123			
94				124			
95				125			
96				126			
97				127			
98				128			
99				129			
100				130			
101				131			
102				132			
103				133			
104				134			
105				135			
106				136			
107				137			
108				138			
109				139			
110				140			
111				141			
112				142			
113				143			
114				144			
115				145			
116				146			
117				147			
118				148			
119				149			
120				150			

Authorised by: Mohammed Shalwany M. Saeed
Reviewed by: Mr. Alqash Abdullah
Authorised by: AOS Blood Donation Centre

Blood Donation Centre
Department of Laboratories Services
Ministry of Health

PHLEBOTOMIES LOG

Name: _____

IC: _____

Post: _____

Total Successful Draws: _____

Total Unsuccessful Draws: _____

Verified by: _____

Date: _____

APPENDIX 3

PERFORMANCE RATING SHEET

Department of Laboratories Services
Ministry of Health
Brunei Darussalam

BLOOD DONATION CENTRE PHLEBOTOMES LOG

LF-BDC-0003
Edition 3
Issue Date: 13-04-2025

Date:	
Name:	
Post:	

No.	Blood Unit Number	Date	Successful ✔	No.	Blood Unit Number	Date	Successful ✔	No.	Blood Unit Number	Date	Successful ✔
1				31				61			
2				32				62			
3				33				63			
4				34				64			
5				35				65			
6				36				66			
7				37				67			
8				38				68			
9				39				69			
10				40				70			
11				41				71			
12				42				72			
13				43				73			
14				44				74			
15				45				75			
16				46				76			
17				47				77			
18				48				78			
19				49				79			
20				50				80			
21				51				81			
22				52				82			
23				53				83			
24				54				84			
25				55				85			
26				56				86			
27				57				87			
28				58				88			
29				59				89			
30				60				90			

Authorised by: Mahamud Shahrirry Hj Sagarudin
Reviewed by: Nur Afiqah Abdulrah
Authorised by: HOS Blood Donation Centre



Ministry of Health
Brunei Darussalam

PERFORMANCE RATING SHEET Clinical Care Assistant

LF-BDC-12003
Edition 1
Issue date:

Employee Information

Name of Employee:	
Month/Reporting Period:	
Department:	

Scoring Scale:

- 0 - Non-compliant
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Very Good
- 5 - Excellent

Score	Description	Definition / Assessment Criteria
0	Non-Compliant	<ul style="list-style-type: none">- Fails to meet the minimum requirement.- Task not performed, severely lacking, or completely misunderstood.- No evidence or unacceptable explanation.
1	Poor	<ul style="list-style-type: none">- Barely meets basic requirements.- Limited understanding of duties.- Major gaps in performance or compliance.- High risk to patient safety or operations.
2	Fair	<ul style="list-style-type: none">- Meets some but not all expectations.- Demonstrates partial compliance with procedures.- Limited competence or quality; needs significant improvement.
3	Good	<ul style="list-style-type: none">- Fully meets the core requirements.- Competent and safe execution of tasks.- Minor areas for improvement noted.- Consistent with standard practices.
4	Very Good	<ul style="list-style-type: none">- Exceeds core requirements in many areas.- Demonstrates high competency and initiative.- Very few issues; professional-level delivery.
5	Excellent	<ul style="list-style-type: none">- Fully compliant and exceeds all expectations.- Demonstrates leadership, best practices, and innovation.- No deficiencies; model performance.

Authored by: Nur Aisyah Hamdan
Authorised by: HOS Blood Donation Centre



Ministry of Health
Brunei Darussalam

PERFORMANCE RATING SHEET Clinical Care Assistant

LF-BDC-12003
Edition 1
Issue date:

No.	Task Area	Description	Performance Rating					Evaluator's Comments
			1	2	3	4	5	
1	Donor/Patient Interaction	Courtesy, communication, guidance, use of BloodKad						
2	Health Screening & Hemoglobin Testing	Conducts accurate screening and handles Hemocue properly						
3	Phlebotomy Procedures	Safe and competent blood draw techniques including monitoring donor comfort						
4	Discipline and Integrity	Self-discipline: The ability to regulate their own behavior and maintain professionalism Workplace discipline: The enforcement of rules and standards to ensure a productive and respectful environment.						
5	Uniform	Adheres to dress code standards; professional and appropriate						
4	Blood Pack & Sample Preparation	Barcode handling, cleanliness, procedural compliance						
5	Pre-Donation & Post-Donation Care	Observation, documentation, comfort measures						
6	Infection Control & Cleaning	Sanitization procedures, contamination prevention						
7	Compliance with SOPs	Adherence to regulations and safety standards						
TOTAL								
TOTAL %			(Total / 35) x 100					

Verification and Approval	
Performed by: Name: Signature: Date:	Verified by: Name: Signature: Date:

Authorised by: Nur Aisyah Hamdan
Authorised by: HOS Blood Donation Centre

APPENDIX 4

NON-CONFORMANCE REPORT (NCR)



NON-CONFORMANCE REPORT (NCR) Clinical Care Assistant

LF-BDC-32001
Edition 1
Issue date:

To Be Filled in by Blood Bank Supervisor		
SECTION 1		
1. Contract Reference		3. NCR Number/year:
2. Company Name		4. Department / Area:
SECTION 2		
5. Reported from: <input type="checkbox"/> Inspection <input type="checkbox"/> Complaint/Feedback <input type="checkbox"/> On the Spot <input type="checkbox"/> Others:		
8. Non-Conformance Classification: <input type="checkbox"/> Health & Safety <input type="checkbox"/> Personnel <input type="checkbox"/> Equipment and supplies <input type="checkbox"/> KPI		
9. Risk Level (Please refer to MP#11-RSK):		
10. Site/pace:		
11. Reported by:		
12. Description of non-conformance: Explain how the problem is discovered:		
Why did this happen?		
Problem identified by:		13. Date of incident:
SECTION 3 Corrective/Preventive Action		
14. Description of immediate Actions /Corrective Actions (Please attached pertinent information if required)		
15. Name of person (s) providing/conducting immediate action:	16. Completion date & time:	
17. Description of Preventive Action (to prevent recurrence):		
18. Approved by:	19. Accepted by:	20. Date:
SECTION 4 Final Review & Closing Out of Report (To be filled in by HOS & SM)		
<input type="checkbox"/> Above actions implemented satisfactorily, report is CLOSED. <input type="checkbox"/> New NCR issued. Reasons:		
Other Comments:		
21. Reviewed by and Signature:		22. Date:

Authorised by: Siti Fatimah Azzahraa' Hj Mohammad Anas
Authorised by: HOS Blood Donation Centre

APPENDIX 5

PERFORMANCE SCORING SHEET



PERFORMANCE SCORING SHEET Tenderer

LF-BDC-12003
Edition 1
Revision 0
Issue date:

To Be Filled in by Head of Section						
Section 1						
Contract: Clinical Care Assistant Services for Blood Donation Centre and District Blood Banks						
Month/Reporting Period: (Month, Year)						
Prepared by: Department of Laboratory Services						
Section 2: KPI Evaluation						
Section	Task	Weight (%)	Performance Criteria	Actual Performance (%)	Approved (%) for payment	Remarks
1	Manpower availability & attendance	20	Based on daily roster, reports & timely replacements			Attendance record (Appendix 1)
2	Compliance with SOP & Guidelines	15	Adherence to SOPs, infection control, hygiene and safety measures			Observation
3	Training & competency progress	15	Timely completion of training and certifications			
4	Hygiene & Uniform Compliance	10	Clean uniform, appropriate footwear, PPE adherence			
5	Safety & Incident Management	10	Timeliness in reporting and resolution of incidents			
6	Monthly Reports & Logs Submission	10	Timely and complete submission of required logs and reports			Phlebotomies Log (Appendix 2)
7	Feedback	10	Pre donation, donation, post donation			Performance Rating Sheet (Appendix 3)
8	Vendor performance evaluation	10	Reliability, quality of service, on time, customer services/communication, informative			
Total		100	Total			
<p><i>Calculation Note: Approved Payment% = (Actual Performance%/100)*Weight%</i> <i>Claimable % = Total Approved Payment%</i></p>						
Section 3: Performance to Payment Mapping						
Performance Range (%)		Payment Due (%)		Remarks (if any)		
90-100		100%				
80-89		90%				
70-79		80%				
0-69		50%				

Authored by: Siti Fatimah Azzahraa' Hj Mohammad Anas
 Reviewed by: Nur Aisyah Hamdan
 Authorised by: HOS Blood Donation Centre



Ministry of Health
Brunei Darussalam

PERFORMANCE SCORING SHEET Tenderer

LF-BDC-12003
Edition 1
Revision 0
Issue date:

Overall performance Achieve: [Total Score] % Claimable Payment: [Payment Due %]			
Section 4: Verification & Approval			
Performed by: Name: Signature: Date: Comments:	Verified by: Name: Signature: Date: Comments:		
Section 5: Declaration for payment claim			
I, the undersigned, hereby declare that the above performance score sheet represents the accurate performance status of the services provided for the month of _____ and is submitted for review and payment according to Clause 16 of the tender contact.			
Name: Signature: Date: Comments:			
Section 6: Supporting Documentation			
Attached documents include (check all that apply):			
<input type="checkbox"/> Attendance Record	<input type="checkbox"/> Phlebotomies Log	<input type="checkbox"/> Monthly rotation	<input type="checkbox"/> Performance Rating Sheet
<input type="checkbox"/> Non-Conformance Report	<input type="checkbox"/> Others:		

Authored by: Siti Fatimah Azzahraa' Hj Mohammad Anas
Reviewed by: Nur Aisyah Hamdan
Authorised by: HOS Blood Donation Centre