

**TENDER REFERENCE NO.: KK/62/2026/UPP(TC)**

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF HOUSEKEEPING (CLEANING,  
GROUND MAINTENANCE, LAUNDRY, DISPOSAL OF  
DOMESTIC & CLINICAL WASTE COLLECTION) AND  
WATCHMAN SERVICES FOR THE CIRCUMCISION UNIT,  
NO.11 SPG 253-54-6 KG KIARONG, MUKIM GADONG  
BE1318 FOR A PERIOD OF THREE (3) YEARS**

**TENDER FEES : \$10.00**

**RECEIPT NO. :**

**CLOSING DATE : 05th May 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 HOUSEKEEPING  
(CLEANING, GROUND  
MAINTENANCE, LAUNDRY,  
DISPOSAL OF DOMESTIC & CLINICAL  
WASTE COLLECTION) AND  
WATCHMAN SERVICES FOR THE  
CIRCUMCISION CLINIC, NO.11 SPG  
253-54-6 KG KIARONG, MUKIM  
GADONG BE1318 FOR A PERIOD OF  
THREE (3) YEARS**

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**SECTION 2**  
**SPECIFICATIONS**

**INVITATION TO TENDER**  
**THE PROVISION OF HOUSEKEEPING (CLEANING, GROUND MAINTENANCE, LAUNDRY, DISPOSAL OF DOMESTIC & CLINICAL WASTE COLLECTION) AND WATCHMAN SERVICES FOR THE CIRCUMCISION CLINIC AT NO. 11, SPG 253-54-6, KG KIARONG, MUKIM GADONG BE1318 FOR A PERIOD OF THREE (3) YEARS**

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**1. General**

- 1.1. Tenderers are invited from **competent, experienced and duly licensed contractors** specializing in **hospital-grade housekeeping services**, including but not limited to Cleaning Services, Ground Maintenance, Laundry Services, Waste Management (Domestic & Clinical), and Watchman Services (hereinafter referred to as “the Services”) for the Circumcision Clinic, No.11 Spg 253-54-6 Kg Kiarong, Mukim Gadong BE1318 of Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital (hereinafter ‘the Hospital’).
- 1.2. The successful Contractor shall provide **uninterrupted, safe, hygienic and compliant services** in accordance with **Ministry of Health standards**, applicable laws of Brunei Darussalam, and internationally recognized best practices for healthcare environments.
- 1.3. The Circumcision Clinic Kg Kiarong of Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital comprises of one (1) bungalow only and offers circumcision services for all categories of age – adolescent & adult.
- 1.4. The duration of the provision of the Services is for Three (3) years.
- 1.5. The successful contractor is required to submit proposed Standard Operation Procedures (SOPs) which must be applicable to the Unit and confirms with the requirements of the Unit.
- 1.6. The Contractor is strongly encouraged/required to carry out site visit (the tentative date shall be informed by Ministry of Health) before closing of the Tender to familiarise itself with the site conditions, operational environment, access constraints, existing facilities and any other factors that may affect the performance of the Contract.

**2. Scope of work**

- 2.1. The Contractor shall provide services such as:
  - 2.1.1. Cleaning Services
  - 2.1.2. Ground Maintenance & Landscaping Services
  - 2.1.3. Watchmen
  - 2.1.4. Laundry Services (onsite)
  - 2.1.5. Disposal of Domestic & Clinical Waste Collection
- 2.2. The Contractor shall ensure that all Services are delivered **continuously, without disruption**, including during public holidays, emergency situations, adverse weather conditions, staff absenteeism, or unforeseen operational challenges.
- 2.3. The Contractor shall not reduce manpower, service frequency, or service quality without **prior written approval** from Hospital Management.
- 2.4. The Contractor shall provide the Services to the Circumcision Clinic for a period of three (3) years including the surrounding area and compound as set out in **Schedule A**.
- 2.5. The Contractor shall have the expertise on providing various type of cleaning such as General Cleaning, Deep Cleaning, Terminal Cleaning etc. The Contractor is expected to meet or exceed the quality standard required as stated in **Schedule B**. The cleaning services include supply of adequate equipment and tools necessary to run the operation. The Contractor shall be able to

- supply, replace and top-up of consumables as listed in **Schedule E** (List of Equipment / tools / consumables).
- 2.6. The Contractor shall provide Ground Maintenance Services (Landscaping) including adequate supply of equipment and tools necessary to run the service as listed in **Schedule E**.
    - 2.6.1. Grass cutting shall be done **twice a month**.
    - 2.6.2. Grass shall be cut using suitable grass cutting machines by a skilled operator. The Contractor shall not use blade for backpack brushcutter, instead shall use string.
    - 2.6.3. Where the area is not accessible to grass cutting as between building, around posts, guardrails, road kerbs, sumps and etc., the grass shall be cut manually by the use of shears or other appropriate equipment or weed killer if necessary.
    - 2.6.4. Grass cutting shall include cutting of grass over the entire perimeter inclusive of near building, landscape or garden area, near river, near pedestrian walkway, road shoulder, parking areas, slope of grass lined drains, medians, around posts, guardrails, kerbs, sumps, slip roads, all other areas deemed required within road corridor, 2.5 meters from the bungalow's gate and / or as instructed by Hospital Management.
    - 2.6.5. Once grass cutting activity has been completed, the Contractor shall collect all cut grass, debris and rubbish and placed in plastic bags which shall then be dumped at the contractor's dumping areas on the day of collection. The contractor shall make sure that the areas are clean and presentable.
  - 2.7. The Contractor shall maintain all the plants on site:
    - 2.7.1. All dead, dying or broken branches shall be removed from trees and shrubs by the contractor. All planting shall be pruned to enhance natural forms and for the health of the plants.
    - 2.7.2. Planting shall be maintained by pruning, cultivating, watering, fertilizing, mulching, restoring planting saucers, adjusting and repairing tree-stabilisation devices, resetting to proper grades or vertical position, and performing other operations as required to establish healthy, viable plant material.
    - 2.7.3. In the event of emergency or disaster, The Contractor may require to additional clearing and cutting of any fallen trees or near fall which possibly endangering the public without any additional expenses as directed by Hospital Management either within or beyond working hours.
  - 2.8. All flowering shrubs shall be fed around with a compatible fertilizer twice (2) a month at fifteen (15) days interval and/or THREE times maximum depending on types of flowers. Contractor shall notify Hospital Management before the application of fertilizer.
  - 2.9. Contractor is hereby granted permission to use such approved pesticides and chemicals as found necessary and advantageous. All chemicals shall be applied by a licensed and approved pesticides applicator. Contractor assumes all liability for damage and/or injury for use of these products or equipment.
  - 2.10. Herbicide spray shall be used to prevent growth in paved areas or areas where vegetated growth is not permitted.
  - 2.11. The rubbish collection shall be done in DAILY BASIS as part of housekeeping.
    - 2.11.1. For the rubbish collector should pick the rubbish manually and placed in plastic bags or suitable approved bags which shall then tie to prevent spillage. These bags shall be dumped at the contractor's own dumping area on the day of collection.
    - 2.11.2. Rubbish Collection shall include rubbish over the entire road reserve inclusive of road shoulder, side table, cut and fill slope, slope of grass lined drains, medians, around posts, guardrails, kerbs, sumps, slip roads, all other areas deemed required within road corridor etc. and as instructed by Hospital Management.
  - 2.12. The sweeping and cleaning of road shall be done on daily basis as part of housekeeping.
  - 2.13. Weeding shall be done once a month or daily in a month depending on the site conditions along the mentioned road or as instructed by the Hospital Management.

- 2.14. The Contractor shall perform desilting of all draining manually or using machines every month along the road, building and walkway. Frequent desilting may need to be performed due to silt failure or heavy rain, the contractor has to respond immediately to clear all the debris or soil materials from the drainage.
- 2.14.1. Removal of all mud, earth, silt, sand, stone, rubbish refuse, debris, vegetation, tree branches, soil waste materials and similar other materials within the drainage.
- 2.15. The Contractor shall do laundry services during the working hour. This include, washing, drying and folding. The linen that need to be cleaned daily at Circumcision Clinic is estimated around 20kg per day depending on usage of the day.
- 2.16. The Contractor shall carry out Domestic and Clinical Waste Collection and Disposal services five (5) days a week. The time of collection is from 17.00hrs -18.00hrs.
- 2.16.1. The Contractor shall clean all waste receptacles (include the waste store, rubbish truck parking, loading and unloading area), any excess refuse in and around the waste receptacles are as follows:

Frequency	Task
Monthly	<ul style="list-style-type: none"> <li>▪ Spray High Pressure Water Jet</li> <li>▪ Scrubbing</li> <li>▪ Sweeping</li> <li>▪ High Dusting</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>▪ Clean Container every weekend</li> </ul>
Daily	<ul style="list-style-type: none"> <li>▪ Disinfect floor area</li> <li>▪ Sweeping</li> <li>▪ Spot clean</li> <li>▪ Wash &amp; clean rubbish bins after each used</li> </ul>

- 2.16.2. Clean all waste spillage arising during collection or transportation immediately.
- 2.16.3. Collect the Domestic waste from the Collection Points and transport it to the Municipal Dumping Ground located at Sungai Paku for disposal or any designated approved government dumping ground within the state of Negara Brunei Darussalam.
- 2.16.4. Collect the Clinical Waste from the collection point and transport it to the incinerator company at the Contractor's own cost for incineration. (The Clinical waste produced by the Circumcision Clinic is approximately 1kg /day).

### 3. Joint Inspection & Quality Control

- 3.1. Joint inspections shall be conducted regularly between the Hospital's appointed representatives and the Contractor's Supervisor or Contract Manager to assess service quality, compliance, and performance.
- 3.2. Inspection findings shall be documented using approved evaluation forms and shall directly impact **monthly performance scoring and payment entitlement**. Failure to meet minimum acceptable standards shall result in **mandatory rectification**, payment deductions, or further regulatory action.

### 4. Emergency & Disaster Response

- 4.1. In the event of emergencies, natural disasters, flooding, fire incidents, disease outbreaks, or situations posing risks to patients, staff, or property, the Contractor shall:
- 4.1.1. Mobilize additional manpower immediately;
- 4.1.2. Perform emergency cleaning, debris clearance, and hazard mitigation;
- 4.1.3. Comply with all instructions issued by Hospital Management.
- 4.2. No additional charges shall be payable unless expressly approved in writing by the Hospital.

## 5. Watchman Services

- 5.1. The Contractor shall provide watchmen services at the Bungalow of Circumcision Clinic and surrounding everyday according to **schedule D**.
- 5.1.1. The watchman to do round the clock checking to prevent from any trespassing by unauthorized person. In case of any incident such as theft, robbery, fight, fire, accident at the bungalow or any untoward incident detrimental to safety & security of assets of the Circumcision Clinic, it is the responsibility of watchman to inform and report to Circumcision Clinic' manager or RIPAS Hospital Management to further action.
- 5.1.2. The watchman is responsible to take care of all assets at the bungalow. No items are allowed to be taken in and out without proper instruction or documentation issued by the Circumcision Clinic's Manager or RIPASH Hospital Management. Any missing or damage of assets shall be reported to the manager or the management.

## 6. Price and Payment

- 6.1. Tenderers shall submit a breakdown of the proposed pricing for the Services in the format set out in Section 3 (Forms to be Used) in this Invitation to Tender. The price shall include Manpower, Consumables, Chemical, Tools & Equipment;
- 6.1.1. Cleaning Services
- 6.1.2. Ground Maintenance
- 6.1.3. Laundry Services
- 6.1.4. Watchman Services
- 6.1.5. Pest Control (per request)
- 6.2. The Ministry of Health reserves the right to reduce (during renovation) or extend the contract price to the new area according to the rate set out in the Contract Price, following consultation with the Contractor.
- 6.3. Deduction of payment will continue and will be adjusted accordingly based on performance in the quality of work acceptable by the Hospital.

## 7. Condition of premises

- 7.1. Tenderers are required to inspect the said areas and fully acquaint itself with the premises in respect of the conditions, accessibility, working space, storage accommodation and other limitations imposed on access to the premises.
- 7.2. All costs arising from or in connection with such conditions or limitations are deemed to be included in the proposed contract price.

## 8. Access to premises

- 8.1. Reasonable access shall be provided by the Centre Housekeeping Manager to the successful Tenderer's personnel for the purpose of providing the cleaning and ground maintenance services.
- 8.2. Prior approval shall be sought from the Centre to perform the cleaning and ground maintenance services after office hours. For this purpose, the successful Tenderer shall be responsible to collect and return any keys promptly to the security office.

## 9. Working hours

- 9.1. The Contractor shall provide enough manpower to do the services required:

No.	Services	Manpower (Minimum)	Working Hours	Frequency
1	Housekeeping (Cleaning/Laundry)	1 (on-site)	07.00-17.00	Monday-Thursday & Saturday

2	Landscaper	1 (on-site)	07.00-17.00	Monday-Thursday & Saturday
3	Watchman	1 (on-site)	17.00-07.00	Everyday
			07.00-07.00 (the next day)	Friday, Sunday & Public Holiday

*Note.* The contractor shall provide **one (01) supervisor** but is not required to be on-site full-time. Only when required.

- 9.2. Any absence, lateness, or failure to deploy the minimum required manpower shall result in **automatic financial penalties**, without prejudice to further disciplinary or contractual action.
- 9.3. Repeated manpower shortages (three occurrences within a calendar month) may trigger **formal warning, performance downgrade, or contract termination**.
- 9.4. The successful Tenderer shall ensure all his personnel comply with the working days and hours set out by the Centre.
- 9.5. The Centre reserves the right to amend the working hours without prior notice to the successful Tenderer.
- 9.6. Immediate steps shall be taken by the successful Tenderer to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Centre.
- 9.7. Replacement must be made not later than two (2) hours before commencement of the shift with approval from the Centre / Hospital management. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:

Position	Scale
Worker (Cleaner/Laundry/Gardener/ Watchman)	\$15.00 per worker/shift

- 9.8. Weekly duty rosters for deploying the number of workers shall be submitted by the Contractor to the Hospital management for approval. Any changes made to the roster must be immediately notified to the Circumcision Clinic's manager / Hospital management.
- 9.9. The Contractor is also required to make allowance for any additional expenses which may be incurred due to the work which his employees may be required by the Unit outside the working hours.
- 9.10. The Contractor may be required to perform floor polishing outside office hours to avoid causing any inconvenience to the public.

**10. Personnel**

- 10.1. To ensure the proper and efficient execution of the Services, the successful Tenderer shall provide and employ an adequate number of qualified workers to perform the services.
- 10.2. The successful Tenderer shall ensure that training of his staff will commence immediately upon recruitment. Training must be completed before commencement of the Services.

**11. Supervisor (Contractor's office)**

- 11.1. The successful Tenderer shall provide experienced and competent language-speaking (Malay & English) supervisors and be deployed exclusively for the provision of the Services. The supervisors shall work exclusively for the successful Tenderer.

- 11.2. The supervisor must be able to make decisions on behalf of the successful Tenderer.
- 11.3. The successful Tenderer's supervisor shall actively perform inspection on site. The successful Tenderer shall enforce strict discipline and good order among the successful Tenderer's employees.
- 11.4. The successful Tenderer shall submit the CVs, basic duties and responsibilities of the supervisor and housekeeper, taking into account the requirements of the Centre's job description for each role.
- 11.5. The supervisor/s must respond to any call by the Centre's Housekeeping Manager within ten (10) minutes upon receipt of call.

## **12. Medical screening**

- 12.1. The successful Tenderer shall ensure that all his personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services.

## **13. Removal of personnel**

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

## **14. Wages and welfare**

- 14.1. The successful 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.
- 14.2. The Successful Tenderer is encouraged to employ Brunei Citizenship or Permanent Residents to Circumcision Unit and follow the salary guideline from the Employment (Minimum Wage) Order 2023 that is, workers are entitled to a minimum salary of B\$500.00 per month before any contributions to retirement account such as Skim Persaraan Kebangsaan (SPK).
- 14.3. The successful Tenderer shall take out, at its own expense, with an insurance approved in writing by the Centre a policy or policies each specifically endorsed to provide indemnity to the successful Tenderer and to the Centre against any liabilities arising out of claims by any personnel for payment of compensation under Workmen's Compensation Act (Cap 74 of the Laws of Brunei).

## **15. Infection Control & Safety**

- 15.1. The Contractor shall fully comply with Hospital Infection Control Policies, including:
  - 15.1.1. Zoning and colour-coded equipment usage;
  - 15.1.2. Proper PPE usage;
  - 15.1.3. Immediate terminal cleaning following infectious cases; and
  - 15.1.4. Compliance with outbreak and isolation protocols.
- 15.2. Any failure leading to cross-contamination, infection risk, or IPC violation may result in **immediate suspension or termination** of the Contract.

## **16. Employment of illegal workers**

- 16.1. The successful Tenderer undertakes to the Centre Management that he will not employ, and will ensure that all its sub-contractors will not employ, any illegal foreign workers.
- 16.2. The successful Tenderer will ensure that any foreign workers employ possess valid employment passes.

## **17. Training and development**

- 17.1. Training of personnel on basic hospital cleaning shall be conducted by the successful Tenderer at the Centre's premises.
- 17.2. The successful Tenderer shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 17.3. The successful Tenderer shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

## **18. Safety and hygiene**

- 18.1. The successful Tenderer shall instruct its employee(s), agent(s) or sub-contractor(s) accordingly, and ensure that its employee(s), agent(s) or sub-contractor(s) shall take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.
- 18.2. The successful Tenderer shall observe and always comply with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure the safety on the said premises of his own staff and personnel, the staff and property of the premises and the general public (SHENA).
- 18.3. The successful Tenderer shall protect its employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimize the risk of its Employees by:
  - 18.3.1. Establishing safe work practices and a safe environment;
  - 18.3.2. Ensuring employees injured at work have access to medical attention and rehabilitation;
  - 18.3.3. Ensuring employees are placed in jobs and work places suited to their physiological capabilities;
  - 18.3.4. Providing employees with personal protective equipment (PPE); and
  - 18.3.5. Ensuring that employees are medically covered.
- 18.4. The successful Tenderer's employees have the responsibility to work towards eliminating work place hazards and risks.
- 18.5. The successful Tenderer shall comply with all instructions, policies and regulations as may be issued by the Centre Management from time to time in relation to safety and hygiene in the provision of the Services.
- 18.6. The Contractor is required to submit a proposed List of Safety Measures for Work and Cleaning.
- 18.7. In case of injuries in the work place, the successful Tenderer shall be responsible for any treatment (costs).
- 18.8. The successful Tenderer shall put in place a regular inspection program by their supervisory staff to monitor chemical safety. The program should include the following criteria:
  - 18.8.1. Correct labeling/signage;
  - 18.8.2. Correct handling/application;
  - 18.8.3. Wearing of personal protective equipment (PPE) such as gloves, mask, ear muff, safety goggles, apron;
  - 18.8.4. Update of material safety data sheets (MSDS); and
  - 18.8.5. Security.
- 18.9. The inspection program reports shall be documented for reference.
- 18.10. Any damage/ pilferage to the Centre's property due to mishandling, carelessness of the successful Tenderer or its employees will be recoverable from the successful Tenderer's bill and all materials issued to the successful Tenderer shall be sole responsibility of the successful

Tenderer during the period of the given contract.

- 18.11. The successful Tenderer shall provide safety barriers, as required, to clearly identify the working area and to prevent others from accessing the work area. This safety zone shall be sufficiently sized to prevent damage to others or existing facilities and structures. Upon completion of the work, the safety barriers shall be removed from the work area.
- 18.12. All accidents and incidents must be reported to the Centre Housekeeping Manager. All reported accidents and incidents must be investigated by the successful 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 successful Tenderer's supervisors to ensure a safe working environment is maintained.
- 18.13. A basic first aid kit (as a minimum) must be provided for each work site by the successful Tenderer.

## **19. Equipment & Chemical Compliance**

- 19.1. The successful Tenderer shall procure and provide, on its own expenses, all necessary equipment tools and materials for the provision of the Services.
- 19.2. The successful Tenderer shall also provide adequate garbage bins (domestic bins and biohazard bins) at allocated room or area instructed by the Hospital Management.
- 19.3. A list of the proposed equipment (including garbage bins with size) to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted in the format set out in Section 3 of this Invitation to Tender. Only certified electrical appliances and circuit breakers shall be used for the provision of the Services.
- 19.4. Adequate supply of consumables, as set out in **Schedule E**, shall be provided by the successful Tenderer in the wards, toilets and other specified areas in the Centre.
- 19.5. A list indicating the brand/quality and quantity of products/materials the successful Tenderer intends to provide for the Services shall be submitted in the format set out in Section 3 of this Invitation to Tender.
- 19.6. The successful Tenderer shall ensure that chemicals used for such cleaning are safe for use. All chemicals used must comply with national standards and shall be used according to their technical specifications. For chemicals that require dilution before use, correct dilution shall be well indicated as well as the method of application. All chemicals must be properly labeled to identify product properties, safety precautions and hazard information.
- 19.7. The chemicals to be used must meet the following standards:
  - 19.7.1. Disinfectant for isolation wards, Operation Theatre and Laboratory – BS. EN1276:1997 requirements against bacteria, virus, fungus and spores; it should be ideal for environmental surface cleaning and medical equipment
  - 19.7.2. A neutral detergent is for general cleaning of the Hospital;
  - 19.7.3. Toilet cleaners – BS. EN13697:2011 requirements. pH level must be appropriate to the drainage pipe system of the Hospital;
  - 19.7.4. Multi-purpose cleaners – BS. EN1276:1997 requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The contractor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces;
  - 19.7.5. Specific strippers to be used for hard floor surfaces and vinyl floor surfaces to prevent staining or discoloration of the floor polishes;
  - 19.7.6. Floor polishes must be emulsion polish suitable for hard floor surfaces and vinyl floor surfaces;
  - 19.7.7. Stainless steel cleansers must be suitable for all metal or chrome fittings with an acceptable pH level to prevent corrosion to steel fitting.

19.7.8. Carpet cleaning – suitable carpet cleaning solution/chemicals

19.8. The standards required for the provision in toilet requisites are as follows:

19.8.1. Paper towels – pulp, 3 ply or hand towel

19.8.2. Toilet roll – pulp, 3 ply

19.8.3. Liquid soap – neutral (pH 7)

19.9. All equipment, tools and materials to be used for the provision of the services must be approved by the Hospital Management prior to the commencement of the cleaning services. The usage of appropriate and adequate equipment shall be envisaged to reduce the amount of physical effort on behalf of the operator.

19.10. Machinery shall have procedure manuals and maintenance manuals.

19.11. The successful Tenderer is responsible for the safe storage of the equipment, tools and materials at its own expenses. The successful Tenderer shall ensure that all chemicals and/or poisons to be used in the provision of the Services are segregated and kept in a safe place.

19.12. Cleaning chemicals shall be stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury.

19.13. The successful Tenderer shall implement cleaning infection control policies, practices and procedures that incorporate universal standards of precaution.

19.14. For the purpose of infection prevention and control, the identification of tools and equipment utilized in the different areas of the said areas are essential. In this respect, clear identification by colour coding of the various items of cleaning equipment is considered the most effective method of restricting equipment to individual areas.

19.15. All tools and equipment used in the following areas shall be colour-coded according to the Centre's colour coding standards:

Areas/Tasks	Color
General Cleaning	Green
Toilets/Bathrooms/Dirty Utility Room	Yellow
Toilet Bowl	Green Checkered
Glass and specific items	Blue

19.16. The mopping cloths and wiping cloths must be change between each area/bay to ensure that the highest standards for infection control are being achieved.

19.17. Any broken or damaged equipment/s provided by the successful Tenderer for the duration of the contract period shall be replaced by the successful Tenderer.

19.18. Any materials/equipment such as cloths, mops and mechanical washing devices must be kept clean, in working order, stored dry between uses and where possible the cloths and mop heads should be laundered each day.

19.19. The Contractor shall be fully liable for any damage to Hospital property, flooring systems, fittings, or infrastructure arising from improper chemical use, incorrect dilution, or unsuitable equipment.

19.20. The Hospital reserves the right to **ban or replace any equipment or chemical** deemed unsafe or unsuitable at the Contractor's cost.

## 20. Waste management

20.1. The successful Tenderer shall take the following measures with regards to waste management:

- 20.1.1. To prevent the generation of waste wherever possible, by adopting policies aimed at:
    - 20.1.1.1. Embrace policies for reuse and minimum packaging;
    - 20.1.1.2. Reducing single-use items whenever possible;
    - 20.1.1.3. Reducing waste to landfill and similar expensive disposal options; and
    - 20.1.1.4. Avoiding to the extent possible non-biodegradable, polluting, toxic or hazardous substances.
  - 20.1.2. To document and quantify the types of waste generated and disposed of through various methods being recycling, landfill, grease traps, incineration or any other method.
  - 20.1.3. To have waste receptacles to receive waste collected before disposal, these waste receptacles or bins shall be emptied regularly and maintained clean.
- 20.2. Electronic waste derived from information technology equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous content must be collected separately for appropriate treatment, disposal or reuse in accordance with applicable rules and regulations of waste management.
- 20.3. The successful Tenderer may handle by himself solid waste transportation in line with applicable regulations on solid waste management or subcontract the transportation to a licensed solid waste transporter.

## **21. Handling clinical waste and disposal**

- 21.1. The successful Tenderer shall collect all the biohazard plastic bags and sharp bins in all facilities and put in the biohazard garbage bins (240L) at allocated dumping area.
- 21.2. The successful Tenderer shall deliver all clinical waste (Biohazard plastic bags & Sharp Bins) from the allocated dumping area in Circumcision Clinic directly to Incinerator services at company's own costs.
- 21.3. The successful Tenderer shall ensure that its employees are trained to handle clinical waste disposal and wearing proper PPE.

## **22. Facility management**

- 22.1. The successful Tenderer shall ensure that its employees report any damage to any fittings and utensils (such as water pipes, sinks, toilet bowls, etc.) that require immediate repairs to the Officer in-charge of the Centre. The supervisor shall include such reports and its follow-up in their monthly reports.
- 22.2. Any damaged fittings and utensils belonging to the Centre caused by his employees shall be repaired and/or replaced by the successful Tenderer.
- 22.3. Trees, shrubs, flowers, or turf that are damaged or destroyed due to the successful Tenderer's operations, chemicals, or negligence shall be replaced at no expense to the Government.
- 22.4. Sprinklers or structures, whether related to physical building or not that are damaged due to the successful Tenderer's operations must be repaired or replaced by the successful Tenderer promptly at no expense to Government.

## **23. Environment protection**

- 23.1. The successful Tenderer shall protect drainage ditches from chemical contamination, sediment run-off, construction debris and other damage.
- 23.2. Soil erosion and sediment control provisions and maintenance in accordance with local and national requirements will be required.

## **24. Underground utilities**

24.1. Any digging should be coordinated through the Officer in-charge of the Centre. Concealed lines for such utilities as water, power, lighting, steam, air, sanitary waste, gas, etc., which may be uncovered during progress of the work and which are essential for the Centre's services and functions shall be adequately protected until such utility line or lines are temporarily or permanently rerouted, as directed by the Centre in order to prevent any interruption of required services.

24.2. The successful Tenderer shall inform the Housekeeping Manager immediately if such situations were to occur.

## **25. Water and electricity**

25.1. The successful Tenderer shall endeavor to economize the use of water and electricity and ensure that his employees do not misuse any water and electricity privileges provided by the Government.

25.2. The successful Tenderer shall ensure that any electrical connections made to the electrical equipment and/or supplies are properly made and conforms to the present standard procedures and safety regulations. The successful Tenderer is responsible for any damage to the electrical circuit and installations caused by his employees.

## **26. Cleaners room and store**

26.1. The Centre shall provide space on its premises for the successful Tenderer as a common and store area for the successful Tenderer's personnel uses.

26.2. Space for storage of all equipment, machinery, tools, chemicals and consumable items shall be provided by the Centre.

26.3. Any proposed building modifications must be submitted to the Centre Management for permission before its implementation and the successful Tenderer shall finance towards the cost of supplying, installing, commissioning and maintenance of any related equipment/furniture/ including directional signage.

## **27. Security arrangement**

27.1. The successful Tenderer's personnel must immediately leave the Centre's premises if requested by the Centre Housekeeping Manager or any of its staff.

27.2. The successful Tenderer must establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. Such records are to be maintained daily and be made available for inspection by the Centre upon request.

27.3. The successful Tenderer must inform the Centre Housekeeping Manager of any lost or stolen security pass. Any Security Pass to be reissued will require the approval of the Centre.

27.4. The successful Tenderer shall ensure that his personnel do not, at any time, enter areas which are not part of the Centre's premises except as directed by the Centre.

27.5. For security purposes, the successful Tenderer will provide the Centre's Housekeeping Manager with the following particulars of his workers at least one (1) month before the commencement of the Services:

27.5.1. Name

27.5.2. Address

27.5.3. Identity Card Number / Passport Number

27.5.4. Gender

27.5.5. Citizenship

27.5.6. Expiry date of work pass (for foreign workers)

27.6. "Break Time" passes will be issued by the successful Tenderer to his employees. Such passes must be worn by the successful Tenderer's employees ONLY during their break time, with prior approval from the Housekeeping Manager on the set time.

## **28. Pass and uniform**

28.1. The successful Tenderer must ensure that all his personnel are neatly and properly attired in clean and neat uniforms.

28.2. Uniforms are to be provided by the successful Tenderer at his own cost. Design, color and materials of the uniform must also be approved by the Centre.

28.3. For admission into the Centre, the successful Tenderer, its employees, agents and sub-contractors must have security passes issued by the Tenderer's company. For the purpose, the Contractor shall submit list of details of employees, agents and sub-contractors with pictures who has been tasked by the Contractor to perform the Services to the Centre.

28.4. All employees, agents and sub-contractors of the Contractor tasked by the Contractor to perform the Services must wear clean uniforms which shall be provided by the Contractor. Such uniform shall have the name of the Contractor clearly marked on it. The Contractor shall provide PPE for all their employees, agents and sub-contractors in the event/situation involving infection control diseases protocol.

## **29. Communications**

29.1. The successful Tenderer shall ensure that his personnel are equipped with appropriate **telecommunication devices** (e.g., walkie-talkie, wireless phone) to ensure communication is readily available with the supervisors and Centre's Housekeeping Department.

## **30. Regulations, licenses and permits**

30.1. The successful Tenderer shall procure and maintain all necessary licenses, permits and approvals, and shall always comply with all legal and regulatory requirements applicable to the provision of the Services.

30.2. In the event of any change in legal or regulatory requirements during the contract period, the successful Tenderer shall promptly and at its own expense take any necessary action for complying with the same.

30.3. The successful Tenderer shall comply with best practices as may be proposed or recommend by any relevant bodies in the relevant industry, and 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.

## **31. Report and information**

31.1. The following documents shall be submitted by the successful Tenderer to the Housekeeping Manager in formats to be provided by the Centre's Management following commencement of the Services:

- 31.1.1. Monthly Assessment Report on the standard Services provided;
- 31.1.2. Any other feedback from time to time.

31.2. All records, logs, reports, inspection forms, MSDS, training records, and attendance sheets shall be **auditable at any time** by the Hospital or relevant authorities.

31.3. Failure to maintain proper documentation shall affect KPI scoring and payment.

- 31.4. Exchange of information between the successful Tenderer and the Centre's Management on the latest technology and processes relevant to the Services provided is recommended.

### **32. Housekeeping program**

- 32.1. Joint inspections and meetings shall be held and attended by the supervisors and the Centre's Housekeeping representative. Records of such meetings are to be provided to the Centre's Management. Reports of Joint Inspections shall be used for the purpose of ascertaining the payment due to the successful Tenderer.
- 32.2. Rectification of defective works which are rated poorly shall be ready for re-inspection within 7 days.
- 32.3. Daily and periodic cleaning reports submitted by the successful Tenderer's supervisors shall be collected and submitted to the Centre Housekeeping Manager in a format acceptable to the Centre Management. These checklist forms will be used as a basis for performance evaluation.

### **33. Quality Improvement (QI) program**

- 33.1. For the purpose of ensuring the effectiveness of the QA program, the successful Tenderer shall establish and document monitoring criteria with a periodic system of review.
- 33.2. The successful Tenderer shall comply with the Quality Assurance Criteria as stated in Schedule D and ensure that visible and perceivable cleanness standards are always observed. For each area of operations, the successful Tenderer shall implement a system of review comprising of:
- 33.2.1. Supervisors to review daily work performed by cleaners/gardeners and submit exception reports;
  - 33.2.2. Supervisors to review the work done on an established periodic basis;
  - 33.2.3. Management to inspect areas randomly, review complaints and take corrective actions;
  - 33.2.4. Customer satisfaction surveys taken with data from staff, patients/clients and visitors are to be performed periodically; and
  - 33.2.5. Supervisors to make a periodical evaluation of activities to be performed as assigned in the contract
- 33.3. The successful Tenderer shall keep a formal reporting and record-keeping system on system review detailing:
- 33.3.1. Frequency of reviews, results and actions taken (by whom/when);
  - 33.3.2. Register of complaints; and
  - 33.3.3. Register of special requests for cleaning.
- 33.4. The successful Tenderer shall send his personnel for courses relating to quality-related service and/or hygiene standards compliance organized by the Centre.

### **34. Evaluation and performance**

- 34.1. The Contractor is required to record daily and periodic cleaning works in a format acceptable to the Centre. These checklist forms will be used as a basis for performance evaluation.
- 34.2. The Supervisor must ensure that these checklist forms (Schedule F; Form A, B, C, D, E & F) are duly completed and signed by the officers-in-charge of the Wards, Clinics and Units after completion of the all services required at the end of every day, week & month. These forms shall be submitted on the first day of the following week in which they are completed and signed.
- 34.3. The Contractor will also carry out joint inspection with Hospital Representative on an agreed schedule in addition to the monthly Cleaning Services and performance evaluation meetings. Records of such meeting are to be provided to the Centre. The form used for joint inspection.
- 34.4. The areas to be inspected during the Joint Inspections include, but not limited, to the following categories:

- 34.4.1. Cleanliness;
- 34.4.2. Odour;
- 34.4.3. Rubbish;
- 34.4.4. Neatness;
- 34.4.5. Appearance;

34.5. The inspection shall be done in random areas of different categories, according to the scheduling. The scheduling will be prepared by the Hospital Management.

34.6. The summarize / overall checklist as stated in Schedule F shall be graded by the Centre's Manager / In-Charge.

34.7. In order to gauge the performance and the quality of the cleaning services provided by Contractors, the Hospital Management will be closely monitoring performance using Key Performance Indicator (KPI) which will be based as follow;

No.	KPI	Definition	Target	Score	Measurement	Tools/Forms
1	<b>Schedule Compliance</b>	Percentage of cleaning tasks completed per schedule (daily, weekly, monthly).	95%	30%	Total scheduled x completed tasks = score%	Daily/Weekly/ Monthly Cleaning Log (Form A, B, C, D, E & F)
2	<b>Quality of Service</b>	Level of cleanliness achieved in areas like patient rooms, public spaces, etc.	100%	40%	Joint Inspection checklist score	Monthly Joint Inspection for Evaluation
3	<b>User Satisfaction</b>	Feedback from user on cleanliness.	90%	10%	User Inspection Evaluation score	User Inspection Evaluation
		Number of reported complaints related to the equipment, consumables, and supplies.	Zero complaints	10%	Reduction of 1% for every 3 complaints	Inventory Availability Complaint Report Form
4	<b>HSE</b>	Number of reported safety incidents related to the services.	Zero incidents	10%	Reduction of 1% for every 1 complaint	Incident Report Form
<b>TOTAL</b>				100%		

34.8. The overall score the evaluation and performance (Form G as stated in Schedule F) shall be used for the purpose of ascertaining the payment. The Government shall be entitled to make deductions on the overall monthly charges.

### 35. Contract price and payment

35.1. The Government shall be entitled to deduct payment due to renovation works on the stated cleaning areas or maintain the payment by replacing the related areas with projects or new environment.

The Contractor shall submit the invoice of the previous month on the first week of each month, with attendance sheets of their employees and other relevant documents, verified by the Hospital Officer in-charge. All claims shall be addressed to:

**Chief Executive Officer Sp Grade**  
**4<sup>th</sup> floor Women & Children Centre**  
**Raja Isteri Pengiran Anak Saleha Hospital**  
**Bandar Seri Begawan BA1710**  
**Negara Brunei Darussalam**

35.2. The Hospital is also entitled to make deductions based on overall performance score as following categories:

<b>Overall KPI Performance (%)</b>	<b>Payment (%)</b>	<b>Description</b>
90% - 100%	100%	Full payment
80% - 89%	95%	Slight reduction – Minor shortfall in one or more KPIs.
75% - 79%	90%	Moderate reduction – Several KPIs below target.
60% - 74%	80%	Major reduction – Many KPIs not met, impacting service quality.
Below 60%	60% or below	Severe reduction – Failure to meet minimum service standards; penalties may apply.

- 35.3. Deduction of payment will be finalized and adjusted accordingly based on performance and compliance in the quality of work acceptable by the Hospital. The allocation of costs will start off from the deduction of staff's attendance as stated as follow;
- 35.4. If the overall performance is below satisfactory (80% below) after 2 times inspection within a specified period of time, be it of the same or different matter, RIPAS Hospital Management shall send a written warning letter to the Contractor to regulatory measures, to remedy the failure.
- 35.5. If the average monthly performance of 80 % below continuous in 3 months, failure to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.
- 35.6. Regarding the requested pest control services, Tenderer shall, upon completion of the services, submit a report together with all relevant supporting documentation as evidence of the work performed. This report must accompany the invoice for payment claims.

### **36. Right to appoint other vendors**

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

### **37. Exit Clause**

- 37.1. The Government reserves the absolute right to **terminate the Contract at any time**, without assigning any reason, by giving written notice. No compensation shall be payable except for Services satisfactorily rendered up to the termination date.

### **38. Authorised representative**

- 38.1. For the purpose of the provision of the Services, the Hospital will be represented by the Housekeeping Manager, who will be the authorized Hospital representative.

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

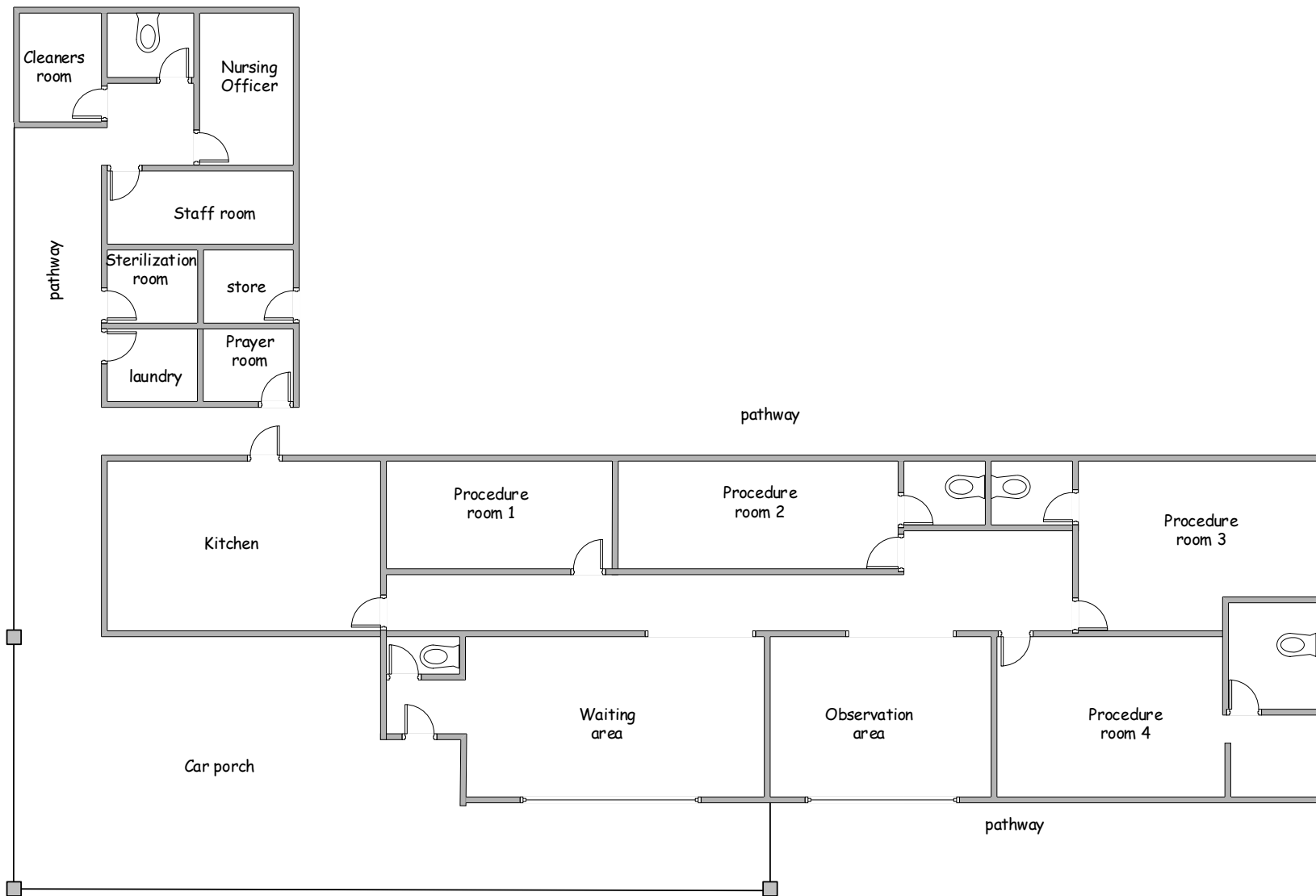
**Head of Operation**  
**4<sup>th</sup> Floor Women & Children Centre**  
**Raja Isteri Pengiran Anak Saleha Hospital**  
**Bandar Seri Begawan BA1710**  
**Negara Brunei Darussalam**  
**Contact No.: 2242424 Ext. 7420 Fax: 2242690 (CEO Office)**

**39. Schedules**

Schedule A:	Areas to be Cleaned
Schedule B:	Scope of Services
Schedule C:	Quality Standards
Schedule D:	Allocation of Manpower
Schedule E:	Equipment & Consumables
Schedule F:	Evaluation Forms

**SCHEDULE A**  
**AREAS TO BE CLEANED**

<b>No.</b>	<b>Service/s</b>	<b>Area/s</b>
1.	The Circumcision Services	One (1) Bungalow: <ol style="list-style-type: none"><li>1. Main entrance and other entrances</li><li>2. Procedure rooms</li><li>3. Offices, closets, pantries, public waiting areas and work stations</li><li>4. Sterilization room</li><li>5. Laundry room</li><li>6. Toilets</li><li>7. Corridors and hall ways</li><li>8. Store rooms within building</li><li>9. External store rooms outside building</li><li>10. Car Park areas</li><li>11. Loading/Unloading areas</li><li>12. Drains and gutters</li><li>13. Area outside gate 2.5 meters</li></ol>



## SCHEDULE B

### SCOPE OF SERVICES AND GENERAL GUIDELINES

#### GENERAL/ TYPICAL SERVICES

##### Environment:

Element	Specification
Overall Appearance	<ul style="list-style-type: none"><li>▪ All areas should be clean, tidy and well-maintained, be free of rust, with no blood or body substances, dust, dirt, debris and spillages and be uncluttered with only appropriate, cleanable, well-maintained furniture, fixtures and fittings used.</li><li>▪ All fire exit and entrance doors are clear and unhindered.</li><li>▪ Only designated store rooms should be used for storage purposes.</li></ul>
Odour Control	<ul style="list-style-type: none"><li>▪ The environment and equipment should be clean and free from offensive odours. The area smells fresh.</li><li>▪ Areas should be adequately ventilated with ventilation units cleaned and serviced accordingly.</li></ul>

## BUILDING - INTERNAL & EXTERNAL FEATURES

Element	Specification
Entrance/Exit	<ul style="list-style-type: none"> <li>▪ All entrance/exit areas (including fire exits) including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ Entrance matting and mat well if present, should be clean and in good repair. Matting specification should be according to the Hospital's requirement.</li> <li>▪ Any rubber matting should be change or dispose immediately if it is already damage or unusable</li> </ul>
External areas	<ul style="list-style-type: none"> <li>▪ All external areas including fire exits, steps, entrances, porches, external light fittings, pavements, parking areas, awning and footpaths `are free of dust, grit, dirt, spillages, chewing gum, cobwebs, rubbish, leaves, unwanted plants, algae and bird excreta.</li> <li>▪ All drains, drain cover and outlet within the building to exit point should be clean and free from water logged and blockage.</li> <li>▪ Handrails are clean and free of stains.</li> </ul>
External Windows & glass panelling	<ul style="list-style-type: none"> <li>▪ All external glass should be clean and well-maintained with no dust, dirt, debris and spillages</li> </ul>
Display board/ information/ billboards/signages	<ul style="list-style-type: none"> <li>▪ All display board, information board and billboards are free of dust, grit, lint, soil and cobwebs.</li> </ul>

### Fixed Assets

Element	Specification
Switches, sockets and data points	<ul style="list-style-type: none"> <li>▪ All wall fixtures such as switches, sockets or data points should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
Walls	<ul style="list-style-type: none"> <li>▪ Internal and external walls are free of dust, grit, lint, soil and cobwebs.</li> </ul>
Ceilings	<ul style="list-style-type: none"> <li>▪ All ceiling surfaces/tiles should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.</li> </ul>
Doors	<ul style="list-style-type: none"> <li>▪ Doors including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
All internal glass including partitions and windows	<ul style="list-style-type: none"> <li>▪ All internal glass should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.</li> </ul>
Mirrors	<ul style="list-style-type: none"> <li>▪ All wall mirrors should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages</li> </ul>
Ventilation grilles extract and inlets eg. Duct outlets, air vents & grills, air conditioner, relief grilles, exhaust fan, extraction fans	<ul style="list-style-type: none"> <li>▪ Ventilation units, including all component parts, should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ All ventilation outlets are kept unblocked.</li> </ul>

## Hard Floors

Element	Specification
Floor – (Including polished, non-slip and carpeted floor)	<ul style="list-style-type: none"> <li>▪ The complete floor should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.</li> <li>▪ The floor is free of polish or other built-up edges and corners.</li> <li>▪ Inaccessible area (edges and corners) are free of dust, grit and spots.</li> <li>▪ Provide comprehensive floor care program including scrub, polish, topcoat, strip.</li> <li>▪ Appropriate signage and precautions are taken regarding pedestrian safety on a newly cleaned or wet floors.</li> <li>▪ Inaccessible area (edges and corners) are free of dust, grit and spots.</li> </ul>

## Fixtures - Electrical Fixtures and Appliances

Element	Specification
Electrical items e.g., overhead lights, TVs, ceiling fans, ovens	<ul style="list-style-type: none"> <li>▪ Electrical items, including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>

## Furnishings, Fixtures and Fittings

Element	Specification
High surfaces	<ul style="list-style-type: none"> <li>▪ All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ Cabinet racks should be cleaned.</li> </ul>
Low surfaces	<ul style="list-style-type: none"> <li>▪ All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ Cabinet racks should be cleaned.</li> </ul>
Chairs, sofas, stools, benches,	<ul style="list-style-type: none"> <li>▪ All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages</li> </ul>
Recliner/Patient Couches/Trolleys	<ul style="list-style-type: none"> <li>▪ All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
Lockers/wardrobes/drawers/cupboards/closet/tables	<ul style="list-style-type: none"> <li>▪ All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
All dispensers and holders	<ul style="list-style-type: none"> <li>▪ Dispensers, holders, wall brackets including all component parts should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages</li> <li>▪ Dispensers should be free of product build-up around the nozzle.</li> <li>▪ Containers should be replaced when empty; containers that facilitate topping-up should not be used, to avoid splashes on surfaces splash-backs should be provided.</li> </ul>
Waste receptacles, Sani-bins & Nappy Bins (Note: service contracts to include standards required)	<ul style="list-style-type: none"> <li>▪ The waste receptacle including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ Bins should be emptied as appropriate, with fresh liners fitted in accordance with local and national policy. Bags</li> </ul>

Element	Specification
	<p>should be removed and labeled/tagged when no more than ¾ full and stored appropriately in a secure location.</p> <ul style="list-style-type: none"> <li>▪ There should be an agreed schedule in operation for replacement of sani bins in place.</li> <li>▪ The sani-bin/nappy bin, including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
Curtains (window and cubicle)/rails and blinds	<ul style="list-style-type: none"> <li>▪ Curtains, blinds, and associated fittings and attachments should be clean and well-maintained, with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>

### Toilets, Sinks, Hand-Wash Basins and Bathroom Fixtures

Element	Specification
Bathrooms/Showers/Wash Hand Basins/kitchen sinks	<ul style="list-style-type: none"> <li>▪ Bathrooms, Showers and Wash Hand Basins should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ All bathroom fittings including component parts, and all associated fittings, e.g. tiles, taps, showerheads, dispensers, toilet brushes etc. should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages, and polished accordingly.</li> <li>▪ Free from unpleasant or distasteful odour.</li> <li>▪ Only designated store rooms should be used for storage purposes.</li> </ul>
Toilets/Slop Hoppers	<ul style="list-style-type: none"> <li>▪ Toilets, slop hoppers, bidets, urinals etc. should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ Wall tiles and wall fixtures are free from dust, grit, smudges smears, odours, mould and body fluids.</li> <li>▪ Plumbing fixtures are free from smudges, dust, soap build-up and mineral deposits.</li> <li>▪ Free from unpleasant or distasteful odour.</li> <li>▪ Only designated store rooms should be used for storage purposes.</li> </ul>
Sanitary accommodation & Sanitary ware overall appearance	<ul style="list-style-type: none"> <li>▪ All sanitary accommodation and sanitary ware should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> </ul>
Replenishment of Consumables	<ul style="list-style-type: none"> <li>▪ Adequate and approved consumables such as liquid soap, paper towels and toilet paper should be readily available and stored appropriately.</li> <li>▪ Appropriate dispensers should be available with dispensers and all component parts clean and well-maintained accordingly.</li> </ul>
Cleaning Store/ Cleaning Services Room	<ul style="list-style-type: none"> <li>▪ All cleaning equipment including component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.</li> <li>▪ All cleaning equipment should be cleaned daily in accordance with cleaning specification and used in accordance with the cleaning manual and stored inverted and dry as appropriate.</li> <li>▪ Equipment with water reservoirs should be stored empty and dry.</li> </ul>

Element	Specification
	<ul style="list-style-type: none"> <li>▪ All cleaning equipment and products should be of adequate supply and be approved for use by Infection Control Unit and/or appropriate expert groups.</li> <li>▪ Storage facilities should be adequate, clean and well maintained.</li> <li>▪ All cleaning products and consumables should be stored on shelves in locked cupboards and all cleaning products and equipment should comply with colour coding policy.</li> </ul>

**Patient Equipment**

Element	Specification
Commodes, weighing scales, manual handling equipment eg wheelchair, patient trolley etc.	<ul style="list-style-type: none"> <li>▪ Direct contact patient equipment including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages</li> <li>▪ Has no unpleasant or distasteful odour.</li> </ul>
Fridge and/or freezer	<ul style="list-style-type: none"> <li>▪ The fridge and/or freezer should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages, with no build-up of ice.</li> <li>▪ Has no unpleasant or distasteful odour.</li> </ul>

## WASTE MANAGEMENT SERVICES

Element	Specification
Waste Removal/ Waste Bin Cleaning	<ul style="list-style-type: none"> <li>▪ Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection room holding area.</li> <li>▪ Waste should not be placed around floors or passageway as contamination may result.</li> <li>▪ Following removal of waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner.</li> <li>▪ General waste bags must always be marked or tagged to ensure that their department of origin can be traced. General waste bags must always be marked or tagged to ensure that their department of origin can be traced.</li> </ul>
Clinical (Biohazard) Waste Removal/ Bin Cleaning (Biohazard Waste Store)	<ul style="list-style-type: none"> <li>▪ Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection room holding area.</li> <li>▪ Waste should not be placed around floors or passageway as contamination may result.</li> <li>▪ Following removal of Waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner.</li> <li>▪ Clinical waste bags must always be marked or tagged to ensure that their department of origin can be traced. Clinical waste bags must always be marked or tagged to ensure that their department of origin can be traced.</li> <li>▪ Clinical waste containers should be locked at all times and not accessible to the general public. Clinical waste from an infected source should be double bagged and disposed of in the normal way.</li> </ul>
Collection of waste/Clinical Waste/Domestic Waste/Confidential Materials	<ul style="list-style-type: none"> <li>▪ Waste is to be transported by trolley to the waste collection area where it is to be placed into the appropriate containers for segregation and disposal.</li> <li>▪ Compliance with Infection Control Unit with regards to clinical waste and non-clinical waste disposal</li> <li>▪ Provide appropriate polythene bags for non-clinical waste and clinical waste (yellow plastic bags written "BIOHAZARD WASTE"), storage bins and trolleys/carts/containers for waste transportation</li> <li>▪ Provide gloves, masks, aprons and visors for handling of waste</li> <li>▪ Replace all containers when no more than <math>\frac{3}{4}</math> full</li> <li>▪ Has no unpleasant or distasteful odour</li> <li>▪ All clinical waste bins or containers should be collected daily and send directly to the temporary collection area at the incinerator service, Hospital Raja Isteri Pengiran Anak Saleha by the contractor own transportation.</li> <li>▪ Yellow Biohazard Bag/Clinical Waste Bag, waste that is contaminated with blood or body fluid such as: <ul style="list-style-type: none"> <li>✓ sanitary items,</li> <li>✓ cloth use for wiping up spills</li> </ul> </li> <li>▪ Black Plastic Bag - Includes normal household and catering waste, all non-infectious waste, non-toxic, non-radioactive waste and non-chemical waste</li> <li>▪ White Plastic Bag - Includes shredded waste documents of a confidential nature</li> </ul>

## FACILITIES MANAGEMENT

<b>Element</b>	<b>Specification</b>
Fixtures/Quality Management	<ul style="list-style-type: none"><li>▪ Inspect and report all facility conditions to the hospital management formally, that requires maintenance; affect the cleaning operation; present as a safety hazard; or is detrimental to the image of a visual pleasing environment</li><li>▪ Maintain security of serviced areas during cleaning procedures. Ensure areas are secure and locked when leaving if required.</li><li>▪ Customer Feedback forms.</li><li>▪ Inspection of works.</li></ul>

## GROUND MAINTENANCE

Element	Specification
Flower Pots	<ul style="list-style-type: none"> <li>▪ Either ceramic, cement, plastic or clay should be well maintained and scheduled fertilize. Any unwanted plants grow should be remove and all pot should be kept clean from green algae.</li> </ul>
Turf Maintenance	<ul style="list-style-type: none"> <li>▪ Cutting, mowing, edging, blowing and trimming of lawn areas</li> <li>▪ Mowing height to be based on season and what is horticultural correct for the turf variety. Cutting shall not be limited to such frequency in the event additional cuttings are required to maintain the lawn in the manner acceptable to the Facility Maintenance Representative. (Max. height 20mm).</li> <li>▪ Never scalp the lawn or remove more than one-third of the existing top growth in one mowing.</li> <li>▪ Any visible or unsightly clippings which remain on turf shall be removed following mowing.</li> <li>▪ The frequency of grass cutting shall be twice a month, the first round shall be commenced on the 1st and completed by the 15th and the second round commenced on the 16th and completed by the 30th or 31st of each month as the case may be.</li> <li>▪ The Contractor is also required to do additional grass cutting without any additional expenses which may be incurred as required by the Hospital Housekeeping Management outside the working hours.</li> <li>▪ The contractor is required to cut the grass and clear the unwanted leaves, branches one meter from the fence.</li> </ul>
Shrubbery Maintenance	<ul style="list-style-type: none"> <li>▪ Trimming and pruning of plant material. The contractor shall do all pruning daily. Pruning for general cleanup of trees and shrubs can be carried out all time throughout the contract.</li> <li>▪ Periodically prune trees to protect pedestrians. All major pruning shall be done only under the direction of the Facilities Maintenance Manager or his/her representative.</li> <li>▪ Remove all dead branches, diseased foliage, insects or disease infested plant immediately to prevent any further unwanted damages</li> <li>▪ All trimming and pruning shall be performed to acceptable standards. The Contractor shall cut down any of the unwanted trees under the direction and supervision of Hospital Facility Management. All the cut down trees and branches should be removed and cleared from the area immediately and disposed it to the contractor own site.</li> <li>▪ In the event of emergency or disaster, The Contractor may requires to do additional clearing or cutting out any fallen trees or near fall which endanger to the public without any additional expenses as directed by the Hospital Management either within working hours or outside the working hours.</li> </ul>
Fertilizing	<ul style="list-style-type: none"> <li>▪ All flowering shrubs shall be fed around [what months] with a compatible fertilizer. Contractor shall notify Housekeeping Manager before or during fertilizer application.</li> <li>▪ Any variances in the above-mentioned fertilizer schedule will be at the determination of the landscape contractor in conjunction with the Housekeeping Manager.</li> </ul>
Pesticides or Chemical Applications	<ul style="list-style-type: none"> <li>▪ Contractor is hereby granted permission to use such approved pesticides and chemicals as found necessary and advantageous. All chemicals shall be applied by a properly licensed and approved pesticide applicator. Contractor</li> </ul>

Element	Specification
	<p>assumes all liability for damage and/ or injury for use of these products or equipment. Owner shall be notified prior to applications and advised of any danger associated with the use of these products.</p> <ul style="list-style-type: none"> <li>▪ Herbicide spray shall be used to prevent growth in paved areas or areas where vegetated growth is not permitted.</li> <li>▪ Contractor shall strictly adhere to chemical manufacturer's application, usage, and clean-up directions. Contractor shall take all precautions necessary to eliminate chemical misuse, personal property damage and/or damage to wildlife.</li> <li>▪ Contractor shall provide Owner with all MATERIAL SAFETY DATA SHEETS for all chemicals used on the property PRIOR to usage of the chemical or product containing the chemical if needed.</li> <li>▪ Contractor shall satisfy and comply with any and all regulatory agencies in the handling, application, disposal, and storage of all chemicals and / or hazardous chemicals. Contractor shall notify Housekeeping Manager in the event of any unusual circumstances regarding plant determination, wildlife death (mammal, fowl, or fish) or other abnormal occurrences.</li> <li>▪ Contractor shall be responsible for any damages incurred by the improper use, storage, or application of all chemicals or substances used on the premises.</li> </ul>
Roadway Maintenance	<ul style="list-style-type: none"> <li>▪ The main roadways shall be swept or using blower daily or as required by the Hospital Housekeeping Manager. In addition all clippings generated from mowing shall be promptly removed.</li> <li>▪ Thrown rubbish, dry grass, dead leaves, cans, plastic bottles and / or dead branches shall be removed from the landscape during services.</li> <li>▪ All pedestrian walkways and pathways outside building block shall be kept clear of debris during roadway maintenance.</li> <li>▪ Any unwanted plants that grew along the pathway / walkway should be removed and clean.</li> </ul>
Drainage - internal road drainage, every ground floor drainage of each building blocks, alongside of gates and hillside drainage	<ul style="list-style-type: none"> <li>▪ All drainage should be clean daily including clearing of unwanted plant, dry leaves, rubbish and/or algae. Used of proper cleaning chemical should be done weekly.</li> <li>▪ Any obstruction / clogged along the drainage should be clear off and washed. The contractor should avoid any debris in the drainage as a result from lawing activity. If such things happen, the contractor should clean it immediately.</li> <li>▪ In the event of emergency or disaster, The Contractor may requires to do additional clearing or washing out any leaves, trees or rubbish alongside the drainage system which occurs as a result from heavy rain or strong wind that may clogged and caused overflow without any additional expenses as directed by the Hospital Management either within working hours or outside the working hours.</li> <li>▪ The contractor is required to clear the external drainage system up to the exit point.</li> </ul>
Debris Removal	<ul style="list-style-type: none"> <li>▪ Do not permit debris or unsalvageable material resulting from the work to accumulate on the site. Remove debris as rapidly as it accumulates.</li> <li>▪ Do not dispose of debris in waterways drains. Provide for off-site disposal areas. Litter and trash including leaves, rubbish,</li> </ul>

Element	Specification
	<p>paper, bottles, cans, rocks, gravel, and other debris shall be removed from all areas on a weekly basis.</p> <ul style="list-style-type: none"> <li>▪ All refuse resulting from the maintenance operation of properties shall be disposed of at locations designated by the Manager/Owner. Hardscape (i.e. sidewalks, patios, driveways) shall be swept or blown free of debris</li> </ul>
Maintaining Traffic	<ul style="list-style-type: none"> <li>▪ Accomplish Work with minimum interference to pedestrian and vehicular traffic on adjacent streets and highways.</li> </ul>
Certification of Lines and Dimensions	<ul style="list-style-type: none"> <li>▪ Care shall be taken to protect any existing survey markers such as road lines. If such markers are destroyed, it shall be the responsibility of the contractor to have markers re-established.</li> </ul>

**SCHEDULE C**  
**QUALITY STANDARDS**

**Environment**

Elements	Requirement
Overall Appearance	<ul style="list-style-type: none"> <li>▪ The area appears tidy and uncluttered</li> <li>▪ Floor space is clear, only occupied by furniture and fittings designed to sit on the floor</li> <li>▪ Furniture is maintained in a fashion which allows for cleaning</li> <li>▪ Fire access and exit doors are left clear and unhindered</li> </ul>
Odour Control	<ul style="list-style-type: none"> <li>▪ The area smells fresh</li> <li>▪ There is no unpleasant or distasteful odour</li> <li>▪ Room deodorisers are clean and functional</li> </ul>

**Building**

Elements	Requirement
External features	<ul style="list-style-type: none"> <li>▪ Fire-exits and stairwells, landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, external light fittings are: free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts and bird excreta</li> <li>▪ Handrails are clean and free of stains</li> <li>▪ Garden furniture is clean and operational</li> </ul>
Walls, skirtings and ceilings	<ul style="list-style-type: none"> <li>▪ Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs.</li> <li>▪ Walls and ceilings are free of marks caused by furniture, equipment or hospital users</li> <li>▪ Light switches are free of fingerprints, scuffs and any other marks</li> <li>▪ Light fittings are free of dust, grit, lint and cobwebs</li> <li>▪ Polished surfaces are of a uniform lustre</li> </ul>
Windows	<ul style="list-style-type: none"> <li>▪ External and internal surfaces of glass are clear of all streaks, chewing gum, spots, marks, including fingerprints and smudges</li> <li>▪ Window frames, tracks and ledges are clear and free of dust, grit, marks and spots</li> </ul>
Doors	<ul style="list-style-type: none"> <li>▪ Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs</li> <li>▪ Doors and doorframes are free of marks caused by furniture, equipment or staff</li> <li>▪ Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks</li> <li>▪ Door tracks and door jambs are free of grit and other debris</li> <li>▪ Polished surfaces are of a uniform lustre</li> </ul>
Hard floors	<ul style="list-style-type: none"> <li>▪ Free of dust, grit, litter, chewing gum, marks and spots, water or other liquids</li> <li>▪ The floor is free of polish or other build-up at the edges and corners, or in traffic lanes</li> <li>▪ The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points</li> <li>▪ Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots</li> <li>▪ Polished or buffed floors are of a uniform lustre</li> <li>▪ Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors</li> </ul>

Elements	Requirement
	<ul style="list-style-type: none"> <li>▪ Dust control mats are free from ingrained dust, dirt, stains, and the edges and reverse side are free from dust and dirt</li> </ul>
Soft floors	<ul style="list-style-type: none"> <li>▪ Free of dust, grit, litter, chewing gum, marks and spots, water or other liquids</li> <li>▪ The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points</li> <li>▪ Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots</li> <li>▪ Carpets are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss or embrittlement of fibres</li> </ul>
Ducts, grilles and vents	<ul style="list-style-type: none"> <li>▪ All ventilation outlets are kept unblocked and free of dust, grit, chewing gum, soil, film, cobwebs, scuffs and any other marks</li> <li>▪ All ventilation units are kept clear and uncluttered following cleaning</li> </ul>

### Fixtures

Elements	Requirement
Electrical fixtures and appliances	<ul style="list-style-type: none"> <li>▪ Are free of grease, dirt, dust, deposits, marks, stains and cobwebs</li> <li>▪ Electrical fixtures and appliances are kept free from signs of use or non-use</li> <li>▪ Motor vents, etc., are clean and free of dust and lint.</li> <li>▪ Insect-killing devices are free of dead insects, and are clean and functional</li> </ul>
Furnishings and Fixtures	<ul style="list-style-type: none"> <li>▪ Free of spots, soil, film, dust, fingerprints and spillage</li> <li>▪ Soft furnishings are free from stains, soil, film and dust</li> <li>▪ Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs</li> <li>▪ Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots</li> <li>▪ All high surfaces are free from dust and cobwebs.</li> <li>▪ Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use, cords shall be clean and knot free</li> <li>▪ Equipment is free of tapes/plastic, etc., which may compromise cleaning</li> <li>▪ Furniture has no unpleasant or distasteful odour</li> <li>▪ Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, litter</li> <li>▪ Internal plants are free of dust and litter</li> <li>▪ Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact</li> <li>▪ Waste is removed in accordance with the Service standards of the Waste Management Service Level Specification</li> <li>▪ Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.</li> <li>▪ All decorative plants are free of dust and debris</li> </ul>
Toilets and Bathroom Fixtures	<ul style="list-style-type: none"> <li>▪ Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up and mineral deposits</li> <li>▪ Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits</li> <li>▪ Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits</li> <li>▪ Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids</li> </ul>

<b>Elements</b>	<b>Requirement</b>
	<ul style="list-style-type: none"><li>▪ Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits</li><li>▪ Bathroom fixtures are free from unpleasant or distasteful odour with polished surfaces of a uniform lustre</li><li>▪ Sanitary disposal units are clean and functional</li><li>▪ Consumable items are in sufficient supply</li><li>▪ Waste is removed in accordance with the Service Standards of the Waste Management Service Level Specification</li></ul>

**SCHEDULE D**

**ALLOCATIONS OF MANPOWER**

<b>No.</b>	<b>Services</b>	<b>Office Hours (Mon - Thu &amp; Sat)</b>	<b>Daily (Mon - Sun)</b>	<b>Outside Working Days (Fri, Sun &amp; Public Holiday)</b>
		<b>7:00am - 5:00pm</b>	<b>5:00pm - 7:00am</b>	<b>7:00am - 7:00am (the next day)</b>
1	Housekeeping (Cleaning/Laundry/Gardener)	1		
2	Landscaper	1		
3	Watchman		1	1

**SCHEDULE E**  
**CONSUMABLES**

No.	Description	Measure	In-patient	Out-patient
<b>1</b>	<b>Materials</b>			
1.1	M-Fold Towel	Piece		
1.2	Toilet Paper	Piece		
1.3	Garbage Chute Bag (Black) - Disposal area	Unit		
1.4	Clinical Waste Bag (Yellow)	Unit		
<b>2</b>	<b>Wiping Cloth</b>			
2.1	Green Micro-Fiber - General Cleaning of Room Items	Piece	Consultation Room, Office	Clinic
2.2	Yellow Micro-Fiber - Cleaning of Toilet and Disposal Room	Piece	Consultation Room, Office	Clinic
2.3	Blue Micro-Fiber - Cleaning of Glass and Specific Items	Piece	Consultation Room, Office	Clinic
2.4	Green Checkered Micro-Fiber - Cleaning of Toilet Bowl	Piece	Consultation Room, Office	Clinic
<b>3</b>	<b>Reusable Mopping Cloth</b>			
3.1	Green Micro-Fiber - General Cleaning of Room Items	Piece	Consultation Room, Office	Clinic
3.2	Yellow Micro-Fiber - Cleaning of Toilet and Disposal Room	Piece	Consultation Room, Office	Clinic
3.3	Blue Micro-Fiber - Cleaning of Glass and Specific Items	Piece	Consultation Room, Office	Clinic
3.4	Green Checkered Micro-Fiber - Cleaning of Toilet Bowl	Piece	Consultation Room, Office	Clinic
<b>4</b>	<b>Chemicals &amp; Detergents</b>			
4.1	Floor Sealer	Btl		
4.2	Floor Polish	Btl		
4.3	Floor Stripper	Btl		
4.4	Carpet Shampoo	Btl		
4.5	Carpet Pre-Treatment	Btl		
4.6	General Disinfectant	Btl		
4.7	Furniture Polish/Cleaner	Btl		
4.8	Buffing Liquid	Btl		
4.9	Deodoriser	Btl		
4.10	Liquid Hand Soap	Btl		
4.11	Toilet Bowl Cleaner	Btl		
4.12	Toilet Disinfectant	Btl		
4.13	Glass/Mirror Cleaner	Btl		

## SCHEDULE E

### TOOLS, MACHINERY AND EQUIPMENT

No.	Description	Measure	In-patient	Out-patient
<b>1</b>	<b>Tools</b>			
1.1	Toilet Bowl Brushes	Piece		
1.2	Mop Squeeze Bucket with Wet Mop	Piece		
1.3	Dry Mop	Piece		
1.4	Brute Angle Brooms	Piece		
1.5	Glass Cleaning Tools	Piece		
1.6	Lobby Dustpan	Piece		
<b>2</b>	<b>Machinery</b>			
2.1	Vacuum Cleaner	Unit		
2.2	Wet and Dry Vacuum Machine	Unit		
2.3	Buffing / Polishing Machine	Unit		
2.4	Carpet Shampoo Machine	Unit		
2.5	Carpet Dryer	Unit		
2.6	Wet Suction	Unit		
2.7	High Pressure Cleaner/Water Jet	Unit		
2.8	Blower Machine			
2.9	Grass Cutter	Unit		
2.10	Trimming / Chainsaw / Reciprocal Saw Machine	Unit		
<b>3</b>	<b>Equipment</b>			
3.1	Janitor Cart	Unit		
3.2	Caution Signboards	Unit		
3.3	Aluminium Ladders	Unit		
3.4	Big Garbage Trolleys 550L (Green/Grey)	Unit		
3.5	Domestic Garbage Bins 30L	Unit	Consultation Room, Office	Clinic
3.6	Biohazard Bins 30L (Yellow)	Unit	Consultation Room, Office	Clinic
3.7	Biohazard Garbage Bins 240L (Yellow)	Unit	Consultation Room, Office	Clinic
3.8	Hand Soap Dispenser	Unit	All Toilets, Consultation Rooms	All Toilets
3.9	M-Fold Towel Dispenser	Unit	All Basins	All Basins
3.10	Toilet paper Dispenser	Unit	All Toilets	All Toilets
3.11	Air Freshener Dispenser	Unit	All Toilets	All Toilets
3.12	Pest Control Cages/Traps	Unit		

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

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**SCHEDULE A**

**TENDER FORM**

To:

**TENDER REFERENCE NO.: KK/62/2026/UPP(TC)**

**INVITATION TO TENDER  
THE PROVISION OF HOUSEKEEPING (CLEANING, GROUND MAINTENANCE, LAUNDRY,  
DISPOSAL OF DOMESTIC & CLINICAL WASTE COLLECTION) AND WATCHMAN SERVICES FOR  
THE CIRCUMCISION CLINIC, NO.11 SPG 253-54-6 KG KIARONG, MUKIM GADONG BE1318 FOR  
A PERIOD OF THREE (3) YEARS**

TENDER OF (*Name of Tenderer*) : \_\_\_\_\_

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

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

No.	Description	Qty	Unit of measure (UOM)	Rate (\$)	Total Amount (\$)
1	<p><i>Supply of labour, tools, materials, supervision and all necessary equipment including Health and Safety requirement for the proper execution of the works such as follows:</i></p> <p><b><u>HOUSEKEEPING, GROUND MAINTENANCE AND LAUNDRY SERVICES</u></b></p> <p>(a) Provision of daily and periodic cleaning for all designated clinic areas, including patient rooms, offices, public areas, toilets, and other areas stated in the Specifications. Tasks include, but are not limited to, dusting, sweeping, mopping, scrubbing, disinfecting and replenishing consumables, ensuring cleanliness and hygiene standards are maintained at all times.</p> <p>(b) Maintenance of all outdoor and landscaped areas within clinic premises, including lawn care, trimming, pruning, weeding, cleaning of pathways, drainage clearing and removal of debris.</p> <p>(c) Collection, washing, drying, ironing, folding, and delivery of linen in accordance with infection control and hygiene standards.</p>	12	Per Month	_____	_____
2	<p><b><u>WATCHMAN SERVICES</u></b></p> <p>(a) Provision of watchman/security personnel to safeguard clinic premises and monitor activities within assigned areas. Service hours are from 5:00 p.m. to 7:00 a.m. daily, and from 7:00 a.m. to 5:00 p.m. on Fridays, Sundays and public holidays. Duties include patrolling, reporting incidents, preventing unauthorized entry and assisting in emergencies.</p>	12	Per Month	_____	_____

No.	Description	Qty	Unit of measure (UOM)	Rate (\$)	Total Amount (\$)
3	<p><b><u>DISPOSAL &amp; COLLECTION OF WASTE (DOMESTIC &amp; CLINICAL)</u></b></p> <p>(a) Provision of waste collection and disposal services for both domestic and clinical waste within clinic premises to the appropriate waste site. The contractor/vendor shall bear all costs for transporting and disposing of both clinical waste at the incinerator and domestic waste. All handling, storage and disposal must comply with relevant health, safety and environmental regulations.</p>	12	Per Month	_____	_____
<b>TOTAL CHARGES FOR ONE (1) YEAR (\$)</b>					
<b>TOTAL CHARGES FOR THREE (3) YEARS (\$)</b>					



## 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. Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
    - **Provision of Houskeeping (Cleaning, Ground Maintenance, Laundry), Disposal of Waste Collection (Domestic & Clinical) dan Watchman services**
  - d. 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:*

Name of Sub-contractors(s)	Responsibility Description	Alliance Relationship between Contractor and Sub-contractor(s)		
		Alliance Exists? (Y/N)	Date Established	Alliance Description

## **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/Clients:*

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

*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:

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**

**DECLARATION**

Tenderers shall complete and submit the Declaration form below.

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

## SCHEDULE G

### LIST OF TOOLS, MACHINERY AND EQUIPMENT

- 7.1 Tenderers are required to list out the equipment and tools including the quantity required, which shall be used in providing the services described in **Section 2** of this Invitation To Tender. Tenderers are allowed to add in any other equipment and tools which are deemed necessary for the execution of the services.

No.	List Of Tools	Quantity	Brand
1.	Toilet Bowl Brushes		
2.	Mop Squeeze Bucket with Wet Mop		
3.	Dry Mop		
4.	Brute Angle Brooms		
5.	Glass Cleaning Tools		
6.	Lobby Dustpan		

No.	List Of Machinery	Quantity	Brand
1.	Vacuum Cleaner		
2.	Wet and Dry Vacuum Machine		
3.	Buffing / Polishing Machine		
4.	Carpet Shampoo Machine		
5.	Carpet Dryer		
6.	Wet Suction		
7.	High Pressure Cleaner		
8.	Grass Cutter		
9.	Trimming/Chainsaw/Reciprocal Saw Machine		

No.	List Of Equipment	Quantity	Brand
1.	Janitor Cart		
2.	Caution Signboards		
3.	Aluminium Ladders		
4.	Big Garbage Trolleys 550L (Green/Grey)		
5.	Domestic Garbage Bins 30L		
6.	Biohazard Bins 30L (Yellow)		
7.	Biohazard Garbage Bins 240L (Yellow)		
8.	Hand Soap Dispenser		
9.	M-Fold Towel Dispenser		
10.	Toilet paper Dispenser		
11.	Air Freshener Dispenser		
12.	Pest Control Cages/Traps		

## SCHEDULE H

### LIST OF CHEMICALS & CONSUMABLES

8.1 Tenderers are required to list out the chemicals which are intended to be used for the services.

No	List Of Consumables & Materials	Brand	Country Of Origin
1.	M-Fold Towel		
2.	Toilet Paper		
3.	Garbage Chute Bag (Black) - Disposal area		
4.	Garbage Chute Bag (White) - In patient room		
5.	Clinical Waste Bag (Yellow)		
6.	Micro-Fiber Towel (Yellow, Green, Blue & Checkered Green)		

No	List Of Chemicals & Detergents	Brand	Country Of Origin
1.	Floor Sealer		
2.	Floor Polish		
3.	Floor Stripper		
4.	Carpet Shampoo		
5.	Carpet Pre-Treatment		
6.	General Disinfectant		
7.	Furniture Polish/Cleaner		
8.	Buffing Liquid		
9.	Deodoriser		
10.	Liquid Hand Soap		
11.	Toilet Bowl Cleaner		
12.	Toilet Disinfectant		
13.	Glass/Mirror Cleaner		

**THE PROVISION OF HOUSEKEEPING (CLEANING, GROUND MAINTENANCE, LAUNDRY, DISPOSAL OF DOMESTIC & CLINICAL WASTE COLLECTION) AND WATCHMEN SERVICES FOR THE CIRCUMCISION UNIT AT NO. 11, SPG 253-54-6, KG KIARONG, MUKIM GADONG, BE1318 FOR A PERIOD OF THREE (03) YEARS**

FORM A – DAILY CHECKLIST

**LOCATION** \_\_\_\_\_  
**SECTION** \_\_\_\_\_  
**MONTH** \_\_\_\_\_  
**OFFICER IN CHARGE** \_\_\_\_\_

No	Description of work	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	
1	Sweep and mopping of floor and burnishing of floor (as required).																										
2	Vacuum and spot clean carpet.																										
3	Dusting of windows, frames and window blinds/curtains; spot cleaning of glass panels and frames; and cleaning handrails.																										
4	Damp dusting/wiping and disinfect furniture, counters, fittings, labels, equipment worktop, cupboards and public telephones and damp-wiped televisions, fire extinguishers and fire hose reel cabinets.																										
5	Cleaning of toilets and supply of toilets and supply toilet paper and deodorant to urinals.																										
6	Collect and removal of domestic waste.																										
7	Collect and removal of clinical waste.																										
<b>USER INITIAL (DAILY)</b>																											

**Officer In Charge (Unit Berkhatan Kiarong):**

Dengan ini disahkan Keseluruhan perkhidmatan yang diberikan oleh [ \_\_\_\_\_ ] mengikut arah seperti apa yang termasuk di dalam Kontrak Perjanjian.

Signature : \_\_\_\_\_

Date : \_\_\_\_\_



*\*VENDOR untuk menghadapkan kepada USER untuk **ditandatangani** dan **chop** setelah form diatas telah lengkap. Form ini akan dihadapkan kepada Bahagian Operasi RIPASH untuk invoice claim bulanan vendor setelah disahkan oleh USER.*

**THE PROVISION OF HOUSEKEEPING (CLEANING, GROUND MAINTENANCE, LAUNDRY, DISPOSAL OF DOMESTIC & CLINICAL WASTE COLLECTION) AND WATCHMEN SERVICES FOR THE CIRCUMCISION UNIT AT NO. 11, SPG 253-54-6, KG KIARONG, MUKIM GADONG, BE1318 FOR A PERIOD OF THREE (03) YEARS**

FORM B – WEEKLY CHECKLIST

LOCATION \_\_\_\_\_  
 SECTION \_\_\_\_\_  
 MONTH \_\_\_\_\_  
 OFFICER IN CHARGE \_\_\_\_\_

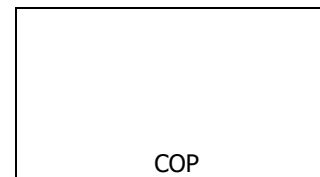
No	Description of work	WEEK 1					WEEK 2					WEEK 3					WEEK 4					WEEK 5									
		M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S					
1	Spot cleaning/dusting and removal of cobwebs and insect debris from walls, columns and ceiling; light fittings; and air-conditioner supply and return air grilles.																														
<b>USER INITIAL (ONCE A WEEK)</b>																															

**Officer In Charge (Unit Berkhatan Kiarong):**

Dengan ini disahkan Keseluruhan perkhidmatan yang diberikan oleh [ \_\_\_\_\_ ] mengikut arah seperti apa yang termasuk di dalam Kontrak Perjanjian.

Signature : \_\_\_\_\_

Date : \_\_\_\_\_



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FORM C – FORTNIGHTLY CHECKLIST

LOCATION \_\_\_\_\_  
 SECTION \_\_\_\_\_  
 MONTH \_\_\_\_\_  
 OFFICER IN CHARGE \_\_\_\_\_

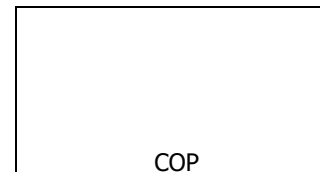
No	Description of Work	W1 (√)	USER INITIAL (FORTHNIGHTLY)	W3 (√)	USER INITIAL (FORTHNIGHTLY)
1	General cleaning of toilets – scrubbing of floor; wash-down and scrub walls and clean windows; and scrubbing of fixtures and fittings.				

**Officer In Charge (Unit Berkhatan Kiarong):**

Dengan ini disahkan Keseluruhan perkhidmatan yang diberikan oleh [ \_\_\_\_\_ ] mengikut arah seperti apa yang termasuk di dalam Kontrak Perjanjian.

Signature : \_\_\_\_\_

Date : \_\_\_\_\_



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FORM D - MONTHLY

**LOCATION** \_\_\_\_\_  
**SECTION** \_\_\_\_\_  
**MONTH** \_\_\_\_\_  
**OFFICER IN CHARGE** \_\_\_\_\_

No	Description of Work	√	USER INITIAL (MONTHLY)
1	General cleaning, scrubbing / stripping, sealing and polishing of floor (Tiled/Vinyl Floor) staircases, corridor and veranda.		
2	General cleaning of all internal glass panels, frames and security grilles.		

**Officer In Charge (Unit Berkhatan Kiarong):**

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Signature : \_\_\_\_\_

Date : \_\_\_\_\_

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FORM E – BI-MONTHLY

**LOCATION** \_\_\_\_\_  
**SECTION** \_\_\_\_\_  
**MONTH** \_\_\_\_\_  
**OFFICER IN CHARGE** \_\_\_\_\_

No	Description of Work	√	USER INITIAL (BI-MONTHLY)
1	General cleaning of all external glass panels and frames.		
2	Shampooing of carpet.		
3	Cleaning walls, ceiling, air-conditioner supply and return air-grilles and light covers/diffusers.		

**Officer In Charge (Unit Berkhatan Kiarong):**

Dengan ini disahkan Keseluruhan perkhidmatan yang diberikan oleh [ \_\_\_\_\_ ] mengikut arah seperti apa yang termasuk di dalam Kontrak Perjanjian.

Signature : \_\_\_\_\_

Date : \_\_\_\_\_



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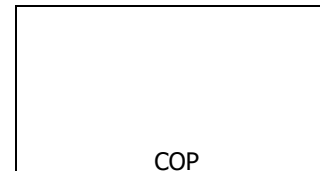
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**Officer In Charge (Unit Berkhatan Kiarong):**

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Signature : \_\_\_\_\_

Date : \_\_\_\_\_



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**Table 1** *Zone Area for Grass Cutting Schedule*

