

TENDER REFERENCE NO.: KK/103/2026/PPN(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF PATIENT CARE ASSISTANT
SERVICES AT THE DEPARTMENT OF DENTAL SERVICES,
MINISTRY OF HEALTH FOR A PERIOD OF THREE (3)
YEARS**

TENDER FEES : \$50.00

RECEIPT NO. :

CLOSING DATE : ON Tuesday, 09th June 2026

TIME : 2.00 PM

FOA :

**THE CHAIRMAN
MINI TENDER BOARD, TENDER BOX
GROUND FLOOR, MINISTRY OF HEALTH
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2

SPECIFICATION

TENDER REFERENCE NO.: KK/103/2026/PPN(TC)

THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT THE DEPARTMENT OF DENTAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

1. GENERAL

- 1.1 Tenderer(s) are sought from suitably company with qualified Patient Care Assistant Services. The services rendered for the provision of the services (hereinafter “the Services”) at the:
- 1.1.1 National Dental Centre
 - 1.1.2 Dental Services, Berakas Health Centre
 - 1.1.3 Dental Services, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah (PMMPMHAB) Hospital, Tutong District
 - 1.1.4 Dental Services, Suri Seri Begawan (SSB) Hospital, Belait District
 - 1.1.5 Dental Services, Pengiran Anak Puteri Hajah Muta-Wakillah Hayatul Bolkihah (PAPHMWHB) Gadong Health Centre
 - 1.1.6 Dental Services, Muara Health Centre
 - 1.1.7 Dental Services, Jubli Perak Sengkurong Health Centre.
- 1.2 The duration of the provision of Services is for **THREE (3) YEARS**.
- 1.3 The Tenderer shall be responsible for complying with regulations of all local, state, and federal agencies having jurisdiction over any portion of the work to be performed under this contract.
- 1.4 The successful Tenderer is also required to observe the following guidelines issued by the Ministry of Health:
- 1.4.1 Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
 - 1.4.2 Guideline For Cleaning and Disinfection of General Workplaces During an Infectious Disease Outbreak of Public Health Concern;

2. SCOPE OF SERVICES

- 2.1 The Tenderer shall provide the Services to the said areas for a period of **THREE (3) YEARS**.
- 2.2 The scope of work includes, but is not limited to, providing all labour / manpower, and also providing patient care assistance, support, and essential services across all Dental Service facilities under the Department of Dental Services (hereinafter “DDS”).
- 2.3 The Scope of Work required are as stated in **Schedule A**.
- 2.4 Patient Care Assistant (“PCA”) employees are required to perform duties as outlined in the Scope of Work and any other tasks relevant to service operations as directed by the nurse in charge, doctor in charge, or authorized officer.
- 2.5 It is the Tenderer responsibility to ensure that sufficient number of workers are provided and to perform the required services effectively.
- 2.6 The Deployment of PCA by Facility and Working Hours during Normal and Extended Hours are stated in **Schedule B**.

3. WORKING HOURS

- 3.1 The Tenderer shall provide the Services on a daily working hour (normal and extended hour) basis.
- 3.2 The Tenderer shall ensure all the PCA employees comply with the working days and hours including the extended hours set out as per **Schedule C**.
- 3.3 Extended hours services may be implemented on Friday and/or Sunday based on operational requirements of the DDS. Extended hours services are currently planned for Berakas Health Centre. The DDS reserves the right to extend such services to other facilities, including National Dental Centre (NDC), as and when required.
- 3.4 The DDS reserves the right, at its sole discretion, to activate any or all of the extended hour services, in whole or in part, at any time during the contract period based on operational needs.
- 3.5 PCA employees shall remain at their designated work placements until the completion of patient services and all patients have vacated the premises, as required under **Clause 3.2**, notwithstanding their scheduled working hours.
- 3.6 The DDS reserves the right to vary, extend, or amend the working hours and deployment schedule of PCA employees as operationally required. Any such adjustments shall be communicated to the Tenderer, and payment shall be made based on the actual days and hours of deployment as instructed by the DDS.
- 3.7 The Tenderer shall ensure that all PCA employees report to their designated work placements and are ready to commence duties prior to the start of their scheduled working hours.
- 3.8 Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up the full strength of the PCA employees required to provide the Services to the satisfaction of the Officer In Charge ("OIC").
- 3.9 The Tenderer shall make reasonable allowance in their pricing for occasional deployment of PCA employees outside normal working hours when instructed by the OIC/DDS for training, workshops, emergencies, or disaster-related situations.
- 3.10 The Tenderer may be required to carry out work or attend training/workshops outside normal office hours, including evenings and weekends, where necessary to minimise disruption to the services.
- 3.11 In the event of a shortage of staff, the Company shall take immediate steps to provide temporary employees. Such replacements must be notified to the Government not later than **two (2) hours** before the commencement of that replacement's shift. Failure to provide such replacements shall result in a penalty. Penalties shall be deducted from monthly payment. Failure to replace a supervisor shall result in imposing B\$200.00 and for a PCA, B\$100.00. Failure to provide such replacements shall result in a penalty on the Company as follows:

Supervisor	B\$200.00 per Supervisor
Patient Care Assistant	B\$100.00 per Patient Care Assistant

4. PCA REQUIREMENTS

- 4.1 The Tenderer shall employ only individuals who are citizens or permanent residents of Brunei Darussalam. The Tenderer shall be responsible for verifying and providing documentary proof of each individual's legal status and eligibility to work in the country.
- 4.2 All PCA employees shall have no criminal record prior to deployment and throughout the duration of the contract. The Tenderer shall ensure that appropriate background checks are conducted and shall provide documentary evidence upon request by the Department. The Tenderer shall immediately notify the DDS of any change in the status of any PCA employee.

- 4.3 PCA employees must be aged **20 to 45 years old** at the start of employment and medically fit to perform their duties, supported by a valid medical fitness report. Those who fail the medical requirements shall not continue employment.
- 4.4 The Tenderer shall ensure that all PCA employees must have the necessary skills, knowledge, and personal qualities to perform their duties effectively from the start of employment. Induction or refresher training should be provided by the Tenderer to reinforce these skills, as detailed below:
- 4.5 Employ PCA employees who have interpersonal skills, including communication, teamwork, empathy, and problem solving.
- 4.6 Ensure PCA employees are knowledgeable on basic hygiene, Health, Safety, and Environment (HSE) standards, and housekeeping procedures.
- 4.7 Ensure PCA employees are aware of confidentiality requirements and patient's rights.
- 4.8 Employ PCA employees who demonstrate professionalism and good conduct.
- 4.9 Provide induction or refresher training to reinforce skills and qualities as needed.

5. MANAGEMENT AND SUPERVISION OF PCA EMPLOYEES

- 5.1 The Tenderer will be in charge of managing and supervising all PCA employees throughout the contract. They will also be the main contact person and must report to the OIC. When needed, the Tenderer should take prompt and appropriate action to keep services running smoothly.
- 5.2 PCA employees who are feeling unwell shall comply with health and safety protocols, including wearing a proper face mask as advised.
- 5.3 The Tenderer shall also appoint a designated replacement in the event that the Tenderer falls ill (on medical leave) or is scheduled to go on leave.
- 5.4 The Tenderer shall promptly respond to all calls or messages from the DDS or the designated OIC. Timely communication is essential to ensure effective coordination and uninterrupted service delivery.
- 5.5 The Tenderer must attend at the Dental Service Facilities, as directed by the OIC. The Tenderer shall also be responsible for maintaining staff discipline and ensuring compliance with all rules and regulations.
- 5.6 The Tenderer shall submit a description of Standard Operating Procedure (SOP) of employee, and process flow for managing and supervising the provision of the services.
- 5.7 The SOP shall include, but not be limited to, the following:
 - 5.7.1 Staff monitoring through attendance checks and work performance reviews, procedures for addressing absenteeism or misconduct, and the system for appointing replacement PCA employees to ensure continuity of services.
 - 5.7.2 The method of communication with the DDS and the OIC, including immediate reporting of incidents or operational issues.
 - 5.7.3 Disciplinary measures to be taken when necessary.
 - 5.7.4 Training and performance review arrangements to ensure that PCA employees remain competent and effective in their duties.

6. PCA EMPLOYEES CODE OF CONDUCT

- 6.1 The PCA employees shall seek guidance or assistance from OIC in situations involving verbal or physical aggression, and are required to maintain self-control while avoiding the use of unnecessary physical force or abusive language.

- 6.2 The Tenderer shall ensure all PCA employees are to respect patient's privacy and confidentiality of information in accordance with **The Official Secrets Act Chapter 153** once awarded.
- 6.3 During execution of work, all PCA employees shall follow all standard norms of safety measures/ precautions to avoid accidents/ damages to man, machines, buildings etc. On non-adherence to this clause, the Government shall send a written warning to the Tenderer.
- 6.4 Any damage/ pilferage to the Dental Service facilities property due to mishandling, carelessness of the PCA employees will be recoverable from the Tenderer's bill and all materials issued to the Tenderer shall be sole responsibility of the Tenderer during the period of the given contract.
- 6.5 The PCA employees assigned to the Dental Service facilities must obtain security clearance and be free from any criminal record prior to deployment. Any breach of this requirement shall result in immediate removal from duty.
- 6.6 The PCA employees are prohibited from smoking, vaping or using similar products while on duty or within any Dental Service premises. This is in line with Brunei's **Tobacco Order, 2005** and related regulations that prohibit smoking in government buildings.
- 6.7 The PCA employees must report to duty on time. Any lateness or failure to comply with duty schedules may result in penalties or deductions imposed by the DDS.
- 6.8 The Tenderer shall ensure that all PCA employees demonstrate empathy and compassion in the delivery of care. PCA employees must be trained to recognize and respond appropriately to patients' emotional, psychological, and cultural needs, while maintaining respect, dignity, and confidentiality at all times. Empathy shall be considered an essential interpersonal skill in both initial training and ongoing professional development of PCA employees.
- 6.9 The PCA employees shall communicate politely, respond promptly, and comply with instructions from the DDS and OIC. Professional behavior and respect are mandatory at all times.

7. MEDICAL SCREENING

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

8. REMOVAL OF EMPLOYEE

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

9. WAGES AND WELFARE

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

9.2 The Tenderer is obligated to provide a minimum **basic net salary of B\$450.00** to all PCA employees **excluding Skim Persaraan Kebangsaan (SPK)** and other allowances.

9.3 The Tenderer shall, at its own expense, obtain and maintain insurance coverage approved in writing by the Ministry of Health. Such policy or policies shall be specifically endorsed to provide indemnity to both the Tenderer and the DDS and its facilities against any liability arising from claims made by PCA employees for compensation under the **Workmen's Compensation Act (Cap. 74, Laws of Brunei)**.

10. EMPLOYMENT OF ILLEGAL WORKERS

10.1 The Tenderer undertakes to the DDS that the Tenderer and all of its sub-Tenderers shall not employ any illegal foreign workers.

11. TRAINING AND DEVELOPMENT

11.1 Training for operational duties shall initially be conducted by the DDS. The Tenderer shall bear all costs related to training materials and refreshments.

12. HEALTH AND SAFETY COMPLIANCE

12.1 The Tenderer shall ensure that all employees, agents, and sub-Tenderers take reasonable measures to protect their own safety and the safety of others who may be affected by their actions or omissions. All PCA employees must strictly adhere to health and safety standards, including the proper use of personal protective equipment (PPE), hygiene protocols, and full compliance with the Ministry of Health (MOH) and SHENA guidelines.

12.2 The Tenderer is responsible for providing necessary safety supplies, monitoring employee conduct, and taking corrective action when safety or hygiene standards are not met. All services must be carried out in accordance with prevailing laws and regulations, with appropriate precautions taken to safeguard PCA employees, Health Centre staff, property, and the general public.

12.3 The Tenderer shall protect its PCA employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimise the risk of its PCA employees by:

12.3.1 Establishing safe work practices and a safe environment.

12.3.2 Ensuring PCA employees injured at work have access to medical attention and rehabilitation.

12.3.3 Ensuring PCA employees are placed in jobs and work places suited to their physiological capabilities.

12.3.4 Providing PCA employees with personal protective equipment (PPE).

12.3.5 Ensuring that PCA employees are medically covered.

12.4 The Tenderer shall ensure the PCA employees assist and contribute as a member of the Dental Services Safety Committee to help promote a culture of safety, ensuring compliance with regulations, and protecting patients and staff as follows:

12.4.1 Safety Committee

12.4.2 Emergency Management (Clinical & Non-clinical)

12.4.3 Fire Safety

12.4.4 Hazardous Materials and Waste Management

12.4.5 Disaster Preparedness

12.4.6 Workplace Violence Prevention

12.5 The DDS shall not be liable for any action, omission, negligence or misconduct of the Tenderer's PCA employees, agents, servants, or sub-Tenderers nor for any insurance coverage which may be necessary or desirable for the purpose of the given contract, nor for any costs, expenses or claims associated with any illnesses, injury, death or disability of the PCA employees, agents, or sub-Tenderers performing work or services in connection with the given contract.

- 12.6 In case of injuries in the workplace, the Tenderer is required to bear all treatment costs.
- 12.7 All accidents and incidents must be reported to the DDS and/or the OIC. All reported accidents and incidents must be investigated by the Tenderer to ensure safe work practices are followed. An ongoing proactive approach shall be taken to ensure safety in the workplace. Regular inspections shall be conducted by the Tenderer's supervisors to maintain a safe working environment.
- 12.8 Written warnings shall be given to the Tenderer if the quality of service is proven to be unsatisfactory.

13. ATTENDANCE WORKPLACE ARRANGEMENT

- 13.1 The Tenderer shall establish and maintain a reliable digital attendance tracking system for all assigned PCA employees at the Dental Service facilities. This system may include valid permits, logbooks, punch cards, or electronic attendance tools to ensure transparency and accountability. It must accurately record each employee's identity, date, work placement, and precise clock-in/clock-out times. The retention for such records shall be maintained during the duration of the contract.
- 13.2 The Tenderer shall also provide hardcopy attendance records together with the monthly claims.
- 13.3 The Tenderer shall be responsible and liable to administer, regulates and monitored employee's punctuality, performance, and compliance with duty schedules.
- 13.4 All PCA employees shall be issued valid identification passes by the Tenderer. The Tenderer must immediately report to the DDS any lost or stolen passes. Reissuance of passes shall only be done with prior approval of the DDS.
- 13.5 In the event that a PCA employee resigns or leaves, the Tenderer must notify the DDS Management and relevant staff promptly.
- 13.6 Any PCA employees who works a half-day schedule without replacement will entitled for deduction in the monthly claims as per **clause 3.10**.
- 13.7 For security purposes, the Tenderer shall provide the DDS with the following particulars of all PCA employees, including newly appointed staff, throughout the duration of the contract:
 - 13.7.1 Name
 - 13.7.2 Address
 - 13.7.3 Identity Card Number/Passport Number
 - 13.7.4 Gender
 - 13.7.5 Citizenship

14. UNIFORM

- 14.1 The Tenderer must ensure that all PCA employees wear clean and proper uniforms, with female employees in long-sleeved and male employees in short-sleeved attire.
- 14.2 The Tenderer shall provide uniforms for all PCA employees at its own cost. The design, colour, and material of the uniforms shall be subject to prior approval by the DDS before deployment. Uniforms shall be modest, appropriately fitted (not tight-fitting or revealing), and suitable for the performance of duties.
- 14.3 The PCA employees shall be properly attired with uniforms supplied by the Tenderer with Company's logo. For purposes of identification, such uniform shall be suitable for the service specification and the attire includes workers' name tag. All costs and expenses incurred for uniform items shall be borne by the Tenderer.

15. REGULATIONS, LICENCES AND PERMITS

- 15.1 The Tenderer is responsible to procure and maintain all necessary licenses, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- 15.2 The Tenderer must comply with the employment laws and regulations of Negara Brunei Darussalam, which include:
- 15.2.1 Employment Order, 2009
 - 15.2.2 Employment Agencies Order, 2004
 - 15.2.3 Workplace, Safety and Health Order, 2024
 - 15.2.4 Employment Information Act, 1974
 - 15.2.5 Employment (Minimum Wage Order), 2025
- 15.3 In the event of any change in legal or regulatory requirements during the contract period, the Tenderer shall promptly and at its own expense take any necessary action for complying with the same.
- 15.4 The Tenderer is to comply with best practices as may be proposed or recommended by any relevant bodies in the relevant industry, and also ensure that the standard of Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

16. REPORTS AND INFORMATION

- 16.1 The following documents shall be submitted by the Tenderer to the officer in charge in format provided by the DDS following commencement of the Services as per **Schedule D**.
- 16.2 Exchange of information between the Tenderer and the DDS on the latest technology and processes relevant to the Services provided is recommended.

17. SERVICE COMPLIANCE AND ENFORCEMENT MEASURES

- 17.1 The Tenderer shall comply with the provisions of this Contract and all applicable laws and regulations.
- 17.2 The absence of any PCA employees without replacement shall be considered non-compliance and will result in claim deduction and the issuance of warning letters.
- 17.3 Repeated failure (final warning letter) to comply within the Contract or obligations shall lead to suspension or termination of the Contract as may be decided by the Government.
- 17.4 Should the final warning letter be issued, DDS reserves the right to deduct an amount equivalent to one (1) Patient Care Assistant's monthly salary from the total charges payable. Additional penalties or corrective actions may be enforced in instances of repeated or serious non-compliance.
- 17.5 Once the contract comes into force, the Tenderer shall be given a period of **THREE (03) MONTHS** to comply with the provisions within the Contract, unless otherwise expressly agreed in writing by the Government.

18. RIGHT TO APPOINT OTHER TENDERERS

- 18.1 The DDS reserves the right to engage other Tenderers to provide the Services if the Tenderer fails to perform in full compliance with this contract.
- 18.2 The Tenderer shall be responsible for any losses or damages caused by the PCA employees. Any related costs paid by the DDS may be fully recovered from the Tenderer.

19. DAMAGE TO PERSONS AND PROPERTY

- 19.1 The Tenderer shall reimburse/indemnify for any loss or damage to any property caused by any negligent act or omission by the Tenderer or the PCA employees.
- 19.2 In accordance with **Clause 19.1**, the DDS reserve the right to immediately remove the employee without prior notice to the Tenderer. Any loss or damage will be claimable to the Tenderer.

20. CONTRACT PRICE AND PAYMENT

- 20.1 The DDS must not bear any Tenderer's business operational costs (such as PCA employees Uniform, Rent, Insurance, etc.) associated with the delivery of the Services. There must be no additional financial obligations or unforeseen expenses placed on the DDS throughout the contract term outside of force majeure factor.
- 20.2 The Tenderer shall submit a breakdown of the contract price in the format set out in **Section 3** in this Tender Document.
- 20.3 The DDS reserves the right to reduce or extend the contract according to rate set out in the Contract Price, following consultation with the successful Tenderer (hereinafter referred to as **the Tenderer**).
- 20.4 Payment claims shall be verified based on the monthly attendance from the OIC as per format specified in the **Schedule D**.
- 20.5 Payment for extended hours services shall be made strictly based on the actual days and hours of deployment as formally instructed by the DDS. No payment shall be made for extended hours services that are not activated or not required.
- 20.6 The cost for the Supervisor shall be deemed to be inclusive of coverage for both office hours and extended hours services, as required by the DDS.
- 20.7 The Tenderer shall submit the invoice for the preceding month, together with all required supporting documents, within the first ten (10) days of the following month. Late submissions may result in delays in payment. All claims shall be addressed to:

*Chief Executive Officer
Department of Dental Services
Ministry of Health
Old Airport Road, Berakas BB3510
Negara Brunei Darussalam.*

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

21. AUTHORISED REPRESENTATIVE

- 21.1 For the purpose of the provision of Services, the Health Centre will be represented by the Management (Chief Executive Officer / Senior Hospital Administrator / Deputy Medical Record Officer), who will be the authorized DDS representative.
- 21.2 All communication and notices shall be directed to:

*Chief Executive Officer
Department of Dental Services
Ministry of Health
Old Airport Road, Berakas BB3510
Negara Brunei Darussalam*

SCHEDULES

- SCHEDULE A : SCOPE OF WORK**
- SCHEDULE B : DEPLOYMENT OF PATIENT CARE ASSISTANTS (PCA) BY FACILITY AND WORKING HOURS (NORMAL AND EXTENDED)**
- SCHEDULE C : OPERATIONAL WORKING HOURS**
- SCHEDULE D : MONTHLY SUMMARY REPORT**

SCHEDULE A

SCOPE OF WORKS

NO	CATEGORY	SCOPE OF WORKS
1.	General	<ul style="list-style-type: none"> I. To provide patients in need of wheelchairs. II. Assist sending/transfer medical equipment(s) to and from required location upon instructed by authorised officer (if required). III. Reporting any broken / damage of equipment or goods to the OIC. IV. Ensure patients safety at all times and understands the requirement for reporting Safety hazards and/or violations. V. Performs other duties as directed by the OIC.
2.	Patient support & communication	<ul style="list-style-type: none"> I. Assist patients' flow as follows: <ul style="list-style-type: none"> a. Assisting pre-registration workflow process prior registration counter open. b. Assist patients in BruHealth Self Registration. c. Assist ushering patients to correct services (especially in multiple floor / different block facilities). d. Ensure patients safety at all times and understands the requirement for reporting incidents, Safety hazards and/or violations. II. Provide mobility assistance especially for patients who are on wheelchairs, emergency trolleys, injured, disabled and those who are mentally or physically ill. Patient care, <i>inter alia</i>, includes helping to move around within the facility of the Dental Services/Clinics. III. To assist telephone calls and call reminders to patients for appointments.
3.	Handling medical consumables / non-consumables & stationary supplies	<ul style="list-style-type: none"> I. To assist in unloading and sorting of consumables received from the Authorised Suppliers/ Medical Store/ Contractors / Department of Dental Services representatives. II. Receive, unload, segregate, compile or arrange supplies and data entry of inventory III. Unpack, pack and arrange consumables/supplies as required.
4.	Safety & precautionary support	<ul style="list-style-type: none"> I. Assist in initial assessment (visual triage) and prioritisation for emergency cases prior registration at counter. II. Ensuring Safety and Accessibility: <ul style="list-style-type: none"> a. Assisting regular checks to ensure all emergency routes, exits, and access points within the facility are unobstructed, unlocked, and clearly marked. b. Report any blockage or hazard along emergency pathways to OIC immediately. III. Supporting Patient Transfers: <ul style="list-style-type: none"> a. Assist in transferring patients using wheelchair for further treatment or evacuation.
5.	Furnishings, fittings, utensils, documents, files, & equipment	<ul style="list-style-type: none"> I. Clearing any outdated information/ notices on noticeboards and posters. II. Assist in organizing files and documents. III. Photocopy of forms, and documents. IV. Assist in distribution and collection of feedback form and data entry. V. Providing labour support across the Dental Services premises for any tasks as instructed by the Department of Dental Services. VI. Switching on and off lightings and other electrical equipment at the start and the end of office hour or as required.

SCHEDULE B

SITE

NO.	DENTAL SERVICE FACILITIES DURING NORMAL WORKING HOURS	DEPLOYMENT OF PCA	SUPERVISOR
1.	National Dental Centre	6	1
2.	Dental Services, Berakas Health Centre	2	
3.	Dental Services, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah (PMMPMHAB) Hospital, Tutong District	1	
4.	Dental Services, Suri Seri Begawan (SSB) Hospital, Belait District	1	
5.	Dental Services, Pengiran Anak Puteri Hajah Muta-Wakillah Hayatul Bolkiah (PAPHMWHB) Gadong Health Centre	1	
6.	Dental Services, Muara Health Centre	1	
7.	Dental Services, Jubli Perak Sengkurong Health Centre	1	
	DENTAL SERVICE FACILITIES DURING EXTENDED WORKING HOURS		
1.	National Dental Centre	1	
2.	Dental Services, Berakas Health Centre	1	
	SUBTOTAL (NORMAL WORKING HOURS)	13	
	SUBTOTAL (EXTENDED WORKING HOURS)	Up to 2	

SCHEDULE C

WORKING HOURS

NO.	DENTAL SERVICE FACILITIES	WORKING DAYS	WORKING HOURS
1.	National Dental Centre	Monday to Thursday & Saturday	(Morning Session) 6:30 am – 12:15 pm (Afternoon Session) 1:30 pm – 4:30 pm
2.	Dental Clinic, Berakas Health Centre	(Extended Hours) Friday and/or Sunday	(Extended Hours) 2:00 PM- 9:00PM
3.	Dental Services, Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah (PMMPMHAB) Hospital, Tutong District	Monday to Thursday & Saturday	(Morning Session) 6:30 am – 12:15 pm (Afternoon Session) 1:30 pm – 4:30 pm
4.	Dental Services, Suri Seri Begawan (SSB) Hospital, Belait District		
5.	Dental Services, Pengiran Anak Puteri Hajah Muta-Wakillah Hayatul Bolkiah (PAPHMWHB) Gadong Health Centre		
6.	Dental Services, Muara Health Centre		
7.	Dental Services, Jubli Perak Sengkurong Health Centre		

Note:

- (1) Working hours during Ramadhan month are shortened to accommodate fasting month schedules.
- (2) Extended hours services are currently planned for Berakas Health Centre. The Department reserves the right to extend such services to other facilities, including National Dental Centre (NDC), as and when required.

SCHEDULE D

MONTHLY SUMMARY REPORT

1. Monthly Attendance Report;
2. Task delegation report; and
3. Any other feedback from time to time.

SECTION 3
FORM TO BE USED

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SECTION 3

TENDER FORM

TENDER REFERENCE NO.: KK/103/2026/PPN(TC)

THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT THE DEPARTMENT OF DENTAL SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

NO.	DESCRIPTION	DEPLOYMENT OF PCA	RATE PER HEAD (\$)	MONTHLY	ONE YEAR	THREE YEARS
	PROVISION OF PCA					
1	Monday – Thursday and Saturday, Office Hours at The Dental Service Facilities as Stated in Schedule C	13				
2	Friday, Extended Hours at Berakas Health Centre	1				
3	Sunday, Extended Hours at Berakas Health Centre	1				
4	Friday, Extended Hours at National Dental Centre	1				
5	Sunday, Extended Hours at National Dental Centre	1				
	PROVISION OF SUPERVISOR					
6	Office Hours and Extended Hours	1				
	TOTAL					

USER REQUIREMENTS	DETAILS OF THE OFFER (TENDERER MAY USE OWN TEMPLATES PROVIDED ALL DETAILS ARE COVERED)
1) Company Registration	
2) Manpower: Number of Patient Care Assistants in other existing contracts	
3) Uniform to be provided	
4) Equipment / Facilities to be provided	
5) Training & Management of Personnel to be provided (or has been provided)	
6) Experiences in Patient Care Assistant or Equivalent Services (if any)	

USER REQUIREMENTS	PCA WAGE BREAKDOWN
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7) Gross Wage	
8) Deduction: SPK	
9) Nett Wage	

USER REQUIREMENTS	PCA SUPERVISOR WAGE BREAKDOWN
10) Gross Wage	
11) Deduction: SPK	
12) Nett Wage	

SCHEDULE B - INFORMATION SUMMARY

- 2.1 Tenderers shall provide in this Schedule the following information:
- a. Management summary
 - b. Company profile (including Contractor and sub-contractor(s), if any)
 - c. Other information which is considered relevant

SCHEDULE C – SUB CONTRACTS

- 3.1 Tenderers shall complete Table 3.1 with information about all the companies involved in the provision of the services and items specified in this tender. This shall include details about the Contractor and each sub-contractor involved, as well as their respective responsibilities.
- 3.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

Company Name	Responsibility Description	Alliance Relationship between Contractor and Sub-contractor(s)		
		Alliance Exists? (Y/N)	Date Established	Alliance Description
Contractor				
		Not Applicable	Not Applicable	Not Applicable
Sub-contractor(s)				

SCHEDULE D - COMPANY'S BACKGROUND

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

SCHEDULE E - REFERENCES

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

Table 5.1 References of previous customers

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

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

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

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

SCHEDULE F - DECLARATION

Tenderers shall complete and submit the Declaration form below.

DECLARATION FORM

TENDER REFERENCE : _____

TENDER TITLE : _____

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

Signature & Company Stamp