

TENDER REFERENCE NO.: KK/105/2026/UPP

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF LAUNDRY SERVICES FOR THE MAIN
BLOCK (INCLUDING EMERGENCY AND RADIOLOGY
DEPARTMENT) AT RAJA ISTERI PENGIRAN ANAK
SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF ONE (1)
YEAR**

TENDER FEES : \$50.00

RECEIPT NO. :

CLOSING DATE : ON Tuesday, 16th 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)

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INVITATION TO TENDER

THE PROVISION OF LAUNDRY SERVICES FOR THE MAIN BLOCK (INCLUDING EMERGENCY & RADIOLOGY DEPARTMENT) AT RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL A PERIOD OF ONE (1) YEAR.

SPECIFICATIONS

1. GENERAL

- 1.1 All linens used by the Main Block at Raja Isteri Pengiran Anak Saleha Hospital require laundry services. Some of them need to be sterile before they can be used while some just need to be ironed and folded accordingly after the laundry service.
- 1.2 Contractor(s) are sought from suitably qualified Contractors who wish to be considered for the provision of laundry services for The Main Block at Raja Isteri Pengiran Anak Saleha Hospital, Emergency & Radiology Department under the Ministry of Health, Brunei Darussalam.
- 1.3 The Contractor shall provide laundry services which include but are not limited to processing, cleaning, chemical & detergents, transportation, collection and delivery of linens and other related articles such as furnished all equipment utilities, supplies, labelling and storage spaces.
- 1.4 The Contractor shall collect and deliver linens to the facility as stated below: -
 - 1.4.1. The Emergency Department, Raja Isteri Pengiran Anak Saleha Hospital
 - 1.4.2. The Radiology Department (MRI and BIC), Raja Isteri Pengiran Anak Saleha Hospital
- 1.5 The Contractor shall provide laundry services not limited only as in Section 2: Schedule One - Scope of Services. All the provision of linen involved shall be provided by the Ministry of Health for a period of One (1) Year.
- 1.6 The Contractor shall submit three (3) complete sets of all the Standard Operation Procedures (SOPs) manuals applicable to the management of the Provision of Laundry Services to Raja Isteri Pengiran Anak Saleha Hospital which the manuals shall comply with the requirements of Ministry of Health, Brunei Darussalam as set out in:

Schedule 1: -

Schedule 1A - Laundry Services.

Schedule 1B - Laundry Processing Cycle.

Schedule 2: -

Schedule 2A - Disinfection Policy in Laundry Services

- 1.7 The successful Contractor shall be required to comply the following guidelines issued by the Ministry of Health; Brunei Darussalam as set out in Section 2:

Schedule 2: -

Schedule 2A – Disinfection Policy in Laundry Services, Ministry of Health

Schedule 2B – Guidelines on The Control of Hospital-Acquired Infection, Ministry of Health

Schedule 2C – Management of Occupational Sharps Injury Body Fluid Exposure, Ministry of Health

- 1.8 The Ministry of Health reserves the right to perform health inspections of each Contractor's facilities before and after the tender has been awarded or during the period of the contract. Each Contractor's facilities shall be in compliance with local Government and industry acceptable standards. Contractor(s) who do not pass the health inspection in compliance may have their contract terminated.
- 1.9 The Contractor shall fill in the form as in **Appendix 1 (Bill of Quantity)**.

2. SCOPE OF WORK

- 2.1 The Contractor shall provide the Laundry Services only, and ensuring that adequate quantities of clean linen delivered to and dirty linen are collected from the mentioned location for a period of One (1) Year.
- 2.2 The Contractor shall expect to meet or exceed the quality standards stated in the general guidelines and requirements of the laundry services as set out in Section 2: Schedule 2A and 2B.
- 2.3 The Contractor shall collect, sort and deliver linens to the facility as stated below:

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Collection & Sorting

Level	Location	Collection	Sorting	Remarks/Notes
Ground Floor	Emergency Department	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	All Linen
	Radiology Department	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	All Linen
	Ward 1	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Isolation Ward
	Ward 1 PPE Donning/Doffing Room	PPE Doffing Area	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Blanket And Bedsheet
	Ward 2	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward 3	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward 4	Dirty Utility Room	Laundry RIPASH / Allocated	Female Ward

Level	Location	Collection	Sorting	Remarks/Notes
			Room In RIPASH/ Contractor Site	
First Floor	Day ward 6/7	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward 6	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward 7	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Female Ward
	Ward 10	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward 11	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward ICU 2	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward ICU 3	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
Second Floor	Ward 12	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Female Ward
	Ward 14	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward 15	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Isolation Wards/Unisex
	Ward 16	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Isolation Wards/Unisex
	Ward 17	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward 18	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Female Ward
	Haemato-Oncology Ward	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Specialist Clinic
Third Floor	Ward ICU 1 (MICU)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Ward 19	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Female Ward
	Ward 20	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Female Ward
	Ward 21	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward 22	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Male Ward
	Ward Renal	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Dialysis Ward
	Ward HDU	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
Fourth Floor	Ward 23	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	First Class/Unisex Ward
	Wad CCU	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
	Burnt Unit	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Unisex Ward
Internal Clinic	Physician (OPD Block)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
	SOPD (OPD Block)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
	Endocrine (OPD Block)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call

Level	Location	Collection	Sorting	Remarks/Notes
	Cardiology (Block 3)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/Schedule
	Physiotherapy (Block 8)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
	Blood Bank (Block 8)	Dirty Utility Room	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
Specialist Building Block 15	Gastro/Endoscopy	Ground Floor (Allocated Dirty Trolley)	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/Schedule
	Dental		Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	
	Respiratory		Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	
	Orthopedic		Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	
	Skin/Dorm		Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	
Block 12	Emergency Medical Ambulance Services (EMAS)	Allocated Dirty Trolley	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
Block 12	Unit Pengurusan Jenazah	Allocated Dirty Trolley	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call
Kiarong	Unit Psikiatri Kiarong	Allocated Dirty Linen Trolley Outside the Bungalow	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	To Be Collected Daily
Kiarong	Child Development Centre	Dirty Trolley Area	Laundry RIPASH / Allocated Room In RIPASH/ Contractor Site	Upon Request/On Call

Delivery:

Level	Location	Delivery	Remarks
Ground Floor	Emergency Department	Clean Linen Wardrobe / Trolley at Ward Store	All Linen
	Radiology Department	Clean Linen Wardrobe / Trolley at Ward Store	All Linen
	Ward 1	Clean Linen Trolley at Ward's Store	Isolation Ward
	Ward 1 PPE Donning/Doffing Room	PPE Donning Area	Blanket And Bedsheet
	Ward 2	Clean Linen Wardrobe at Ward Store	Unisex Ward
	Ward 3	Clean Linen Wardrobe at Ward Store	Male Ward
	Ward 4	Clean Linen Wardrobe at Ward Store	Female Ward
	Cardiology (Block 3)	Clean Linen Wardrobe at Linen Store	Upon Request/On Call
	Physician (OPD Block)	To Be Given at Staff	Upon Request/On Call
	SOPD (OPD Block)	To Be Given at Staff	Upon Request/On Call
First Floor	Day ward 6/7	Clean Linen Wardrobe at Ward Store	Unisex Ward
	Ward 6	Clean Linen Trolley at Ward's Store	Male Ward
	Ward 7	Clean Linen Trolley at Ward's Store	Female Ward
	Ward 10	Clean Linen Trolley at Ward's Store	Unisex Ward
	Ward 11	Clean Linen Trolley at Ward's Store	Unisex Ward
	Ward ICU 2	Clean Linen Wardrobe at Linen Store	Unisex Ward
	Ward ICU 3	Clean Linen Trolley at Ward's Store	Unisex Ward
Second Floor	Ward 12	Clean Linen Trolley at Ward's Store	Female Ward
	Ward 14	Clean Linen Trolley at Ward's Store	Male Ward
	Ward 15	Clean Linen Trolley at Ward's Store	Isolation Wards/Unisex
	Ward 16	Clean Linen Trolley at Ward's Store	Isolation Wards/Unisex
	Ward 17	Clean Linen Wardrobe at Linen Store	Male Ward

Level	Location	Delivery	Remarks
	Ward 18	Clean Linen Wardrobe at Linen Store	Female Ward
	Haemato-Oncology Ward	Clean Linen Wardrobe at Linen Store	Specialist Clinic
Third Floor	Ward ICU 1 (MICU)	Clean Linen Wardrobe at Ward Store	Unisex Ward
	Ward 19	Clean Linen Trolley at Ward's Store	Female Ward
	Ward 20	Clean Linen Trolley at Ward's Store	Female Ward
	Ward 21	Clean Linen Trolley at Ward's Store	Male Ward
	Ward 22	Clean Linen Trolley at Ward's Store	Male Ward
	Ward Renal	Clean Linen Wardrobe at Ward Store	Dialysis Ward
	Ward HDU	Clean Linen Wardrobe at Ward Store	Unisex Ward
Fourth Floor	Ward 23	Clean Linen Trolley at Ward's Store	First Class/Unisex Ward
	Wad CCU	Clean Linen Wardrobe & Trolley at Ward's Store	Unisex Ward
	Burnt Unit	Clean Linen Trolley at Ward's Store	Unisex Ward
Internal Clinic	Physician (OPD Block)	Clean Linen Trolley at Store Room	Upon Request/On Call
	SOPD (OPD Block)	Clean Linen Trolley at Store Room	Upon Request/On Call
	Endocrine (OPD Block)	Clean Linen Trolley at Store Room	Upon Request/On Call
	Cardiology (Block 3)	Clean Linen Trolley at Store Room	Upon Request/Schedule
	Physiotherapy (Block 8)	Clean Linen Trolley at Store Room	Upon Request/On Call
	Blood Bank (Block 8)	Clean Linen Trolley at Store Room	Upon Request/On Call
Specialist Building Block 15	Gastro/Endoscopy	Allocated Clean Linen Trolley/To Be Given at Staff	Upon Request/Schedule
	Dental		
	Respiratory		
	Orthopedic		
	Skin/Dorm		
Block 12	Emergency Medical Ambulance Services (EMAS)	EMAS Office	Upon Request/On Call
Block 12	Unit Pengurusan Jenazah	UPJ Office	
Kiarong	Unit Psikiatri Kiarong	To Be Delivered to The Facility's Clean Linen Storage Area	To Be Collected Daily
Kiarong	Child Development Centre	Facility's Staff Will Collect from Laundry RIPASH	Upon Request

2.4 The Contractor shall provide the following requirements for Laundry Services of the linen provided as set out in **Schedule 1A** and **Schedule 1B**:

2.4.1. The Contractor shall collect all soiled laundry (blanket and bedsheet) from the stipulated location under the Ministry of Health.

2.4.2. The Contractor shall clean and process such items, including occasional heavily soiled and contaminated materials requiring special separate handling and washing cycle.

2.4.3. The clean linen shall be delivered to the stipulated facility. In accordance to the schedules, amount (by piece), frequency and routes, (which shall be at least twice a day and additional delivery in case of emergency)

2.4.4. The Contractor shall provide management and supervisory employees with the appropriate training to ensure a smooth running of laundry management.

2.5 The Contractor shall learn the folding method required by user and deliver as it is

every time (to liaise with Operating Theatre / CSSD team for training and guidelines).

- 2.6 Joint inspection by the Ministry of Health with the Contractor employees shall be conducted from time to time to validate each or reoccurring complaints received.

3. FACILITIES

- 3.1 The Contractor shall provide its own Laundry Building for the purpose of this tender and according to standard physical layout and maintenance procedures to ensure efficiency, minimize environmental contamination, and protect the material and hygienic integrity of the processed linens.

- 3.2 The Contractor shall adhere to the highest standards of cleanliness and sanitary practices, and shall insure continual sanitation in all functions and matters related to the provision of the Laundry Services in the Contractor's Laundry building.

- 3.3 Under no circumstances can any alcohol and tobacco products to be allowed in the laundry building. Smoking is also prohibited in the laundry building at all times. No cooking/lodging shall be allowed in the laundry building at any time.

- 3.4 The Contractor shall provide a functional separation of areas that receive, store, or process soiled linens from areas that process, handle, or store clean linens. Functional separation may be obtained by any one or more of the following methods:

- 3.4.1. The dirty linens shall not be mix together between the contaminated linens and the dirty linens. These linens are to be put in separate Laundry Trolley prior to washing.

- 3.4.2. Exhaust fan to be installed in the soiled linens area; and/or

- 3.4.3. Positive air flow from the clean linens area through the soiled linens area with venting directly to the outside.

- 3.5 Clean linens shall be stored in clean storage areas with the following specifications:

- 3.5.1. Free of Vermin;

- 3.5.2. Devoid of lint;

- 3.5.3. Temperatures ranging from 20°C – 26°C;

- 3.5.4. Properly ventilated to prevent accumulation of dust and lint (i.e., positive air exchange rate of 6 – 10 per hour);

- 3.5.5. Positive air pressure relative to adjacent spaces; and

- 3.5.6. No drains or hot water pipes placed in this area.

- 3.6 The Contractor shall provide shelves for storing clean linens to be placed as per

the following standards:

- 3.6.1. Shelves shall be approximately 1 – 2 inches from the wall for accessible cleaning;
- 3.6.2. The bottom shelf shall be 6 – 8 inches from the floor;
- 3.6.3. The top shelf shall be 12 – 18 inches below the ceiling.
- 3.7 The Contractor shall provide warning signs about the presence of contaminated linens and the need to follow Standard Precautions. Precautions shall be posted in work areas where potentially contaminated linens are stored or sorted prior to processing.
- 3.8 The Contractor shall provide traffic patterns to be planned and posted to minimize the potential for contaminated linens are handled. Hand hygiene resources (i.e., hand washing facilities or antiseptic hand cleaner/ cleaner dispensers) shall be provided by the Contractor in or around all work areas and in employees support areas.
- 3.9 The Contractor shall provide emergency eyewash/shower equipment to be available with unobstructed access (i.e., requiring no more than 10 seconds to reach) for immediate emergency use in all areas where soiled linens are being processed, chemicals are used and/ or stored, or where there is a potential for contact with blood or other potentially infectious material.
- 3.10 Upon completion of processing, clean linens shall be maintained as clean as possible until delivered to the Ministry of Health's storage area.
- 3.11 The Contractor shall ensure that the physical environment (e.g., floors, walls, ceilings, vents, working surfaces, and installed equipment) to receive scheduled cleaning appropriate for the respective surfaces. The Government reserves the right to conduct random inspection to the laundry premises.
- 3.12 The Contractor shall ensure the Environmental surfaces (e.g., floors, walls, ceilings, vents, and equipment) be subjected to periodic blow-down processes to minimize the build-up of dust and lint.
- 3.13 The Contractor shall ensure that working surfaces (e.g., counters, bench tops, and table tops) be kept clean of visible soil, dust, and lint through use of a detergent/cleaner and water.
- 3.14 Working surfaces that become contaminated with blood or Other Potentially Infectious Materials shall be decontaminated, cleaned, and disinfected using certified disinfectants or registered germicides and follow label instructions.
- 3.15 When disinfecting working surfaces that may be contaminated with patient body substances other than blood or Other Potential Infectious Material, the Contractor shall use disinfectant in accordance with infection control requirement and the manufacturer's instructions.
- 3.16 Contaminated work surfaces shall be decontaminated with disinfectant after

completion of procedures; immediately or as soon as feasible when surfaces are visibly contaminated or after any spill of blood or other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.

4. EMPLOYEES / PERSONNEL

- 4.1 The Contractor must ensure the proper and efficient execution of the services. The Contractor shall provide and employ an adequate number of qualified employees to perform the services.
- 4.2 The Contractor shall provide two (2) separate teams consist of 2 dedicated porters to collect and 2 dedicated porters to deliver dirty linens and clean linens as accordance to the schedule of delivery and collecting of linen in clause 11.
- 4.3 The Contractor shall propose a manpower planning upon approval by the Ministry of Health:
 - 4.3.1. Delegated Personnel responsible for delivering and arranging the linen to the respective wards and facilities from the Buffer store and Clean Linen Store.
 - 4.3.2. Delegated Personnel to collect and sort out the dirty linens from the respective wards at the Dirty Utility Room at every ward or location prior for collection.
 - 4.3.3. Delegated Personnel to install and uninstall the curtain at the respective wards.
- 4.4 The Contractor shall provide a list of employees to the Ministry of Health for monitoring and security purposes.
- 4.5 Contract Managers and/or Supervisors: -
 - 4.5.1. The Contractor shall appoint contract managers and/or Supervisors with the approval from the Ministry of Health. The contract managers and/or Supervisors shall work exclusively for the Contractor and be deployed exclusively for the provision of the Services.
 - 4.5.2. The contract managers and/or Supervisors shall be able to make decisions on behalf of the Contractor.
 - 4.5.3. Approval for a replacement of any contract managers and/or Supervisors shall be sought by the Contractor from the Ministry of Health, when in the event she/he falls ill (on medical leave) and is due to go on-leave.
 - 4.5.4. The Contractor shall provide supervisors who are experience, competent and fluent in English and/or Malay language.
 - 4.5.5. The Contractor shall submit the CVs, basic duties and responsibilities of the contract managers and/or supervisors.

4.5.6. The Contractor shall provide on-call staffs after office hour including working days and public holidays to deliver any requested linens or at any emergency case such as major medical emergency and in an event of major disaster.

4.5.7. The Contractor shall provide the contact number of the scheduled on-call supervisor or staffs.

4.5.8. The Contractor is to inform the Hospital Administration for any of The Contractor's resigning employees.

5. MEDICAL SCREENING

5.1 The Contractor shall ensure that all their employees appointed for the provision of the services to have undergone medical screening and deemed medically fit to perform the services at their own expenses.

5.2 Wages and Welfare

5.2.1. The Contractor shall be responsible for the wages, insurance, medical and welfare of all their employees in accordance with the requirements of the Labour Department, Brunei Darussalam.

5.2.2. The Contractor shall take out, at their own expenses, an insurance coverage approved in writing by the Ministry of Health a policy or policies each specifically endorsed to provide indemnity to the Contractor and to the Ministry of Health against any liabilities arising out of claims by employees for payment of compensation under the Workmen's Compensation Act (Chapter 74 of the laws of Brunei).

6. EMPLOYMENT OF THE ILLEGAL WORKERS

6.1 The Contractor shall undertake that the Contractor shall not employ any illegal foreign workers.

6.2 The Contractor shall ensure that all of their foreign employees to possess the necessary employment pass.

7. UNIFORM

7.1 The Contractor shall ensure that all their employees to be neatly and properly attired with company's Logo provided by the Contractor at their own expenses.

7.2 The Contractor shall provide all employees to wear dry garments without visible soil or dirt in accordance with the company's policies. For safety reasons, no jewellery shall be worn. Hair coverings shall be used where deemed appropriate and/or within written company policy.

7.3 The Contractor shall supply all Personal Protective Equipment (PPE) to employees in the workplace. Contaminated disposable PPE (e.g., Apron, gloves, head coverings) to be discarded into appropriately labelled (e.g., biohazard)

waste containers. Any reusable PPE (e.g., cloth aprons or overalls) shall be routinely laundered as per company policy and when soiled or contaminated.

- 7.4 The Contractor shall ensure all the Contractor's employees who handle clean or soiled linens to change work garments daily or whenever their garment becomes soiled.
- 7.5 If garment is soiled by blood or other potentially infectious materials, the garment shall be removed immediately and be laundered by the Contractor. All PPE shall be removed prior to leaving the work area.
- 7.6 The Contractor shall ensure all their employees responsible for packing, wrapping, storing, or transporting clean linens always be in attire free of visible soil.

8. VACCINATION

- 8.1 The Contractor shall provide all the Contractor's employees to have vaccinations as required at their own expenses.
- 8.2 The Contractor shall provide records to reflect the offering and the acceptance OR documented refusal of the employee.
- 8.3 The Contractor shall provide records to reflect a standing process for post exposure management for blood and/or Other Potential Infectious Material.

9. HAND HYGIENE

- 9.1 The Contractor shall ensure the Contractor's employees to practice hand hygiene after glove removal, after rest-room use, before and after eating, and when hands become inadvertently contaminated with blood or other body fluids, secretion or excretion.
- 9.2 The Contractor shall ensure all the Contractor's employees responsible for packing, wrapping, storing or transporting clean linens to maintain proper hand hygiene at all times.

10. DELIVERY AND COLLECTION OF LINENS

- 10.1 The Contractor shall **deliver** the clean linens within the following hours: -

No.	Location	Time
1.	All Allocated Location at Main Block, Raja Isteri Pengiran Anak Saleha Hospital	Morning: 7.00 AM – 8.00 AM Noon: 12.00 PM – 1.00 PM Evening: 7.30 PM – 8.30 PM
2.	Emergency & Radiology Department	And any other Emergency Requests

The Contractor shall **collect** the dirty linens within the following hours: -

No.	Location	Time
1.	All Allocated Location at Main Block, Raja Isteri Pengiran Anak Saleha Hospital	Morning: 7.00 AM – 8.00 AM Noon: 12.00 PM – 1.00 PM
2.	Emergency & Radiology Department	Afternoon: 4.00 PM – 5.00 PM

- 10.2 The Contractor shall ensure all the Contractor's employees that work in the Ministry of Health premises must comply with the working days and hours set out by the Ministry of Health.
- 10.3 The Contractor shall ensure the availability of sufficient personnel and maintain accessible contact numbers or a helpline to respond to linen delivery requests during **off-working hours** or **outside the hours specified in Clause 10.1**. The Contractor shall ensure all wards have adequate linen supply at all times.
- 10.4 The Ministry of Health reserves the right to amend the working hours without prior notice to the Contractor.
- 10.5 The Contractor shall ensure all the Contractor's employees to be present at their designated work areas during such working hours.
- 10.6 Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up with the full strength of the employees required to provide the services to the satisfaction of the Ministry of Health.
- 10.7 Replacement shall be made on time before commencement of the shift so as not to disrupt the provision of services.
- 10.8 Monthly duty rosters for deployment of employees responsible for delivery and collection of linens to the locations at The Women and Children Block and Central Sterilised Supplies Department shall be submitted by the Contractor to the Ministry of Health. Any changes made to the roster shall be immediately notified to the Ministry of Health.

11. THE AREA OF LOADING / UNLOADING

- 11.1 The Contractor shall agree where the location for loading / unloading area during delivery clean linen and collecting dirty linen as following below: -

TYPE OF LINEN	AREA	LOCATION	REMARK
Clean	Loading / Unloading Area	Block 4, Allocated area in RIPASH, [RIPAS Hospital]	Delivery of clean linens

Dirty	Loading / Unloading Area		Collection of dirty linens
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12. TRAINING AND DEVELOPMENT

- 12.1 The Contractor shall provide laundry trainings for all the Contractor's employees in accordance with the Scope of Services as stated in Schedule One of the tender documents before assigning them to the provision of the Services.
- 12.2 The Contractor shall schedule refresher courses to all the Contractor's employees, when necessary, throughout the contract term.

13. QUANTITY OF LINEN

- 13.1 All the provision of linen involved in this tender shall be provided by the Ministry of Health.
- 13.2 The Contractor shall ensure that the quantity of clean linen delivered meets the requirement of each location under the Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital, both in term of linen type, size and quantity agreed. Request for additional quantity of laundry to be done by the Contractor will be possible.
- 13.3 The shelf stock level shall be at least (3) three par-levels.

- The first par-level** : Linen in use
- The second par-level** : Available for distribution to replace the dirty linen
- The third par-level** : Dirty linen to be sent for laundry service.

14. LAUNDRY EQUIPMENT

- 14.1 The Contractor is responsible to procure and provide at its own expenses of all necessary machines for the efficient of laundry services.
- 14.2 The Contractor shall list and submit together with manufacturer's brochure for all type of machines will be used in the laundry services as below:

Laundry and Linen Machinery

- 14.2.1. Hygienic Washer/ Washer Extractors and Continuous Batch Washer – (Using Hot Water; Temp between 60°C – 85°C)
- 14.2.2. Tumble Dryers – Steam / Electric
- 14.2.3. Flat Ironer / Steam Heated Press Irons
- 14.2.4. Other machineries that usually used in standard healthcare laundry services (e.g.- Ozone Treatment)

14.2.5. Storage Rack /Shelves/Cabinet

The Contractor shall provide and finance towards the cost of supplying, installing, commissioning and maintenance for any additional Storage Rack at Clean Linen Storage Room in three above mentioned locations.

14.2.6. Laundry/Linen Carts/ Packaging

The Contractor shall provide appropriate movable laundry carts each for clean and dirty linen to transport to and from the transport area and respective locations.

The linen cart(s) must be clean with disinfectant every day or whenever any dirt or blood stains are visible are to be clean immediately.

The Contractor shall provide transparent plastic bags for packaging of clean linen during delivery and use of disposable plastic bag to segregation of dirty / contaminated linen during collection if required.

15. TRANSPORTATION

15.1 The Contractor must comply with Brunei Darussalam Land Transport's Rules and Regulations of Vehicles for Commercial Use.

15.2 The Contractor shall provide different vehicles for transporting dirty linens and clean linens.

15.3 The Contractor is responsible for cleaning and disinfection of the vehicles in order to minimise the risk of infectious diseases to the drivers.

15.4 The frequency of collecting and delivering for dirty and clean linens will be dependent on the number of linens used every day and the agreed schedule between the Contractor and the Ministry of Health.

16. BUSINESS CONTINUITY PLAN (BCP)

16.1 General Requirement

The Contractor shall develop, maintain and implement a Business Continuity Plan (BCP) to ensure uninterrupted laundry services to the Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital in the event of any disruption affecting normal laundry operations.

16.2 Water Supply Disruption

The Contractor shall ensure adequate water storage capacity or alternative water supply arrangements sufficient to sustain laundry operations for a minimum period of five (5) to seven (7) days during any water supply interruption.

16.3 Manpower Shortage

The Contractor shall maintain adequate standby or replacement personnel to ensure that the collection, processing, and delivery of linens continue without interruption in the event of staff absenteeism, illness, resignation, or other manpower shortages.

16.4 Electricity Disruption

The Contractor shall ensure that contingency measures are in place during electricity disruption which may include, but are not limited to:

16.4.1. Provision of standby generators;

16.4.2. Alternative power supply arrangements; or

16.4.3. Utilisation of approved backup laundry facilities.

16.5 Emergency Activation

In the event of any disruption affecting laundry services, the Contractor shall immediately notify the Hospital and activate the Business Continuity Plan to minimise service interruption.

16.6 Submission of BCP

The Contractor shall submit the Business Continuity Plan to the Ministry of Health within thirty (30) days from the commencement of the Contract for review and approval.

16.7 Review and Update

The Contractor shall review and update the Business Continuity Plan periodically or whenever significant operational changes occur.

17. THE PROVISION OF LINEN

17.1 All linen inventories are owned by Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital. The provision and operation of the linen inventories as set out below shall be provided by the Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital:

17.1.1. Replacement of faded, worn out and poor condition of linen

17.1.2. Repair of Torn linen

17.1.3. Replacement of missing button on the linen

17.1.4. Additional of new linen

17.1.5. Written-off process of worn-out linen

17.2 The Contractor shall provide assistance to Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital to expedite in the operation of current linen services in above Clause 11.1, such as repair of torn linen.

- 17.3 The Contractor shall accept full responsibility and be accounted for any missing and damage linens made during the laundry services caused by the negligence of the Contractor or their employees. The Contractor shall be responsible for replacing the above including any costs associated with it at their own expenses.
- 17.4 The Contractor shall report to the hospital laundry manager for any missing and damage linen made during the laundry services.
- 17.5 The Contractor shall be deducted from their payments in the event of the damaged (tear and wear) during laundry services.
- 17.6 The Contractor shall list all the damaged linen into the form provided.

18. DETERGENT USE

- 18.1 The Contractor shall list and submit together with manufacturer's brochure for all type of detergents to be used in the laundry services as mention in Clause 4.0 - schedule 1B.

19. SECURITY ARRANGEMENT

- 19.1 The Contractor shall at their own expenses provide for all the Contractor's employees' identification passes with colour photos and barcodes as specified by the Ministry of Health including immediate replacement of any damaged passes.
- 19.2 The Contractor shall establish a Security Plan to demonstrate the method of employees' registration and tracking with valid permit. The Contractor shall ensure all such records are maintained daily.
- 19.3 The Contractor shall undertake all security measures in the event of any security passes loss, stolen or otherwise unaccounted for and shall inform immediately to the Ministry of Health.
- 19.4 The Contractor shall allow any personnel authorised by Ministry of Health to conduct security check and inspection if required.
- 19.5 The Contractor shall ensure all the Contractor's employees do not at any time enter into areas which are not specified except as directed by the Ministry of Health. The Contractor's employees shall immediately leave the premises of the Ministry of Health's locations/points if he/she had been requested by the Hospital Administration or Ministry of Health.
- 19.6 For security purposes, the Contractor shall provide the Laundry Services with the following particulars of their employees at least one (1) month before the commencement of the contract:
- 19.6.1. Name
 - 19.6.2. Address
 - 19.6.3. Identity Card Number / Passport Number

19.6.4. Gender

19.6.5. Citizenship

19.6.6. Expiry date of work pass (for foreign employees)

20. REPORTS AND INFORMATION

20.1 The following documents shall be submitted by the Contractor to the Hospital in the formats to be provided by the Hospital following commencement of the Services:

20.1.1. Monthly Assessment Report on the Standard Services provided;

20.1.2. Any other feedback from time to time.

20.2 Exchange of information between the Contractor and the Hospital on the latest technology and processes relevant to the Laundry Service is recommended.

21. AUTHORISED REPRESENTATIVE

21.1 For the purpose of the Laundry Services, the Hospital will be represented by the Laundry Manager, who will be the authorized Hospital representative.

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

<p style="text-align: center;">CHIEF EXECUTIVE OFFICER SP. GRADE RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL BANDAR SERI BEGAWAN BA1710 NEGARA BRUNEI DARUSSALAM</p>

22. REGULATIONS, LICENSES AND PERMITS

22.1 The Contractor shall be 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 Laundry Services.

22.2 In the event of any change in legal or regulatory requirements during the Contract Period, the Contractor shall promptly take any action for complying with the said legal or regulatory requirement at their own expenses.

22.3 The Contractor shall comply with the Best Practices of Laundry Services as may be proposed or recommended by any relevant bodies in the relevant industry and also ensure that the standards of services provided shall at the minimum be of such quality and standard as is generally regarded as good in the relevant industry.

23. CLAIMS AND PAYMENT

23.1 The Contractor shall only claim payment for the number of Linen delivered to the RIPAS Hospital, which are based on the number of Collection & Delivery

confirmed by the agreed cut-off time. However, the total claimable amount is subject for further review as it entirely depends on the Contractor's monthly performance rating as stated below:

PERFORMANCE RATING	% OF CLAIMABLE AMOUNT
90% - 100%	100%
80% - 89%	95%
70% - 79%	90%
60% - 69%	85%
50% - 59%	80%
49% and below	75%

- 23.2 The Contractor's performance will be assessed every month based on a set of key performance indicators and their respective targets as specified in Appendix 5.
- 23.3 The Hospital reserves the right to terminate the Agreement for the Laundry Services if the Contractor's performance is not up to the standard of the Hospital or consistently falls below the Hospital's standards.
- 23.4 The Contractor shall prepare itemized billing for each facility under the Hospital.
- 23.5 The Contractor shall submit the invoice of the previous month NOT LATER THAN the first week of each month. All claims shall be addressed to:

**CHIEF EXECUTIVE OFFICER SP. GRADE
RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL
BANDAR SERI BEGAWAN BA1710
NEGARA BRUNEI DARUSSALAM**

- 23.6 Payment will be made within forty-five (45) days after submission of the invoice and other related documents.

24. RIGHT TO APPOINT OTHER VENDORS

- 24.1 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.
- 24.2 All expenses incurred shall be recoverable in full from the Contractor by the Hospital.

25. EXIT CLAUSE

- 25.1 The Government reserves the absolute right to terminate the Contract at any time, without assigning any reason, by given written notice. No compensation shall be payable except for services satisfactory rendered up to the termination date.

26. TERMINATION CLAUSE

- 26.1 The Government reserves the right to terminate the Contract due to:

- 26.1.1. Persistent non-performance or repeated non-compliance;
- 26.1.2. Illegal activities, safety violations or misuse of vehicles;
- 26.1.3. Failure to comply with Ministry of Health procedures, rules and contractual obligations;
- 26.1.4. Failure to provide required manpower or replacement vehicles;
- 26.1.5. Any ground deemed significant by Ministry of Health in the interest of safety, service continuity or public health.
- 26.1.6. Withdrawal, suspension, revocation or invalidation of any license, permit, approval or authorization issued by any government authority to the Contractor, and/or failure of the Contractor to promptly notify or take necessary action to reinstate or replace such license, permit, approval or authorization where such circumstance affects or may affect the performance of the Contractor's obligations under this contract.

BILL OF QUANTITIES					
NO.	DESCRIPTION	SIZE	ESTIMATION USAGE PER DAY (PCS)	PRICE PER UNIT	TOTAL COST
GENERAL					
A	Tenderers are strongly advised to price each item. Any item not priced will be assumed that its cost has been included elsewhere in the tender documents and must be verified.				
B	Tenderers must advised and formally notify the Ministry of Health for any changes in the prices. Any variation of the prices must be agreed and approved upon before commence of service.				
C	The types of linen bundle (sets) specifies the requirement / criteria of the linen needed to be satisfy.				
D	Estimation usage of linens are just guidance. Exact volume or quantities may vary.				
LINENS OF EMERGENCY DEPARTMENT & RADIOLOGY DEPARTMENT					
1	BEDSHEET Colour -White and Blue Material Type - 50% Cotton, 50% Polyester	85" x 100"	220		
2	BLANKET Colour - Green, Pink and BlueMaterial Type - Waffle Cellular 100% Cotton	70" x 90"	180		
3	PILLOWCASE Colour - White and Blue Material Type - 100% Cotton	19" x 29"	50		
4	PATIENT SHIRT (MALE/FEMALE) Colour - Maroon Material Type - Stripped, 65% Polyester / 35% Cotton	Free Size	10		
5	PATIENT SARUNG Colour - Blue / Maroon Material Type - 65% Polyester / 35% Cotton	72" x 54"	20		
6	X-RAY/ MRI GOWN Colour - Grey Material Type - Twill Material 100% Cotton	M, L	80		
7	SURGICAL GOWN Colour - Mid-Green Material Type - 50 % Cotton, 50 % Polyester, Antistatic	Free Size	20		
8	OPERATION GOWN CHILD Colour - Stripe White, Brown, Green, Pink & Blue Material Type - 50% Cotton, 50% Polyester	S, M, L	5		
9	OPERATION GOWN ADULT Colour - Green/Brown Stripe Material Type - 50% Cotton, 50% Polyester,	Free Size	5		
10	SCRUB WITH TROUSERS Colour - Green and Blue Material Type - 50 % Cotton, 50 % Polyester	S, M, L, XL	5		
11	BATH TOWEL Colour - White Material Type- Terry Towelling 100% Cotton	43" x 54"	10		
12	HAND TOWEL Colour - White Material - Terry Towelling 100% Cotton	17" x 30"	10		
13	BABY TOWEL Colour - White Material - Terry Towelling 100% Cotton	28" x 51"	1		

BILL OF QUANTITIES					
NO.	DESCRIPTION	SIZE	ESTIMATION USAGE PER DAY (PCS)	PRICE PER UNIT	TOTAL COST
14	TROLLEY COVER Colour - Mid-Green Material Type - 50 % Cotton, 50 % Polyester, Antistatic	67" x 53"	10		
15	DRESSING TOWEL Colour - Mid-Green Material Type - 50 % Cotton, 50 % Polyester, Antistatic	43" x 43"	10		
16	HOLE TOWEL Colour - Mid-Green Material Type - 50 % Cotton, 50 % Polyester, Antistatic	28" x 36"	10		
17	COMFORTER Colour - Mix Material - 100% Cotton with Sponge	Queen	2		
18	CUBICLE CURTAIN Colour - Brown / Blue Material Type - 100% Polyester fabric (flame retardant).	Medium	5		
19	WINDOW CURTAIN Colour - Brown / Blue Material Type - 100% Polyester fabric (flame retardant).	Small	2		
20	TABLE CLOTHS Colour - Brown Material Type- 100% Cotton	Medium	5		
BEDSHEET & BLANKET OF EVERY WARDS IN RIPAS HOSPITAL MAIN BLOCK					
21	BEDSHEET Colour -White and Blue Material Type - 50% Cotton, 50% Polyester	85" x 100"	520		
22	BLANKET Colour - Green / Blue / Pink/ Purple Material Type - Waffle Cellular 100% Cotton	70" x 90"	480		
TOTAL AMOUNT FOR PER DAY					
TOTAL AMOUNT FOR ONE (1) MONTH					
TOTAL AMOUNT FOR SIX (6) MONTHS					
TOTAL AMOUNT FOR ONE (1) YEAR					

DAILY COLLECTION FORM

Location :

Date :

Area :

Time of Collection :

No.	Soiled linen Bags	Quantity		Remarks
		Collected	Replaced	
1	White			
2	Red			
3	Green			
	Total No. of Bags			

Collected by:

Company Representative

Name _____

Designation _____

Verified by:

Hospital Representative

Name _____

Designation _____

Key:

White (For all white linens)

Red (For all colour linens)

Green (OT linens)

REJECT LINEN

Doc. No :	Date :
Hospital :	Ward / Dept :

No.	Code	Item Description	Quantity (pcs) & Reasons for Rejection					Quantity Replaced (pcs)
			Burnt	Stain	Odour	Wrinkle	Total Qty (pcs)	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Remarks : _____

ACKNOWLEDGEMENT

For Client's Use:

Rejected by	Signature	Verified by	Signature
Name		Name	
Designation		Designation	
Date & Time		Date & Time	

For Hospital Representative's Use:

Replacement Received by	Signature	Verified by	Signature
Name		Name	
Designation		Designation	
Date		Date	

LINEN FORM (COLLECTION/DELIVERY)

Date:

Ward:

NO.	LINENS	AMOUNT (PCS)		REMARKS
		CLIENT COUNT	CONTRACTOR COUNT	
1	BEDSHEET			
2	BLANKET			

AUTHORISED BY (CLIENT)

AUTHORISED BY (CONTRACTOR)

SIGNATURE

SIGNATURE

NAME

NAME

DESIGNATION

DESIGNATION

VERIFICATION UPON DELIVERY

BY CLIENT

BY CONTRACTOR

SIGNATURE

SIGNATURE

NAME

NAME

DESIGNATION

DESIGNATION

Laundry Services Supervisor (Client's Copy)

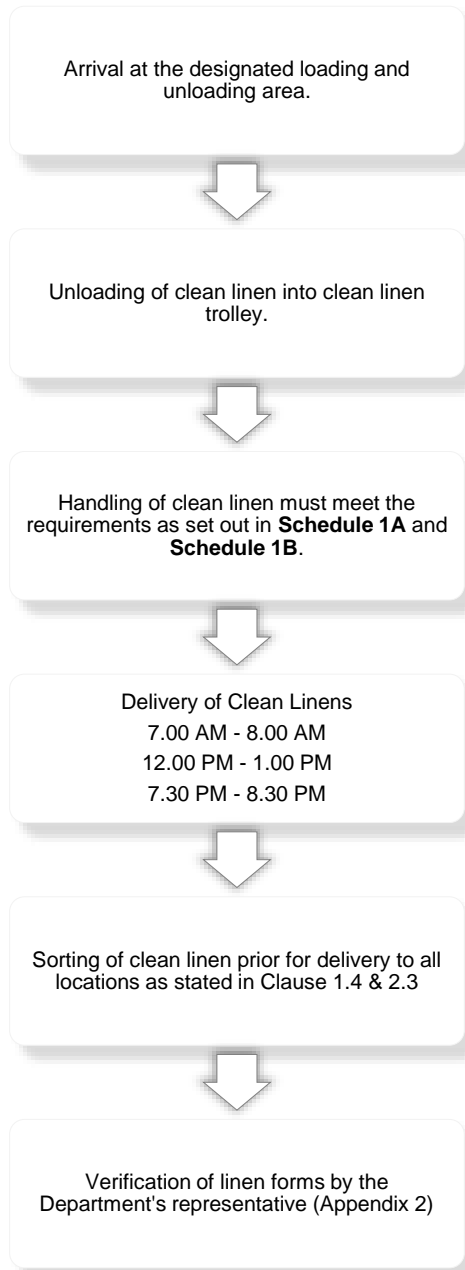
Linen Services Supervisor / Linen Interchange Supervisor (Company)

File Copy for Laundry Services Supervisor (Company)

Appendix 3A

The Work Flow Chart for Delivering Clean Linens

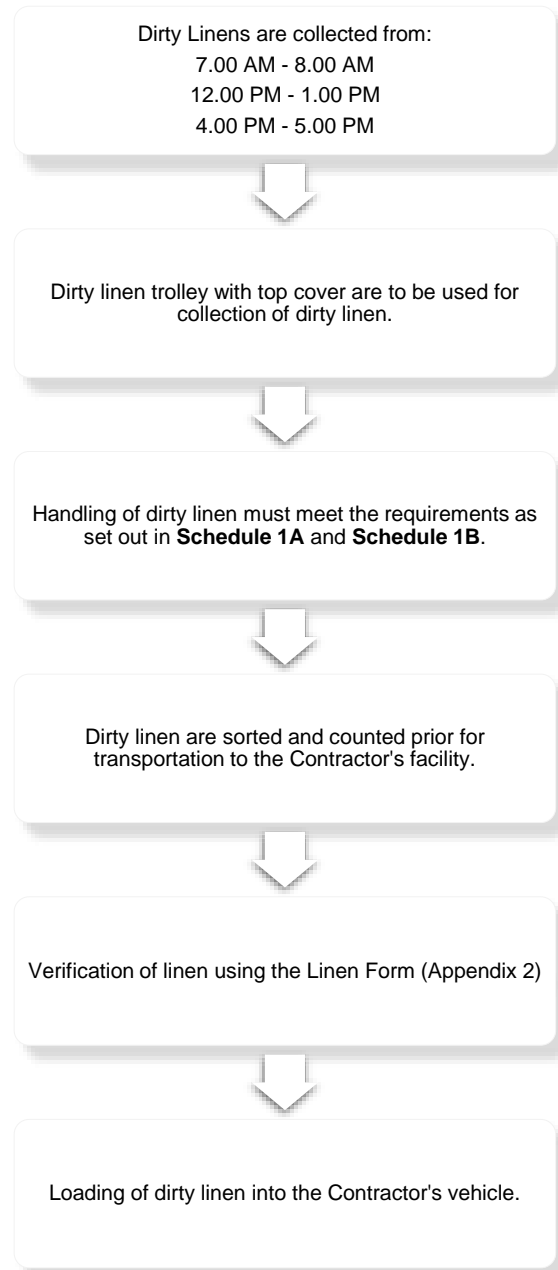
Main Block , Emergency and Radiology Department RIPAS



Appendix 3B

The Work Flow Chart for Collecting Dirty Linens

Main Block , Emergency and Radiology Department RIPAS



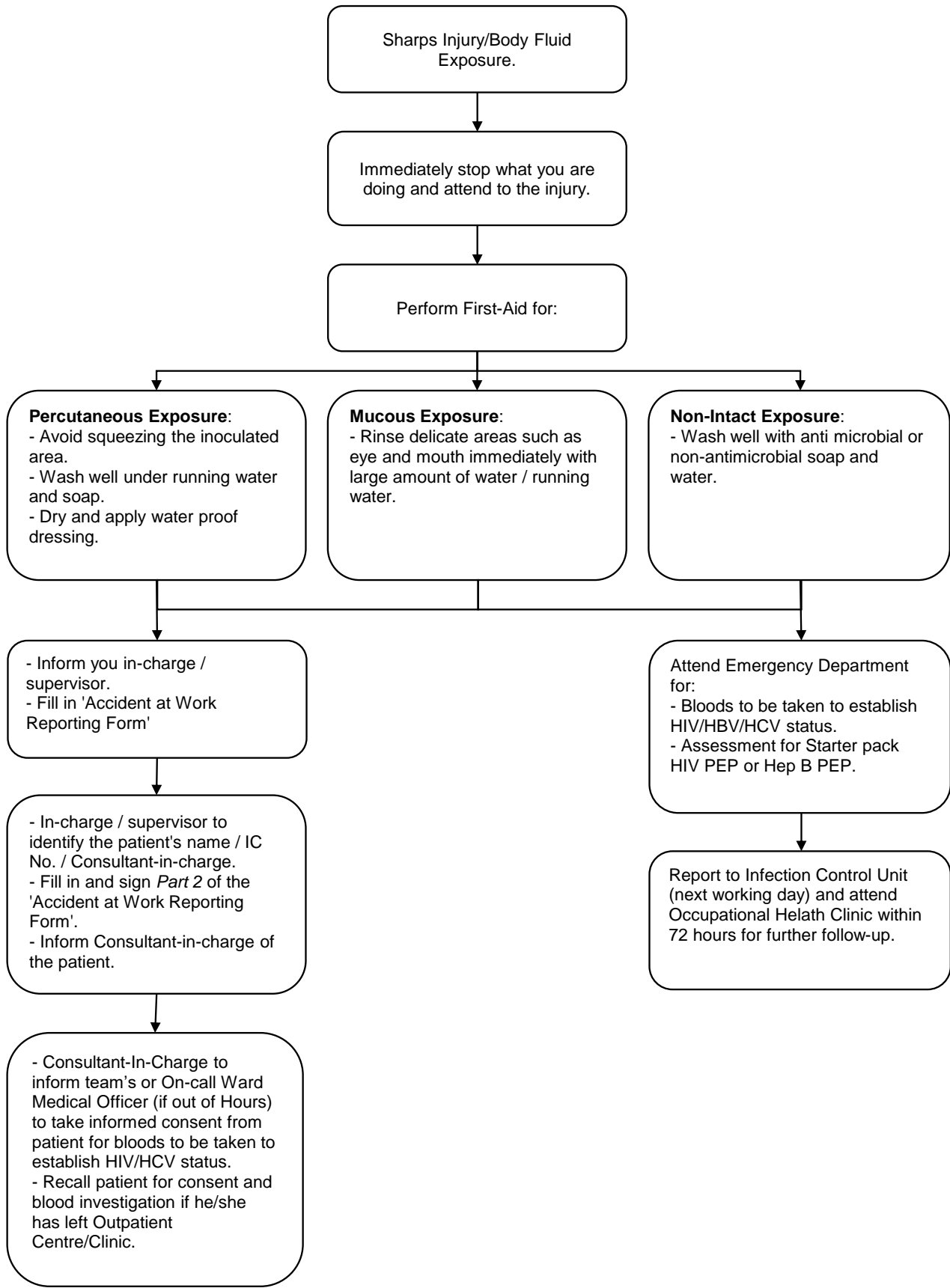
APPENDIX 4

1. Key Performance Indicators (KPI)

1.1 The Contractor's performance will be based on a set of key performance indicators (KPIs) which are grouped into three (3) categories as per the following:

No.	Key Performance Indicators	Measurement	Weightage	Tools/Form	Remarks
1	Timeliness of Collection & Delivery	Based on number of verified complaints or reports relating to delay, missed collection, late delivery or insufficient linen supply recorded by Hospital. Deduction of 5% for every 3 complaints.* E.g.: 0–3 complaints = 100% 4–6 complaints = -5% 7–9 complaints = -5%	70%	Complaint Form or Reporting Line	Deduction shall not apply if delay or service disruption is caused by: <ul style="list-style-type: none"> • Ward or department not ready for collection • Emergency hospital operations • Instructions issued by Hospital Management • Access restrictions imposed by hospital • Force majeure events. • More than 30 minutes will be considered as delay.
2	Linen Quality (Cleanliness, Usability, Smell, Sight / Defect)	Based on ward acceptance and rejection records. (Accepted linen ÷ Total linen delivered) × 100	30%	Acceptance and Rejection Form or Reporting Line	Deduction shall not apply if linen damage or contamination is caused by: <ul style="list-style-type: none"> • Improper handling by ward staff after delivery • Normal wear and tear of linen beyond service life • Linen supplied by Hospital or third party not processed by Contractor
Total			100%		

1.2 A final performance rating will then be calculated based on how the Contractor deliver the targets of the KPIs.



SCHEDULE 1

1A Laundry Services

1B Laundry Processing Cycle

Contents

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 - Laundry Services to Be Provided..... 2
- 1B Laundry Processing Cycle..... 3**
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 - Medical Waste..... 3
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 - Proper Use of Carts..... 6
 - Quality Assurance 6

1A Laundry Services

Laundry Services to Be Provided

- 1.1 The Tenderer shall provide the laundry services and shall ensure that all linens collected from, cleaned and deliver to stipulated location under the Ministry of Health according to the frequencies, volumes, schedules, and routes required by the Ministry of Health.

The Tenderer shall ensure that all dirty linens are collected from, cleaned and delivered to stipulated location under the Ministry of Health according to the frequencies, volumes, schedules and routes required by the Ministry of Health.

The Tenderer shall ensure that all dirty linens that are delivered to the Tenderer's Laundry Facilities are to be cleaned according to the frequencies, volumes and schedules.

The Tenderer shall ensure that adequate quantities of cleaned linens are delivered to stipulated location under the Ministry of Health according to the frequencies, volumes, schedules and routes required by the Ministry of Health.

- 1.2 All the linens referred to in this tender are owned by the Ministry of Health, Brunei Darussalam.
- 1.3 The Tenderer shall assist and cross-check with the Ministry of Health in determining the quantity of linen items required with the quantity as stated in **Appendix 4 (Quantities of linens required)**. The actual increased or less agreed quantities shall be listed and prepared by the Tenderer. The Tenderer shall document the calculated quantities of the said agreed quantities amounted to price costing into this tender.
- 1.4 The Tenderer shall ensure that the clean linen counted and recorded onto the Linen Issue Form (**Appendix 2**), prior to delivery to the stipulated location
- 1.5 Upon delivery, the Ministry of Health's Laundry Supervisor shall verify every receipt of linen items delivered against the daily schedule request or any additional requirement and shall ensure that the actual quantity delivered as requested has been accurately recorded in the Linen Issue Form. The Linen Issue Form must be signed, stating date, time and copy retained.
- 1.6 Once completed the Tenderer shall deliver the clean linens to the specified delivery points together with appointed Ministry of Health's Laundry Supervisor to inspect and verifying stating the date and time using the Linen Issue Forms (**Appendix 2**).
- 1.7 The frequency of delivering and collecting linens will be dependent to the volume available of soiled and clean linens. The window period in the delivery and collection of linens shall be within timeframe of two (2) hours.
- 1.8 The Tenderer shall be required to provide adequate number of employees for every shift to cover the daily delivery and collecting of linen requested.

1B Laundry Processing Cycle

The Tenderer shall handle the laundry according to the laundry processing cycle as below:

Handling, Collection and Transportation of Dirty Linens

- 1.1 All items shall be handled and collected in accordance with Ministry of Health's regulations and guidelines thereby minimizing potential exposure of patients, hospital staff or laundry employees to blood-borne and air-borne pathogens or other infectious agents. (Please see **Schedule 2**)
- 1.2 All linens that are placed in the alginate water soluble bags unless labelled safe shall be assumed to be contaminated and Standard Precautions (as stated in **Schedule 2**) shall be applied at all times to all employees who handle dirty linens.
- 1.3 The collection of dirty linens begins from the sorting area Washing Area of the Laundry Department Building – please see **Appendix 3B Flow Chart for Collecting Dirty Linens**.
- 1.4 Dirty linens shall be collected and handled only as necessary to complete the defined tasks, and in such a way as to minimize microbial contamination of the air and the employees handling the linens. Dirty linens shall not be sorted or rinsed in all patient-care.
- 1.5 All dirty linens shall be collected from specified collection point(s) and sorted according colour between labelled yellow bags and transparent white bags into separate laundry bags and placed directly into trolleys with cover specific for infectious dirty linens.
- 1.6 All infectious dirty linens placed in water-soluble bag (yellow or white) shall not be opened to avoid aerosolization and shall be placed directly into trolleys with cover specific for infectious dirty linens.
- 1.7 The laundry bags must not be loaded to capacity, must be leak-proof and must be capable of being closed securely to prevent linens from falling out.
- 1.8 Upon completion of the collection and sorting of the dirty linens, the Tenderer's employee supervisor with the appointed Ministry of Health's Laundry Supervisor shall inspect and verify stating the date and time using the Linen Issue Forms (**Appendix 2**)

Medical Waste

- 2.1 The Tenderer shall have a written plan and submit to the Ministry of Health detailing the procedures to follow when medical waste is found among dirty linens.
- 2.2 The Tenderer shall provide a dedicated location to receive and return 'Lost and Found' items found among linens that may contain personal patient information.
- 2.3 The Tenderer's employees are instructed to bring valuable items to the 'Lost and Found' area with immediate attention.
- 2.4 The use of Personal Protective Equipment shall be observed while moving, loading and unloading dirty linens.

Sorting

- 3.1 The Tenderer's employees shall collect the dirty linens as stated at **Clause 11 Section 2** in accordance with the **Flow Chart for Collecting Dirty Linens – Appendix 3B**

- 3.2 The Tenderer's employees shall sort all dirty linens (except for infectious dirty linens) in the Dirty Linen Area (Laundry RIPAS Hospital) prior to be transported to the Tenderer's Laundry Facility in accordance to guidelines in **Schedule 2**.
- 3.3 The tenderer shall ensure that the physical environment of the designated sorting area is cleaned and in order everyday especially the laundry carts and shall be cleaned with disinfectant detergents.
- 3.4 All employees who handle the dirty linens shall follow the precautions as stated in **Schedule 2** to prevent contact with blood or other potentially infectious or hazardous material.
- 3.5 Dirty linens shall be sorted into sorted into appropriate wash loads by classification such as colour and type of linens.
- 3.6 The Tenderer shall have a written plan and submit it to the Ministry of Health's detailing the procedures to follow in handling sharps and in the event of injuries to the Tenderer's employees due to sharps. The plan shall be in accordance with Guidelines issued by Ministry of Health's on Prevention from needle sticks and/or sharp objects (**Schedule 2B and 2C**).

Washing

- 4.1 The Tenderer shall use equipment that are required to ensure the agreed upon quality standard are consistently met. (Example; Hygienic Washers and Washer Extractors).
- 4.2 The Tenderer must ensure that the following standards are met during and after the washing process before drying: -
- **Odour**; the washed linens must not produce any unpleasant odour.
 - **Level of whiteness**; the washed linens must not show any visibility of stains.
- If these standards are not met, the linens must be rewashed or the linens are to be rejected and/or written off.
- 4.3 The Tenderer shall ensure that linens are hygienically clean during and after the washing process.
- 4.4 The Tenderer shall submit established standards for the following processes during washing of each classification of linen:
- **Cycle time**; Pre wash, wash, rinse and final rinse times.
 - **Water levels/usage**; Total water usage and/or water levels
 - **Temperature**; Wash cycle, bleach cycle and rinse cycle temperatures.
 - **Chemical usage**; Types of chemical and detergents are to be use during the laundry processing cycle are as below: -
 - i. Industrial laundry detergent powder (Laundry suds – Main detergent) Sodium Carbonate 30%-60%
 - ii. Industrial heavy duty detergent powder (for blood stains etc) Sodium Carbonate 10%-30%
 - iii. Industrial white powder bleach (Chlorine bleach-white only) Sodium Chloroisocyanurate 10%-30%

- iv. Industrial oxygen voyage bleach (Oxygen bleach – colour & whites) Sodium Perborate 10% - 30%
- v. Industrial laundry softener (For softening of linens) Cationic surfactant 15%
- vi. Industrial laundry sanitizer, deodorizer & disinfectant Biguanide compound 15%
- vii. Industrial laundry sour Acid group
- viii. Industrial laundry starch pre-cook (Instant corn starch) Starch 50%

4.5 Damp linens should not be left in the washing machine overnight.

Extraction And Drying

- 5.1 The Tenderer shall extract or dry the clean linens in a manner that preserves the integrity of the linen merchandise, minimises the microbial growth after washing and prepares the linens for efficient ironing or folding.
- 5.2 Damp linens shall not be left in the dryer machines overnight.

Ironing

- 6.1 During the finishing process of ironing and folding of linens, The Tenderer shall ensure that the linens are maintained in the same clean state after washing. The ironing and folding procedures shall meet the needs and expectations of the Ministry of Health. If any linens become soiled in the process, it shall be re-washed, as outline in **Clause 4.0 (Washing)**.
- 6.2 Ironing equipment shall be maintained in good operating condition so that the linens are adequately ironed, dried and folded without excessive heat and pressure.
- 6.3 The Tenderer's employees are to take all caution when operating the ironer and the iron roller.

Folding

- 7.1 The linens should be folded immediately after drying or ironing to minimise wrinkles.
- 7.2 The person doing the folding should look for stains, excessive wear or tears and sort out these linens for re-wash or to be written off.

Packaging

- 8.1 The Tenderer shall ensure that the packaging of linen shall preserve the linens in a clean state for delivery to the Hospital.
- 8.2 During packaging, linens must be handled as little as possible to prevent soiling or contamination.
- 8.3 The clean linen shall be wrapped in using Laundry Bags, suitable plastics or other suitable material, and securely closed and tied during the distribution to the stipulated location.

Delivery Of Clean Linens – Please Refer to Appendix 3a (Work Flow Chart for Delivering Clean Linens)

- 9.1 Functional separation of clean from dirty linens shall be maintained during transportation by:-
 - 9.1.1 Bagging dirty linens in fluid-resistant containers.
 - 9.1.2 Anchoring dirty linens in the vehicle, so that it will not spill from their containers.

9.1.3 Training employees regarding proper bagging and placement of linens in the transporting vehicle.

9.1.4 Ensuring that all employees with these responsibilities follows the Standard Precautions at all times.

9.2 Clean and dirty linens must not be stored in the same container to avoid unnecessary contamination to the linens.

Vehicle Considerations

- 10.1 The Tenderer shall provide two vehicles to transport clean and dirty linens separately.
- 10.2 Clean and dirty linens shall not be transported in the same vehicle as to protect the clean linens from contact with the dirty linens.
- 10.3 Clean and dirty linens shall be kept in proper containers during transportation.
- 10.4 The interior of the vehicles used to transport linens shall be cleaned on a regular basis as per company policy, or whenever visibly soiled.
- 10.5 Vehicles used to transport linens shall have waterless anti-bacterial hand cleaner, disposable rubber gloves and face mask on board for the purpose of hand hygiene. If visible soil is apparent, drivers shall use utility gloves or the disposable rubber gloves to minimise contact with the dirty linens. Hand washing with soap and water is required at the earliest opportunity upon removal of the utility gloves or disposable rubber gloves.

Proper Use of Carts

- 11.1 Different carts shall be used to transport clean linen from vehicle to the Clean Linen Store and dirty linen from Dirty Linen Store to the vehicle.
- 11.2 During the transportation in the carts, clean and dirty linen shall be wrapped securely.
- 11.3 The carts that are used for transporting clean linen and the dirty linen shall be kept clean and sanitised on a weekly basis or whenever visibly soiled.
- 11.4 Clean linen carts shall keep at the Clean Linen Store.
- 11.5 Dirty linen carts shall be kept at the designated area.
- 11.6 Carts used for clean and dirty lines shall be labelled accordingly.
- 11.7 Clean lines carts and Dirty lines carts shall be maintained in good working order.

Quality Assurance

- 12.1 The Tenderer's supervisor and the Laundry Inspector from Ministry of Health shall do random check on clean linen sent to the Clean Linen Store to ensure it is following the requirement set by the Ministry of Health, Brunei Darussalam.

SCHEDULE 2

Guidelines Issued by Ministry of Health

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A Disinfection Policy in Laundry Services

- 1 All laundry used in healthcare setting facilities are disinfected during laundering and generally rendered hygienically clean but not sterile.
- 2 A temperature of at least 160°F (71°C) for a minimum of 25 minutes is recommended for hot water washing.
- 3 A total chlorine residual of 50-150 parts per million (ppm) is usually achieved during the bleach cycle. Chlorine bleach is an economical, broad spectrum chemical germicidal that enhances the effectiveness of the laundering process.
- 4 Activated oxygen-based laundry detergents should be used as an alternative for chlorine bleach since it provides benefit for fabrics and colour safety in addition to antimicrobial activity.
- 5 Disinfection of the tubs and tumblers of washing machines is unnecessary when proper laundry procedures are followed; this procedure involve a physical removal of bulk solids (e.g. faeces) before wash/dry cycle.

B Guidelines on The Control of Hospital-Acquired Infection

Contaminated laundry generated in healthcare facilities can be a source of substantial pathogenic microorganisms from body substances, including blood, skin, stool, urine, vomitus and other body tissues and fluids.

Occupational Safety & Health Administration (OSHA) defines contaminated laundry as laundry which has been soiled with blood or other potentially infectious materials or may contain sharps.

1. Standard precautions

The control of hospital-acquired infections using standard precautions involves work practices that are essential to provide a high level of protection to Employees during collection, handling and sorting.

The use of standard precautions is recommended for handling laundry that may be contaminated with blood, body fluids, secretions, or excretions from suspected or confirmed cases of Highly Infectious Diseases such as SARS, bird flu, influenza A (H1N1), enteric fever, salmonella infections, hepatitis A, hepatitis B, hepatitis C and carriers, open pulmonary tuberculosis, HIV infections and other notifiable diseases.

The principles involved in standard precautions include the following:

2. Hand washing and antiseptis (Hand hygiene)

2.1 Handwashing and antiseptis (hand hygiene) can minimise micro-organisms on the hands when there is contact with blood, body fluids, secretions and excretions.

2.2 Employees should wash their hands using soap and water:

2.2.1 After handling, collecting, sorting and transporting laundry

2.2.2 Between contact with contaminated laundry

2.2.3 Immediately after removing gloves

2.3 Employees can also use antimicrobial agents such as alcohol-based hand rub:

2.3.1 Employees should not use alcohol-based hand rub more than 10 times at any one time.

2.3.2 After using alcohol-based rub 10 times or more, Employees must wash their hands with soap and water.

3. Use of Personal Protective Equipment (PPE)

3.1 The use of PPE provides a physical barrier between the microorganism and the Employees/user.

3.2 PPE prevents the hands, eyes, clothing and shoes from contamination of microorganism as well as prevents contact of blood or body fluid that may contain infectious agent.

3.3 PPE includes:

3.3.1 Thick Gloves (Rubber) - should be of sufficient thickness to minimize sharps injuries

3.3.2 Protective Eyewear

- 3.3.3 Mask
- 3.3.4 Plastic Apron – Must be of single use and fluid repellent
- 3.3.5 Boots (rubber)/Protective Shoes
- 3.4 Employees should follow principles guides when using PPE such as
 - 3.4.1 Avoid any contact between contaminated PPE and surfaces
 - 3.4.2 Discard the used PPE in appropriate bags
 - 3.4.3 Do not share personal protective equipment
 - 3.4.4 Wash hands immediately after removing gloves
- 4. Prevention from needle stick and/or sharps injuries**
 - 4.1 Employees shall be provided with sharp containers (leak proof) to store any needle stick or sharp objects if found.
 - 4.2 Employees must use gloves for the task of sorting laundry.
 - 4.3 Employees must use suitable tools e.g. tongs to pick up needles or visible sharp objects.
- 5. Environmental cleaning of blood and body fluids spills**
 - 5.1 Standard measures for cleaning spillage include:
 - 5.1.1 Cover spills with paper towels or tissue.
 - 5.1.2 Pour chlorine releasing agent (Clorox) onto the spill and leave for 5-10 minutes.
 - 5.1.3 Pick up the soaked towel or tissue with gloved hands.
 - 5.1.4 Dispose the towel or tissue into the biohazard plastic bags.
 - 5.1.5 Remove gloves and dispose into the biohazard plastic bags.
 - 5.1.6 Wash hands with soap and water.
 - 5.1.7 Mop the spillage area with prepared diluted solution of Clorox (1 part Clorox to 10 parts of clean water).
- 6. Collecting, Transporting, Sorting**
 - 6.1 Place all dirty linens directly onto the laundry carts.
 - 6.2 For infectious soiled linens, place the linens directly into water soluble bag at the points of collection.
 - 6.3 Contain laundry in a manner that prevents the linens/water soluble bag from opening or bursting during transport and while at the points of collection.
 - 6.4 Do not shake soiled linens. Handle all linens with minimum agitation to avoid aerosolisation of virus.
 - 6.5 For infectious soiled linens, do not rinse or sort laundry at points of collection.

- 6.6 All soiled infected linens is to be transferred to the designated washer without opening.
- 6.7 All soiled infected linens should be transported in a designated trolley specific for soiled infected laundry at the points of collection room.
- 6.8 Trolley used to transport soiled infected linens should be cleaned after each use.
- 6.9 All Employees should use PPE when transporting soiled laundry outside the Points of collection room.
- 6.10 All Employees should use standard precautions and perform hand washing after removal of PPE that has been in contact with soiled laundry.
- 6.11 All Employees need to be aware they are at risk from contaminated soiled laundry, sharps and other instruments.

C Management of Occupational Sharps Injury / Body Fluid Exposure

1. Roles of the Relevant Parties

- Role of the exposed worker:
 - The exposed worker should stop immediately whatever they are doing and attend the injury.
 - The exposed worker should report to their Supervisor/In-Charge of the incident and go to the nearest hospital Accident & Emergency (A/E) Department to have their blood taken to establish their Hepatitis B/Hepatitis C & HIV status and for assessment of the need for HIV post-exposure (HIV PEP) or Hepatitis B post-exposure.
 - The exposed worker should report to the nearest hospital's Infection Control Unit for investigation of the incident, the next working day and attend follow-up with Occupational Health Clinic in Ong Sum Ping within 72 hours of the incident.
- Role of the Supervisors/In-Charge:
 - The Supervisors/In-Charge should identify the patient and take his/her details and inform the Occupational Sharps Injury/Body Fluid Exposure Consultant of the incident.
 - The Supervisors/In-Charge should help the exposed worker to get and fill in the 'Accident at work reporting Form' and fill in and sign Part 2 of the form. Hardcopies of the form can be obtained from Occupational Health Unit or downloaded from <http://www.moh.gov.bn/services/occupationalhelthdiv02-03.htm>

2. Contact Details

No	Name	Contact Number
1	Occupational Health Division, Ong Sum Ping	(+673) 2230043 (+673) 2230037 - FAX
2	Virology Lab	Office Hours (+673) 2221821 EXT 127
3	Infection Control Unit, RIPAS Hospital	Office Hours (+673) 2240163 OR Contact Operator for On-Call Infection Control Nurse
4	Central Specimen Receiving Area (CSRA)	EXT 8811

3. **Work Flow Chart for Management of Occupational Sharps Injury / Body Fluids Exposure**

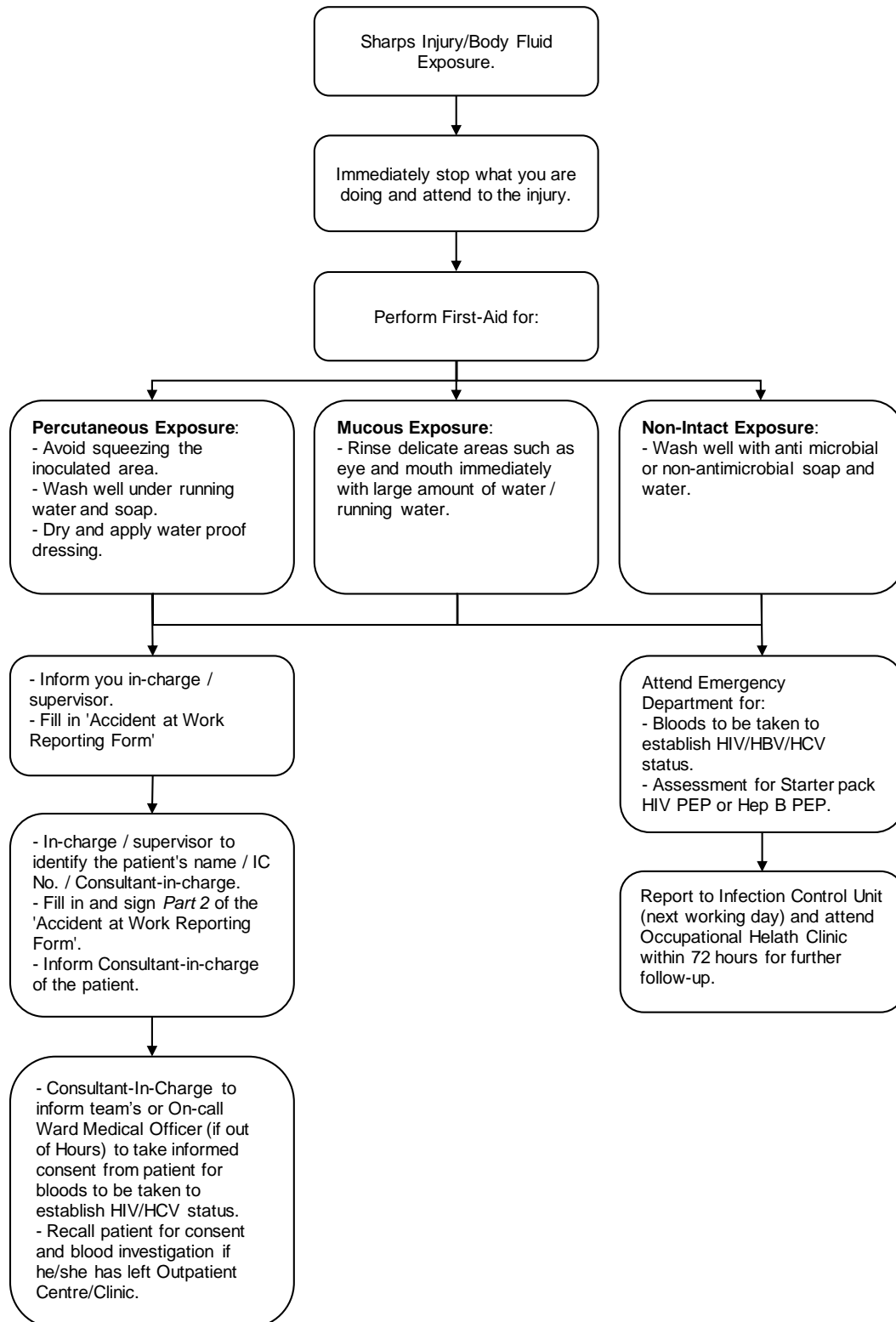


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SECTION 3

FORM TO BE USED

SCHEDULE A - TENDER FORM

To:

TENDER REFERENCE NO.: KK/106/2026/UPP

**THE PROVISION OF LAUNDRY SERVICES FOR THE WOMEN & CHILDREN CENTRE AT RAJA
ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL A PERIOD OF ONE (1) YEAR**

TENDER OF (*name of tenderer*) _____

Company/Business Registration No. : _____

Tender Closing Date : _____

NO.	DESCRIPTION	PRICE (B\$)
1	TOTAL MONTHLY CHARGES FOR LAUNDRY SERVICES	
2	TOTAL CHARGES FOR LAUNDRY SERVICES FOR (1) YEAR.	

1. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.
3. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation To Tender together with such further terms and conditions, if any, agreed between the Government and us.
4. OUR OFFER IS VALID FOR **SIX (6) CALENDAR MONTHS** FROM THE TENDER CLOSING DATE.
5. When requested by you, we shall extend the validity of this offer.
6. We further undertake to give you any further information which you may require.

Dated this day of 2026.

Signature of authorised officer of Tenderer

Name:

Designation:

Tenderer's official stamp:

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 Laundry 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

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

DECLARATION

Tenderers shall complete and submit the Declaration form below.

PENGAKUAN PENENDER *TENDERER'S DECLARATION*

SCHEDULE G – LIST OF EQUIPMENT

SCHEDULE H – LIST OF CHEMICALS