

TENDER REFERENCE NO.: KK/134/2026/UPP(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF THE CLEANING SERVICES FOR RAJA
ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL,
MINISTRY OF HEALTH, FOR A PERIOD OF TWO (2) YEARS**

TENDER FEES : \$500.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 28th July 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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SECTION 2

SPECIFICATIONS

THE PROVISION OF CLEANING SERVICES FOR THE RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL, MINISTRY OF HEALTH FOR A PERIOD OF TWO (2) YEARS

1. GENERAL

- 1.1 Tenderers are sought from suitably qualified cleaning contractors who wish to be considered for the provision of cleaning services (hereinafter 'the Services') at the Raja Isteri Pengiran Anak Saleha Hospital (hereinafter "Hospital"). Contractor with British Institute of Cleaning Science (BICS) certificate is an advantage.
- 1.2 The Tenderers that have available manpower (skilled), tools & equipment and consumables will only be selected for this provision of cleaning services.
- 1.3 The Hospital comprises of the Main Block, Services Block and the Women and Children Centre.
- 1.4 The duration of the provision of Services is for **TWO (2) YEARS**.
- 1.5 The successful contractor will **be required to submit proposed Standard Operation Procedures (SOPs)** which must be applicable to the Hospital and conform to the requirements of the Ministry of Health, Brunei Darussalam.
- 1.6 The successful contractor is also required to observe the following guidelines issued by the Ministry of Health:
 - Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
 - Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health); and
 - Universal Infection Control Precautions (Ministry of Health).
- 1.7 The Contractor is required to inspect the RIPAS Hospital Building premises and fully acquaint itself with the premises in respect of the conditions, accessibility, working space, storage accommodation and other limitations imposed on access to the premises.
- 1.8 All costs arising from or in connection with such conditions or limitations are deemed to be included in the contract price.

2 SCOPE OF WORK

- 2.1 The Successful Contractor shall have the expertise on providing various type of cleaning such as General Cleaning, Deep Cleaning, Terminal Cleaning etc. The Contractor is expected to meet or exceed the quality standard required as stated in **Schedule A**.
- 2.2 The successful contractor is required to identify the risk areas (Very High Risk, High Risk, Moderate Risk and Low Risk) in order to establish SOPs and providing quality service to the RIPAS Hospital. The areas in the Hospital are categorize into 4 type of risks as stated in **Schedule B**.
- 2.3 The successful contractors also need to follow the Standard Quality of Cleaning Service which also stated in **Schedule B**.
- 2.4 The Contractor shall provide the cleaning services to the RIPAS Hospital including the surrounding area, compound as set out in **Schedule C (Area to be cleaned)**.
- 2.5 The Contractor shall provide enough manpower to do the services required:

No.	Post	Manpower (Minimum)	Working Hours	Frequency
1	Operational Manager	1	(Office hours) 07.00-17.00	Monday-Thursday & Saturday
2	Supervisor	6	24 hours (Working in 3 shifts)	Everyday
3	Cleaner	166	24 hours (Working in 3 shifts & Office hours (0.700 – 17.00))	Everyday

- 2.6 The detail for allocation of manpower are stated are stated in **Schedule D (Allocation of Manpower)**
- 2.7 The Operational Manager shall work exclusively for the Contractor and stationed full time at the Hospital only.
- 2.8 The Operational Manager must be able to make decisions on behalf of the Contractor.
- 2.9 Approval for replacement of the Operational Manager must be sought in the event s/he falls ill (on medical leave) or is due to go on leave.
- 2.10 The Contractor shall provide experienced and competent language-speaking supervisors and be deployed exclusively for the provision of the Services.
- 2.11 The Contractor shall submit the CVs, basic duties and responsibilities of the Operational Manager and Supervisors. Supervisors must fully understand the SOPs and ensure that their team are performing in consistent with the SOPs implemented.
- 2.12 To ensure the proper and efficient execution of the Services, the Contractor shall provide and employ an adequate number of qualified workers to perform the Services.
- 2.13 The Contractor shall be given one month to recruit and train his staff to ensure that the Hospital's requirements and standards are met. Training of the Contractor's staff to commence immediately upon recruitment.
- 2.14 A list of workers shall be submitted on a monthly basis to the Hospital management for monitoring and security purposes. These submissions include each worker's standard cleaning education and accredited training certificate. (For example; Chemical Safety, Training Related Hygiene / Cleaning, PPE etc.).

3. **WORKING HOURS**

- 3.1 The Contractor shall provide the services for the Hospital:

No.	Post	Working Hours	Frequency
1	Operational Manager	(Office hours) 07.00-17.00	Monday-Thursday & Saturday
2	Supervisor	24 hours (Working in 3 shifts) Morning – 7am – 3.15pm Afternoon – 2.45 pm – 11.00pm Night – 11pm – 7.15 am	Everyday
3	Cleaner	24 hours (Working in 3 shifts & Office hours (0.700 – 17.00)) (Working in 3 shifts) Morning – 7am – 3.15pm Afternoon – 2.45 pm – 11.00pm Night – 11pm – 7.15 am	Everyday

- 3.2 The Contractor shall ensure all his personnel comply with the working days and hours set out by the Unit.
- 3.3 The Hospital reserves the right to amend the working hours without prior notice to the Contractor.
- 3.4 The Contractor shall ensure that his personnel are present at their designated work areas during such working hours.
- 3.5 Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Hospital.
- 3.6 Replacement must be made not later than one (1) hour before commencement of the shift with approval from Hospital management. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:

POSITION	SCALE
Operational Manager	\$50.00 per contract manager/shift
Supervisor	\$25.00 per supervisor/shift
Worker	\$15.00 per worker/shift

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

4. UNIFORM

- 4.1 The Contractor must ensure that all his personnel are neatly and properly attired in clean and neat uniforms.
- 4.2 Uniforms are to be provided by the Contractor at his own cost. Design, color and materials of the uniform must also be approved by the Hospital.

5. MEDICAL SCREENING

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

6. SECURITY VETTING

- 6.1 The Contractor shall ensure that all his personnel appointed for the provision of the Services have undergone security vetting and fit to perform the services. Security clearance statement need to be submitted to certify that all personnel are clear from any criminal and drug charges.

7. REMOVAL OF PERSONNEL

- 7.1 The Hospital reserves the right to remove or replace any of workers employed by the Contractor from the Hospital premises, who in the opinion of the Hospital has misbehaved or is incompetent or negligent in the performance of his/her duties.

8. WAGES AND WELFARE

- 8.1 The Contractor is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his workers in accordance with the requirements of the Labour Department, Brunei Darussalam.
- 8.2 The Contractor are advisable to / must follow the salary guideline from the Manpower Planning and Employment Council (MPEC) including the “Skim Persaraan Kebangsaan” for its local employee.
- 8.3 The Contractor shall take out, at its own expense, with an insurance approved in writing by the Hospital a policy or policies each specifically endorsed to provide indemnity to the Contractor and to the Hospital against any liabilities arising out of claims by any personnel for payment of compensation under the Workmen’s Compensation Act (Cap 74 of the Laws of Brunei).

9. EMPLOYMENT OF ILLEGAL WORKERS

- 9.1 The Contractor undertakes to the Hospital that he will not employ, and will ensure that all of its sub-contractors will not employ, any illegal foreign workers.
- 9.2 The Contractor will ensure that any foreign workers employ possess valid employment passes.

10. TRAINING AND DEVELOPMENT

- 10.1 The Contractor is to provide cleaning training for his personnel in accordance with the international standard requirements before assigning them (with prior approval from the Housekeeping Manager) to the provision of the Services.
- 10.2 The Contractor shall employ a qualified trainer, at its own cost to conduct the training to all his personnel, according to the international standards of hospital cleaning practices.
- 10.3 The Contractor shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 10.4 The Hospital reserves the right to send any of the Contractor’s personnel for retraining if deemed incompetent by the Hospital.
- 10.5 The Contractor shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

11. SAFETY AND HYGIENE

- 11.1 The Contractor shall instruct its employee(s), agent(s) or sub-contractor (s) accordingly, and ensure that its employee(s), agent(s) or sub-contractor(s) shall take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.
- 11.2 The Contractor shall observe and comply at all times with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure the safety on the Hospital premises of his own staff and personnel, the staff and property of the Hospital and the general public.

- 11.3 The Contractor shall protect its Employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimize the risk of its employees by:
- Establishing safe work practices and a safe environment;
 - Ensuring Employees injured at work have access to medical attention and rehabilitation;
 - Ensuring Employees are placed in jobs and work places suited to their physiological capabilities;
 - Providing Employees with personal protective equipment (PPE); and
 - Ensuring that Employees are medically covered with insurance.
- 11.4 The Contractor's Employees have the responsibility to work towards eliminating work place hazards and risks.
- 11.5 Hospital shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subcontractors 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 employees, agents, or subcontractors performing work or services in connection with the given contract.
- 11.6 Proper signboards and barriers shall be erected and maintained during the progress of the Services which may endanger the safety of the Hospital staff and the general public. The signboards and barriers must be sufficiently large to attract attention and shall include words such as "DANGER" or "BAHAYA", "CAUTION WET FLOOR" or "AWAS LANTAI BASAH", as appropriate.
- 11.7 The Contractor shall comply with all instructions, policies and regulations as may be issued by the Hospital from time to time in relation to safety and hygiene in the provision of the Services.
- 11.8 The Contractor is required to submit a proposed List of Safety Measures for Work and Cleaning.
- 11.9 In case of injuries in the work place, the Contractor is required to bare for any treatment cost.
- 11.10 The Contractor shall put in place a regular inspection program by their supervisory staff to monitor chemical safety. The program should include the following criteria:
- Correct labelling/signage;
 - Correct handling/application;
 - Wearing of personal protective equipment (PPE);
 - Update of material safety data sheets (MSDS); and
 - Security.
- 11.11 The inspection program reports shall be documented for reference.
- 11.12 Any damage/ pilferage to hospital property due to mishandling, carelessness of the Contractor or its Employees will be recoverable from the Contractor's bill and all materials issued to the Contractor shall be sole responsibility of the Contractor during the period of the given contract.
- 11.13 All accidents and incidents must be reported to the Housekeeping Manager. All reported accidents and incidents must be investigated by the Contractor, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the work place. Regular inspections shall be conducted by the Contractor's supervisors to ensure a safe working environment is maintained.
- 11.14 A basic first aid kit (as a minimum) must be provided for each work site, at the contractor's own cost.

12. MAINTENANCE AND REPAIR WORKS

- 12.1 The Contractor shall call directly to the Fault Reporting Centre of the Hospital to report any fault detected during the housekeeping process.
- 12.2 The Contractor shall report any damage (due to negligence of the workers) of any cleaning element of Hospital property immediately to the Fault Reporting Centre (contact no. 2242424 Ext.7099) and also the Operational Manager.
- 12.3 Cost of repair/replacement of any damage to the equipment or property belonging to the Hospital caused by the Contractor's personnel shall be borne by the Contractor.

13. SECURITY ARRANGEMENT

- 13.1 The Contractor's personnel shall immediately leave the Hospital premises if requested by the Hospital or any of its staff.
- 13.2 The Contractor is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Contractor must ensure that such records are maintained daily.
- 13.3 The Contractor undertakes to inform the Hospital of any lost or stolen security pass. Any security pass to be reissued will require the approval of the Hospital.
- 13.4 The Contractor shall ensure that his personnel do not, at any time, enter into areas which are not part of the Hospital premises except as directed by the Hospital.
- 13.5 The Contractor shall ensure that its Employees **shall not, at any time, enter the Site for any purposes other than specified** in their individual Services list (approved by the Housekeeping Manager). Hospital's security personnel or any of Hospital staff will have the right to stop and ask the Contractor's Employees to leave the premises immediately upon such entry. Such unapproved entry should result in a disciplinary action by the Contractor.
- 13.6 The Hospital will issue security passes to the Contractor's Employees, at the Contractor's own costs. For admission into the Site, such passes must be worn by the Employees in a conspicuous manner so as to be easily identified by the Hospital's security personnel. Such passes must be worn at all times while performing the Services on Site. Any lost or damage passes must be reported immediately to the Officer in-charge and upon approval from the Hospital, replace such lost/stolen pass at the Contractor's own costs.
- 13.7 The contractor shall at its own expense, issue "Break Time" passes to the Employees. Such passes must be worn by the Contractor's Employees ONLY during their break time, with prior approval from the Officer in-charge on the set time.
- 13.8 For security purposes, the Contractor will provide the Hospital's officer in-charge with the following particulars of his workers at least one (1) month before the commencement of the services:
 - Name
 - Address
 - Identity Card Number / Passport Number
 - Gender
 - Citizenship
 - Expiry date of work pass (for foreign workers)

14. DAMAGE TO PERSONS AND PROPERTY

- 14.1 The Contractor shall reimburse/indemnify for any loss or damage to any property caused by any negligent act or omission by the Contractor or its employees.

15. REGULATIONS, LICENCES AND PERMITS

- 15.1 The Contractor is responsible to procure and maintain all necessary licences, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- 15.2 In the event of any change in legal or regulatory requirements during the contract period, the Contractor shall promptly and at its own expense take any necessary action for complying with the same.
- 15.3 The Contractor 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 EQUIPMENT, TOOLS AND CHEMICALS TO BE USED

- 16.1 The Contractor is responsible to procure and provide on its own expenses of all necessary equipment, tools and materials for the efficient provision of the Services.
- 16.2 A list of the proposed equipment to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted, according to the requirement of the Hospital and the Ministry of Health, Brunei Darussalam.
- 16.3 The Contractor shall ensure that an adequate supply of consumables as set out in **Schedule E** shall be provided in the wards, toilets and other specified areas in the Hospital throughout the Contract.
- 16.4 The Contractor is also required to submit a list indicating the brand/quality and quantity of products/materials he intends to provide in the format set out in Section 3 of this Invitation to Tender.
- 16.5 The Contractor shall ensure that chemicals used for such cleaning are safe for use. All chemicals used must comply with national standards and shall be used according to their technical specifications. For chemicals that require dilution before use, correct dilution shall be well indicated as well as the method of application
- 16.6 The chemicals to be used must meet the following standards:
 - Disinfectant for isolation wards, Operation Theatre and Laboratory – BS.EN1276:1997 requirements against **bacteria, virus, fungus and spores**; it should be ideal for environmental surface cleaning and medical equipment
 - A neutral detergent is for general cleaning of the Hospital;
 - Toilet cleaners – BS.EN13697:2011 requirements. pH level must be appropriate to the drainage pipe system of the Hospital;
 - Multi-purpose cleaners – BS.EN1276:1997 requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The contractor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces;
 - Specific strippers to be used for hard floor surfaces and vinyl floor surfaces to prevent staining or discolouration of the floor polishes;
 - Floor polishes must be emulsion polish suitable for hard floor surfaces and vinyl floor surfaces;
 - Stainless steel cleansers must be suitable for all metal or chrome fittings with an acceptable pH level to prevent corrosion to steel fitting.
 - Carpet cleaning – suitable carpet cleaning solution/chemicals
- 16.7 The standards required for the provision in toilet requisites are as follows:
 - Paper towels – pulp, 3 ply or hand towel
 - Toilet roll – pulp, 3-ply

- Liquid soap – neutral (pH 7)

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

16.9 Machinery shall have procedure manuals and maintenance manuals.

16.10 The Contractor undertakes and warrants that all equipment, tools and materials utilized for the Services shall be free from all defects, patent or latent, and fit and suitable for the purpose of providing the Services and shall be compliant with relevant industry standards.

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

16.12 The Contractor shall ensure that all chemicals are properly labeled to identify product properties, safety precautions and hazard information.

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

16.14 The Contractor shall use only certified electrical appliances and circuit breakers.

16.15 The Contractor shall implement cleaning infection control policies, practices and procedures that incorporate universal standard of precaution.

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

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

Infection/Isolation areas	Yellow
Toilets/Bathrooms/Dirty Utility Room	Red
General Cleaning	Blue
Operating Theaters	White

16.18 Tools and equipment include dry mops, wet mops, mop handlers, buckets, gloves and cleaning cloths. Any other equipment that may encourage the spread of infection, shall also be colour coded.

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

16.20 The Contractor on its own expenses, shall replace any broken or damage equipment(s) that has been provided to the Hospital in order to provide acceptable cleaning service throughout the Contract period.

16.21 The Contractor shall ensure that materials/ equipment such as cloths, mops and mechanical washing devices are clean, kept in working order, stored dry between uses and where possible the cloths and mop heads should be laundered each day.

17 WASTE MANAGEMENT

17.1 The Contractor shall take the following measures with regard to waste management:

- 17.1.1 To prevent the generation of waste wherever possible, by adopting policies aimed at:
 - Embrace policies for reuse and minimum packaging;
 - Reducing single-use items whenever possible;
 - Reducing waste to landfill and similar expensive disposal options; and
 - Avoiding to the extent possible non-biodegradable, polluting, toxic or hazardous substances.
- 17.1.2 To document and quantify the types of waste generated and disposed of through various methods being recycling, landfill, grease traps, incineration or any other method.
- 17.1.3 To introduce waste tracking systems to assist in identification of areas where waste separation could be improved.
- 17.1.4 To have waste receptacles to receive waste collected before disposal, these waste receptacles or bins shall be emptied regularly and maintained clean.
- 17.2 Electronic waste derived from information technology equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous content must be collected separately for appropriate treatment, disposal or reuse in accordance with applicable rules and regulations of waste management.
- 17.3 Contractor may handle by himself/ herself solid waste transportation in line with applicable regulations on solid waste management or subcontract the transportation to a licensed solid waste transporter.

18 PROPER HANDLING CLINICAL WASTE AND DISPOSAL

- 18.1 The successful Tenderer shall collect all the biohazard plastic bags and sharp bins in all facilities and put in the biohazard garbage bins (240L) at the dirty utility rooms.
- 18.2 The successful Tenderer shall deliver all clinical waste (Biohazard plastic bags & Sharp Bins) from the allocated dirty utility room at all area in RIPAS to Hospital's main collection area at block 6 or any designated area using transportation carts of 660 liters in capacity at a frequency depending on load.
- 18.3 The successful Tenderer shall ensure that its employees are trained to handle clinical waste disposal and wearing proper PPE.

19 OFFICE AND STORE

- 19.1 The Hospital Management shall provide the Contractor space for storage of all equipment, machinery, tools and consumable items to be used in the provision of the Services.
- 19.2 The Contractor shall at its own expenses maintain an office with a minimum of 2 telephone lines.
- 19.3 Space will be provided by the Hospital for lockers for personnel. Lockers shall be provided by the Contractor at its own cost.
- 19.4 The proposed building modifications must be submitted to the Hospital Management (CEO Office) for permission before its implementation and the Contractor shall finance towards the cost of supplying, installing, commissioning and maintenance of any related equipment/furniture/ including directional signage.

20 WATER AND ELECTRICITY

- 20.1 The Government shall pay all charges for water and electricity consumed by the Contractor's Employees in its performance of obligations under the given Contract

- 20.2 The Contractor shall endeavor to economize the use of water and electricity and ensure that his Employees do not misuse any water and electricity privilege provided by the Government.
- 20.3 The Contractor shall ensure that the water pipes are turned off and the electricity is switched off when not in use or after usage.
- 20.4 The Contractor shall ensure that any electrical connections made to the electrical Equipment and/or Supplies are properly made and conforms to the present standard procedures and safety regulations. The Contractor shall be responsible for any damage to the electrical circuit and installations caused by its Employees.

21. COMPLIANCE

- 21.1 The Contractor shall comply with the provisions of this Contract and all applicable laws and regulations.
- 21.2 During execution of work, the Contractor shall follow all standard norms of safety measures/ precautions to avoid accidents/ damages to man, machines, buildings *etc.* These compliances will be accumulated into monthly KPI as stated in clause 22.7.
- 21.3 Once the contract come into force, the Contractor shall be given a period of three months to comply with the provisions within the Contract or as expressly agreed in writing by the Government.

22. EVALUATION AND PERFORMANCE

- 22.1 The Contractor is required to record daily and periodic cleaning works in a format acceptable to the Centre. These checklist forms will be used as a basis for performance evaluation.
- 22.2 The Supervisor must ensure that these checklist forms are duly completed and signed by the officers-in-charge of the Wards, Clinics and Units after completion of the all services required at the end of every week. These forms shall be submitted on the first day of the following week in which they are completed and signed.
- 22.3 The checklist forms shall be graded by the Unit's Manager / In-Charge
- 22.4 The Contractor will also carry out joint inspection with Hospital Representative on an agreed schedule in addition to the monthly Cleaning Services and performance evaluation meetings. Records of such meeting are to be provided to the Unit.
- 22.5 The areas to be inspected during the Joint Inspections include, but not limited, to the following categories:
- Cleaning;
 - Standard Operating Procedures;
 - Supply of materials and consumables;
 - Facility Management;
 - Surveys; and
 - Number of employees
- 22.6 The inspection shall be done in random areas of different categories, according to the scheduling. The scheduling will be prepared by the Hospital Management.
- 22.7 In order to gauge the performance and the quality of the cleaning services provided by Contractors, the Hospital Management will be closely monitoring performance using Key Performance Indicator (KPI) which will be based as follow;

No.	KPI	Definition	Score	Measurement	Tools/Forms
1.	Quality of Service	Level of cleanliness achieved in areas like patient rooms, public spaces, etc.	30%	Joint Inspection checklist score	▪ Monthly Joint Inspection for Evaluation (Form G)
2.	Cleaning Respond and Availability	Time taken to respond to urgent cleaning requests (biohazard spills, terminal cleaning etc.)	10%	Attendance records vs scheduled shifts	▪ Attendance Register (Form H) ▪ Request form (Form I)
3.	User Satisfaction	Feedback from user on cleanliness.	40%	User Inspection Evaluation score to be done by Company Quality Team	▪ User Inspection Evaluation (Form J)
		Number of reported complaints related to the equipment, consumables and supplies.	10%	▪ Complaint reports and logs ▪ Reduction of 1% for every 3 complaints	▪ Inventory Availability Complaint Report Form (Form K)
4.	HSE	Number of reported safety incidents and related to the services.	10%	▪ Incident reports and logs ▪ Reduction of 1% for every 1 complaint	▪ Incident Report Form (Form L)
			100%		

22.8 The overall score the evaluation and performance shall be used for the purpose of ascertaining the payment due. The Government shall be entitled to make deductions on the overall monthly charges.

23. **CONTRACT PRICE AND PAYMENT**

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

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

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

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

Average Monthly Performance	Payment Due
90 - 100 %	100 %
80 - 89 %	95 %
70 - 79 %	90 %
60 - 69 %	85 %
50 - 59 %	80 %
40 - 49 %	75 %
< 39 %	0 %

- 23.4 Deduction of payment will be finalized and adjusted accordingly based on performance and compliance in the quality of work acceptable by the Hospital. The allocation of costs will start off from the deduction of staff's attendance as stated in clause 3.6 as follow;

"3.6 Replacement must be made not later than one (1) hour before commencement of the shift with approval from Hospital management. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:"

POSITION	SCALE
Operational Manager	\$50.00 per contract manager/shift
Supervisor	\$25.00 per supervisor/shift
Worker	\$15.00 per worker/shift

- 23.5 If the overall performance is below satisfactory (80% below) after 2 times inspection within a specified period of time, be it of the same or different matter, RIPAS Hospital Management shall send a written warning letter to the Contractor to regulatory measures, to remedy the failure.
- 23.6 If the average monthly performance of 80 % below continuous in 3 months, failure to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.

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. AUTHORISED REPRESENTATIVE

- 25.1 For the purpose of the provision of the Services, the Hospital will be represented by the Housekeeping Manager, who will be the authorized Hospital representative.
- 25.2 All communication and notices shall be directed to the attention of:

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

26. DOCUMENTS TO SUBMIT

- 26.1 The following documents shall be submitted, and labeled accordingly, together with the documents listed out in Section 3 of this Invitation to Tender:
- Proposed Standard Operation Procedures
 - CV of Operational manager
 - JDs (Job Descriptions) of Contractor's Staff
 - Proposed Training Programs for Contractor Staff
 - List of Safety Measures
 - Security Plan
 - Any other relevant supporting documents

SCHEDULES

SCHEDULE A	:	SCOPE OF WORK & GUIDELINE
SCHEDULE B	:	QUALITY STANDARDS GUIDELINES
SCHEDULE C	:	AREA TO BE CLEANED
SCHEDULE D	:	ALLOCATION OF MANPOWER
SCHEDULE E	:	CONSUMABLES

SCHEDULE A

SCOPE OF SERVICES
AND
GENERAL GUIDELINES

GENERAL/ TYPICAL SERVICES

ENVIRONMENT

Element	Specification
Overall appearance	- All areas should be clean, tidy and well-maintained, be free of rust, with no blood or body substances, dust, dirt, debris and spillages and be uncluttered with only appropriate, cleanable, well-maintained furniture, fixtures and fittings used. - All fire exit and entrance doors are clear and unhindered. - Only designated store rooms should be used for storage purposes
Odour control	- The environment and equipment should be clean and free from offensive odours. The area smells fresh. - Areas should be adequately ventilated with ventilation units cleaned and serviced accordingly.

BUILDING - INTERNAL & EXTERNAL FEATURES

Element	Specification
Entrance/Exit	- All entrance/exit areas (including fire exits) including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Entrance matting and mat well if present, should be clean and in good repair
Stairs (internal and external) & Lifts	Stairs, steps and lifts, internal and external, including all component parts, should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
External areas	- All external areas including landings, clads, glads, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, external light fittings, pavements and footpaths are free of dust, grit, dirt, chewing gum, cobwebs, rubbish, leaves, unwanted plants, algae and bird excreta. - Drains within the building. - Handrails are clean and free of stains.
External Windows & glass panelling	All external glass should be clean and well-maintained with no dust, dirt, debris and spillages

FIXED ASSETS

Element	Specification
Switches, sockets and data points	All wall fixtures such as switches, sockets or data points should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
Walls	Internal and external walls are free of dust, grit, lint, soil and cobwebs.
Ceilings	All ceiling surfaces/tiles should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.
Doors	Doors including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
All internal glass including partitions and windows	All internal glass should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.

All external glass	All external glass should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages
Mirrors	All mirrors should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages
Bedside Patients TV	TV's/radio's and controls, including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
Ventilation grilles extract and inlets eg. Duct outlets, air vents & grills, registers, air conditioner, relief grilles, exhaust fan, extraction fans	- Ventilation units, including all component parts, should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - All ventilation outlets are kept unblocked.

HARD FLOORS

Element	Specification
Floor – polished	- The complete floor should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages. - The floor is free of polish or other built-up edges and corners - Inaccessible area (edges and corners) are free of dust, grit and spots - Provide comprehensive floor care program including scrub, polish, topcoat, strip - Appropriate signage and precautions are taken regarding pedestrian safety on a newly cleaned or wet floors
Floor – non slip	The complete floor should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages.
Soft Floor (carpet)	- The complete floor should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages. - The floor is free of polish or other built-up edges and corners - Inaccessible area (edges and corners) are free of dust, grit and spots

FIXTURES - Electrical fixtures and appliances

Element	Specification
Electrical items e.g. overhead lights, TVs, ceiling fans, Chandelier, nurses called display/monitor	Electrical items, including all component parts should be should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.

Furnishings, fixtures and fittings

Element	Specification
High surfaces	- All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Cabinet racks should be cleaned.
Low surfaces	- All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Cabinet racks should be cleaned.

Element	Specification
Chairs, sofas, stools, benches,	All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages
Beds / Patient Couches / Trolleys / Mattresses / Pillows	- All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Prepare rooms after patient discharge/transfer (stripping beds) - Bed making (including changing of bed linens, bed sheets on examination trolleys) - Collection of washable blankets, bed sheet and linens for washing to dirty utility rooms.
Lockers /wardrobes/drawers / cupboards / closet	All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
Tables / Bed tables / Cardiac tables / Console table	All surfaces should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
All dispensers and holders	- Dispensers, holders, wall brackets including all component parts should be clean and well-maintained with no blood or body substances, dust, dirt, debris and spillages - Dispensers should be free of product build-up around the nozzle. - Containers should be replaced when empty; containers that facilitate topping-up should not be used, to avoid splashes on surfaces splash-backs should be provided.
Waste receptacles, Sani-bins & Nappy Bins (Note: service contracts to include standards required)	- The waste receptacle including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Bins should be emptied as appropriate, with fresh liners fitted in accordance with local and national policy. Bags should be removed and labelled/tagged when no more than ¾ full and stored appropriately in a secure location. - There should be an agreed schedule in operation for replacement of sanitary bins in place. - The sanitary bin/nappy bin, including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
Curtains (window and cubicle) / rails and blinds	- Curtains, blinds, and associated fittings and attachments should be clean and well-maintained, with no blood or body substances, rust, dust, dirt, debris and spillages. - Collection of washable curtains for washing to dirty utility rooms.

Toilets, sinks, hand-wash basins and bathroom fixtures

Element	Specification
Bathrooms/ Showers /Wash Hand Basins.	- Bathrooms, Showers and Wash Hand Basins should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - All bathroom fittings including component parts, and all associated fittings, e.g. tiles, taps, showerheads, dispensers, toilet brushes etc. should be clean and well-maintained with no blood or body

Element	Specification
	substances, rust, dust, dirt, debris and spillages, and polished accordingly. - Free from unpleasant or distasteful odour - Only designated store rooms should be used for storage purposes.
Toilets / Urinals / Bidets / Slop Hoppers / Sluices etc.	- Toilets, slop hoppers, bidets, urinals etc. should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - Wall tiles and wall fixtures are free from dust, grit, smudges smears, odours, mould and body fluids - Plumbing fixtures are free from smudges, dust, soap build-up and mineral deposits - Free from unpleasant or distasteful odour - Only designated store rooms should be used for storage purposes.
Sanitary accommodation & Sanitary ware-overall appearance	All sanitary accommodation and sanitary ware should be clean and well maintained with no blood or body substances, rust, dust, dirt, debris and spillages.
Replenishment of Consumables	- Adequate and approved consumables such as liquid soap, paper towels and toilet paper should be readily available and stored appropriately. - Appropriate dispensers should be available with dispensers and all component parts clean and well-maintained accordingly.
Dirty Utility / Sluice room	- Dirty utility and sluice rooms including all sanitary ware should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - These areas must be kept clean and tidy at all times, be free from clutter, with no linen or waste build-up. - Hand washing facilities must be available.
Cleaning Store / Cleaning Services Room	- All cleaning equipment including component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages. - All cleaning equipment should be cleaned daily in accordance with cleaning specification and used in accordance with the cleaning manual and stored inverted and dry as appropriate - Equipment with water reservoirs should be stored empty and dry - All cleaning equipment and products should be of adequate supply and be approved for use by Infection Control Unit and/or appropriate expert groups. - Storage facilities should be adequate, clean and well maintained. - All cleaning products and consumables should be stored on shelves in locked cupboards and all cleaning products and equipment should comply with colour coding policy.

PATIENT EQUIPMENT

Element	Specification
Commodes, weighing scales, manual handling equipment e.g. wheelchair, patient trolley, IV poles etc..	- Direct contact patient equipment including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages - Has no unpleasant or distasteful odour
Medical equipment including intravenous infusion pumps, drip stand and pulse oximeters NOT CONNECTED TO THE PATIENTS & CHARGING (Note: Requested By Users)	- Direct contact patient equipment including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages - Has no unpleasant or distasteful odour
Patient washbowls	- Direct contact patient equipment including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages - Patient washbowls should be decontaminated appropriately between patients and should be stored clean, dry and inverted - Badly scratched bowls should be replaced. - Has no unpleasant or distasteful odour
Chart Trolley	Close contact patient equipment including all component parts should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages
Fridge and/or freezer (Non-Clinical)	- The fridge and/or freezer should be clean and well-maintained with no blood or body substances, rust, dust, dirt, debris and spillages, with no build-up of ice. - Has no unpleasant or distasteful odour

SCHEDULED/ TIMETABLED CLEANING SERVICES

Element	Specification
Cleaning Project	Services are performed by building/ zone by zone/ block by block throughout the year and primarily outside standard office hours.

CRITICAL CARE AREA SERVICES

Element	Specification
Discharge	- The floor, furniture and fixtures/fittings which include locker, bed table, window ledges, bed should be disinfected with locally agreed disinfectant - Has no unpleasant or distasteful odour

WASTE MANAGEMENT SERVICES

Element	Specification
Waste Removal / Waste Bin Cleaning	- Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection area. - Waste should not be placed around floors or passageway as contamination may result.

Element	Specification
	- Following removal of Waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner. - General waste bags must always be marked or tagged to ensure that their department of origin can be traced. General waste bags must always be marked or tagged to ensure that their department of origin can be traced.
Clinical (Biohazard) Waste Removal / Bin Cleaning	- Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection area. - Waste should not be placed around floors or passageway as contamination may result. - Following removal of Waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner. - Clinical waste bags must always be marked or tagged to ensure that their department of origin can be traced. Clinical waste bags must always be marked or tagged to ensure that their department of origin can be traced. - Clinical waste containers should be locked at all times and not accessible to the general public. Clinical waste from an infected source should be double bagged and disposed of in the normal way.
Collection of waste	- Collect waste (non-clinical and clinical) to the Dirty Utility Rooms - Waste is to be transported by trolley to the waste collection area where it is to be placed into the appropriate containers for segregation and disposal. - Compliance with Infection Control Unit with regards to clinical waste and non-clinical waste disposal - Provide appropriate polythene bags for non-clinical waste and clinical waste (yellow plastic bags written "BIOHAZARD WASTE"), storage bins and trolleys/carts/containers for waste transportation - Provide gloves, masks, aprons and visors for handling of waste - Replace all containers when no more than $\frac{3}{4}$ full - Has no unpleasant or distasteful odour - Yellow Biohazard Bag/Clinical Waste Bag - Waste that is contaminated with blood or body fluid such as ✓ dressings, ✓ sanitary items, ✓ waste from isolated patients, ✓ cloth use for wiping up spills
Clinical Waste	- Yellow Sharp Container - For all sharps and broken glass

Element	Specification
Domestic Waste	Black Plastic Bag Included normal household and catering waste, all non-infectious waste, non-toxic, non-radioactive waste and non-chemical waste
Confidential Materials	White Plastic Bag Includes shredded waste documents of a confidential nature

FACILITIES MANAGEMENT

Element	Specification
Fixtures	- Inspect and report all facility conditions to the hospital management formally, that requires maintenance; affect the cleaning operation; present as a safety hazard; or is detrimental to the image of a visual pleasing environment - Maintain security of serviced areas during cleaning procedures. Ensure areas are secure and locked when leaving if required.
Housekeeping items	- Managing First Class/ Private Room housekeeping checklists - Managing housekeeping items
Quality Management	- Customer Feedback forms - Inspection of works

ATTENDANT SERVICES

Element	Specification
Furnishings, fittings and equipment	- Providing logistic support across the hospital premises for planned tasks and requests. - The tasks typically include event set up, bed making, curtain fittings, moving furniture and office items, and private rooms housekeeping services. - Clearing notice boards and posters (out of date)
Collection of wheelchair	- Collecting of wheelchairs from common areas and returned to the wheelchair parks - Reporting faulty wheelchairs

ADDITIONAL SERVICE REQUIREMENTS

Element	Specification
Additional Services	Contractor is required to indicate per hour charge for special requests or those tasks defined as additional work, with prior approval from Housekeeping Manager.

TERMINAL ENVIRONMENTAL CLEANING AND DISINFECTION PROCEDURE CHECKLIST RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL

NO.	STEPS	√
1	Assemble all the required items	
	a) Hospital-grade disinfectant*	
	b) Detergent	
	c) Container to prepare detergent	
	d) Container to prepare hospital-grade disinfectant*	
	e) Container for clean water	
	f) Disposable cloths	
	g) Dry mop with disposable mop-heads	
	h) Wet mop with disposable mop-heads	
	i) Personal Protective Equipment (PPE)**	
2	Cover any open wounds with water-proof bandages	
3	Clean hands by washing hands with soap and water or by using alcohol-based hand rub (Refer Annex 1)	
4	Put on the PPE**	
5	Prepare the detergent (in a well ventilated area) - Refer to product Manufacturers Safety Data Sheets (MSDS) for preparation instruction.	
6	Prepare the hospital-grade disinfectant * (in a well ventilated area) - Refer to product SDS for preparation instruction.	
	- If using 5% sodium hypochlorite solution (household bleach) or hypochlorite tablet (Presept), prepare concentration of 1:10 (10,000 parts per million of chlorine)- Refer Annex 4 for preparation guidance.	
7i.	Clear up clutter and wastes	
	- Clutter and wastes cleared	
	- Used and dirty items removed	
	- Privacy curtain removed	
	- Window curtains removed	
	- Dirty linen removed	
7ii	Clean and disinfect area from <u>least soiled to the most soiled</u> and from <u>high to low surfaces</u> (Start from the area furthest from patient's bed/area towards it)	
	- Doors- door handles/push plates, door frame	
	- Walls - check for visible soiling and clean	
	- Light switches and thermostats	
	- Wall mounted items:	
	- Hand rub holder/dispenser	
	- Soap holders/dispenser	
	- Suction bottle	
	- Others ▪ Interior glass partitions, glass door panels, mirrors and windows- soil and fingerprints removed	
	- Sink:	

NO.	STEPS	√
	• Inside and outside of sink	
	• Sink faucet	
	• Mirror	
	• Surface around sink	
	• Plumbing under sink (if exposed)	
	- Furnishings and horizontal surfaces:	
	• Chairs	
	• Window sill	
	• Television and cords	
	• Side table	
	• Over bed table	
	• Inside and outside of patient's cabinets and drawers	
	• Wheelchair/walker	
	• Commode	
	• Equipment near patient's bed:	
	• IV poles and pump	
	• Blood pressure/vital signs monitoring equipment	
	- Patient's bed:	
	• Mattress checked for cracks or holes (replace as required)	
	• Top, sides and underside of mattress cleaned	
	• Bed rail, head board, foot board and bed frame	
	• Bed controls	
	• Call bell, including cord	
7iii	Remove gross soil prior to cleaning and disinfection	
	CLEANING	-
	- Use fresh cloth for cleaning and disinfection	-
	- Clean the environmental surfaces with detergent and water to remove any soilage	-
	- Change the cloth when it is no longer saturated with detergent	-
	- Do not double-dip the cloth	-
	- Then rinse the surface with clean water	-
	DISINFECTION	
	- Disinfect the surface with fresh cloth dip in prepared hospital-grade disinfectant. - Follow the product SDS for the appropriate contact time before rinsing the surface with water	
	Change cleaning solutions as per manufacturer's instructions.	
	- Change more frequently in heavily contaminated areas, when visibly soiled and immediately after cleaning blood and body fluid spills.	
7iv	Discard all disposable cloth into biohazard plastic bag	
8	Clean and disinfect the floor	
	- Dry mop floors before wet/damp mop in a manner to minimize turbulence of dust (e.g. do not shake mops)	

NO.	STEPS	√
	- Wet/damp mop floors	
9	Removed wastes and replaced waste bags	
10	Removed Soiled linen bag	
11i	Bathroom cleaning	
	- Clutters and wastes cleared	
	- Door- door handle/push plate, door frame	
	- Walls - check for visible soiling and clean	
	- Light switches	
	- Wall mounted items and attachment	
	- Sink:	
	• Inside and outside of sink	
	• Sink faucet	
	• Mirror	
	• Plumbing under sink	
	• Interior glass partitions, glass door panels, mirrors -remove soil and fingerprints	
	• Dispensers and frames	
	• Call bell and cord	
	• Support railings, ledges/shelves	
	- Shower/bath tub:	
	• Inside and outside of bath tub	
	• Walls and railings	
	• Remove mould from grout	
	• Faucet and shower head	
	• Soap dish/dispenser	
	- Toilet:	
	• Railings	
	• Flush handle	
	• Surface of flush tank	
	• Outside surface of toilet bowl	
	• Inside surface of toilet bowl including underside of flush rim	
11ii	Removed wastes and replaced waste bags	
11iii	Clean bathroom floor	
12	Discard mop heads into biohazard plastic bag	
9i	Clean and disinfect the outer surface of biohazard bins (ready to be collected by waste collectors)	
	- Wipe down outer surface of bin with detergent and water	
	- Then wipe down the outer surface of bin with disinfectant	
	- Then rinse by wiping down with water	
9ii	Clean and disinfect the cleaning equipment used before leaving to dry	

NO.	STEPS	√
10	Once completed, remove PPE and dispose in a biohazard plastic bag	
11	Wash hands with soap and water (Annex 1)	
12	After Cleaning	
	- Supplies replenished- toilet paper, paper towel, soap, hand rub etc	
	- Bed remade	
	- Privacy curtains replaced	
	- Window curtains replaced	
	- Cleaned equipment returned to clean storage room (IV poles and pumps, walkers, wheelchairs, commodes)	
	- Hands washed after completion of task	
	- Replace discarded empty alcohol-based hand rub bottles	
*Appropriate hospital-grade disinfectant should be bactericidal, virucidal (to include activity against non-enveloped viruses), mycobactericidal and sporicidal (particularly for disinfecting environment with spore-forming contaminants such as <i>Clostridium difficile</i>) or use 5% sodium hypochlorite solution ** PPE (refer Annex 2 for donning and Annex 3 for removal steps) includes gloves, water-proof long-sleeve gown, water-proof disposable surgical mask/N95 respirator mask, eye protection (goggles or face-shield), disposable plastic apron, OT cap and protective boots/shoe cover		

6 steps of hand hygiene

6 langkah pembersihan tangan

1



Rub hands palm to palm
Gosok kedua telapak tangan

2



Right palm over left dorsum with interlaced fingers and vice versa
Gosok telapak tangan sebelah kanan ke bahagian atas tangan sebelah kiri dengan jari-jemari berselang-seli dan sebaliknya

3



Palm to palm with fingers interlaced
Gosok kedua-dua telapak tangan dengan jari-jemari berselang-seli

4



Backs of fingers to opposing palms with fingers interlocked
Gosok belakang jari-jemari dengan mencengkam jari-jemari kedua-dua belah secara bertentangan

5



Rotational rubbing of left thumb clasped in right palm and vice versa
Genggam ibu jari kiri dengan tangan kanan dan gosok secara putaran dan sebaliknya

6



Rotational rubbing, backwards & forwards with clasped fingers of right hand in left palm & vice versa
Rapatkan jari-jemari tangan kanan & gosokkan ke telapak tangan sebelah kiri secara putaran, ke belakang & ke depan dan sebaliknya



HANDWASH WITH SOAP AND WATER (40-60 seconds)
CUCI TANGAN DENGAN MENGGUNAKAN AIR DAN SABUN (40-60 saat)



ALCOHOL BASED HANDRUB (20-30 seconds)
PRODUK BERASASKAN ALKOHOL (20-30 saat)

Adapted from / Diadaptasi dari



DONNING BASIC PERSONAL PROTECTIVE EQUIPMENT

Step 1



PUT ON SHOE COVER

Step 2



PERFORM HAND HYGIENE

Step 3



PUT ON FIRST LAYER OF GLOVES

Step 4



PUT ON GOWN

Step 5



PUT ON RESPIRATOR

Step 6



PUT ON OT CAP

Step 7



PUT ON EYE PROTECTION (GOGGLES/VISOR)

Step 8



PUT ON DISPOSABLE PLASTIC APRON

Step 9



PUT ON SECOND LAYER OF GLOVES AND EXTEND TO COVER WRIST OF ISOLATION GOWN

Step 10



PERSONAL PROTECTIVE EQUIPMENT COMPLETE



کمنترین کصاحت
KEMENTERIAN KESIHATAN
MINISTRY OF HEALTH

REMOVAL OF BASIC PERSONAL PROTECTIVE EQUIPMENT

Step 1



REMOVE SHOE COVER

Step 2



PERFORM HAND HYGIENE

Step 3



REMOVE DISPOSABLE
PLASTIC APRON

Step 4



PERFORM HAND HYGIENE

Step 5



REMOVE OUTER
LAYER GLOVES

Step 6



PERFORM HAND HYGIENE

Step 7



REMOVE EYE PROTECTION (GOGGLES/VISOR)



Step 8



PERFORM HAND HYGIENE

Step 9



REMOVE OT CAP

Step 10



PERFORM HAND HYGIENE

Step 11



REMOVE GOWN

Step 12



PERFORM HAND HYGIENE

Step 13



REMOVE GLOVES

Step 14



PERFORM HAND HYGIENE

Step 15



REMOVE RESPIRATOR



Step 16



OR



HAND HYGIENE

DILUTION GUIDANCE FOR 5% HYPOCHLORITE SOLUTION AND HYPOCHLORITE TABLETS (PRESEPT)

5% HYPOCHLORITE SOLUTION (HOUSEHOLD BLEACH)			
Dilution of stock solution	Dilution (parts 5% hypochlorite solution: parts water)	Available chlorine	Parts per million (ppm)
1:10	1:9	1%	10,000
1:100	1:99	0.1%	1000
1:200	1:199	0.05%	500
1:800	1:799	0.0125%	125

HYPOCHLORITE TABLETS (PRESEPT)					
item	Required concentration of available chlorine	<u>Dilution rate</u> 0.5gtablet	<u>Dilution rate</u> 2.5gtablet	<u>Dilution rate</u> 5gtablet	Additional instruction
Blood spillage	10,000ppm	18 tablets in 0.5L water	7tablets in 1L water	9tablets in 2.5 l water	Pour over blood using gloves, then wipe with disinfectant saturated disposable cloth and rinse with water
Environmental use	1,000ppm	4 tablets in 1l water	4 tablets in 5L water	3.5tablets in 10L water	Wipe down surface with disposable disinfectant saturated cloth, then wipe with cloth saturated with water
Baby bottle teats, stainless steel, utensils, rubber, glass ware and plastic tubing	140ppm	1 tablet in 2L water	1 tablet in 10L water	1 tablet in 20L water	Immerse for 1 hour
Work surfaces, cupboards, floors, etc	140ppm	1 tablet in 2L water	1 tablet in 10L water	1 tablet in 20L water	wash
Mops etc	60ppm	1 tablet in 4.6L (1 gal) water	1 tablet in 23L (5 gal) water	1 tablet in 46L (10 gal) water	Soak, and rinse with water

SCHEDULE B

QUALITY STANDARD

IDENTIFYING RISK AREAS

A. RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL

Status	Functional Areas Included	Quality Standard
Very High Risk	Isolation Wards/Rooms Neonatal ICU SCBU HDU PICU Acute Paediatric Unit Operating Theatre Assessment Rooms Paediatric Oncology Unit Paediatric Haematology Unit	Critically Important Patients are at very high risk of infection and a frequent and responsive cleaning service is ESSENTIAL. Defined protocols and processes in addition to the outcomes need strict adherence. The outcome must be achieved through the highest level of intensity and frequency of cleaning. It is essential that areas adjoining very high risk functional areas also receive the most intensive level of cleaning.
High Risk	First Stage Delivery Suite VIP Delivery Suite	Highly Important The outcomes must be maintained by frequent scheduled cleaning and a capacity to spot clean. It is essential that areas adjoining high risk functional areas also receive the same level of cleaning.
Moderate Risk Wards	Clinics Pharmacy Labour Ward – Fertility Day care Unit All General Wards Waiting Rooms Consultation Rooms Examination Rooms Procedure Rooms Breastfeeding Rooms Doctors On-called Rooms Dirty Utility Rooms Bridge-Link Lifts	Very Important The required standards are important for both hygiene and aesthetic reasons. The outcomes should be maintained through regular cleaning on a scheduled basis, with a capacity to spot clean in between. It is essential that areas adjoining moderate risk functional areas also receive the same level of cleaning.
Low Risk	Non-Sterile Areas General Staff Common Room, Pantry Portable Medical Gas Cylinder Store House Keeping Office Family Grieving Rooms Medical Record Offices Common Rooms Trolley Parking Equipment Stores Pharmacy Store Security Post General Offices Meeting Rooms General Waste Rooms Prayer Rooms Cafe	Important The required standards are important for aesthetic and, to a lesser extent, hygiene reasons. The outcomes should be achieved through regular cleaning on a program or scheduled basis, with a capacity to a spot clean in between.

QUALITY STANDARDS CLEANING SERVICES

ENVIRONMENT

Elements	Requirement
Overall Appearance	▪ The area appears tidy and uncluttered ▪ Floor space is clear, only occupied by furniture and fittings designed to sit on the floor ▪ Furniture is maintained in a fashion which allows for cleaning ▪ Fire access and exit doors are left clear and unhindered
Odour Control	▪ The area smells fresh ▪ There is no unpleasant or distasteful odour ▪ Room deodorisers are clean and functional

BUILDING

Elements	Requirement
External features	▪ Fire-exits and stairwells, landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, external light fittings are: free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts and bird excreta ▪ Handrails are clean and free of stains ▪ Garden furniture is clean and operational
Walls, skirtings and ceilings	▪ Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs. ▪ Walls and ceilings are free of marks caused by furniture, equipment or hospital users ▪ Light switches are free of fingerprints, scuffs and any other marks ▪ Light fittings are free of dust, grit, lint and cobwebs ▪ Polished surfaces are of a uniform lustre
Windows	▪ External and internal surfaces of glass are clear of all streaks, chewing gum, spots, marks, including fingerprints and smudges ▪ Window frames, tracks and ledges are clear and free of dust, grit, marks and spots
Doors	▪ Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs ▪ Doors and doorframes are free of marks caused by furniture, equipment or staff ▪ Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks ▪ Door tracks and door jambs are free of grit and other debris ▪ Polished surfaces are of a uniform lustre
Hard floors	▪ Free of dust, grit, litter, chewing gum, marks and spots, water or other liquids ▪ The floor is free of polish or other build-up at the edges and corners, or in traffic lanes ▪ The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points ▪ Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots ▪ Polished or buffed floors are of a uniform lustre ▪ Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors

Elements	Requirement
	Dust control mats are free from ingrained dust, dirt, stains, and the edges and reverse side are free from dust and dirt
Soft floors	- Free of dust, grit, litter, chewing gum, marks and spots, water or other liquids - The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points - Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots - Carpets are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss or embrittlement of fibres
Ducts, grilles and vents	- All ventilation outlets are kept unblocked and free of dust, grit, chewing gum, soil, film, cobwebs, scuffs and any other marks - All ventilation units are kept clear and uncluttered following cleaning

FIXTURES

Elements	Requirement
Electrical fixtures and appliances	- Are free of grease, dirt, dust, deposits, marks, stains and cobwebs - Electrical fixtures and appliances are kept free from signs of use or non-use - Motor vents, etc., are clean and free of dust and lint. - Insect-killing devices are free of dead insects, and are clean and functional
Furnishings and Fixtures	- Free of spots, soil, film, dust, fingerprints and spillage - Soft furnishings are free from stains, soil, film and dust - Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs - Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots - All high surfaces are free from dust and cobwebs. - Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use, cords shall be clean and knot free - Equipment is free of tapes/plastic, etc., which may compromise cleaning - Furniture has no unpleasant or distasteful odour - Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, litter - Internal plants are free of dust and litter - Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact - Waste is removed in accordance with the Service standards of the Waste Management Service Level Specification - Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs. - All decorative plants are free of dust and debris
Toilets and Bathroom Fixtures	- Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up and mineral deposits - Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits - Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits

Elements	Requirement
	▪ Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids ▪ Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits ▪ Bathroom fixtures are free from unpleasant or distasteful odour with polished surfaces of a uniform lustre ▪ Sanitary disposal units are clean and functional ▪ Consumable items are in sufficient supply ▪ Waste is removed in accordance with the Service Standards of the Waste Management Service Level Specification

PATIENT EQUIPMENT

Elements	Requirement
Patient Equipment	▪ Equipment is free from soil, smudges, dust, fingerprints, grease and spillages ▪ Equipment is free of tapes/plastic, etc., which may compromise cleaning ▪ Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs ▪ Equipment has no unpleasant or distasteful odour

SCHEDULE C

AREAS TO BE CLEANED

1	The Main Building consists of:	All blocks consist of the following:
	Block 1, Block 2, Block 3, Block 4, Block 5, Block 6, Block 8, Block 10, Block 17	▪ Ward 1 ▪ Ward 2 ▪ Ward 6 ▪ Ward 7 ▪ Ward 12 ▪ Ward 14 ▪ Ward 19 ▪ Ward 20 ▪ Ward 23 ▪ Ward 25 (CCU) ▪ Urology Department ▪ Doctor's Mess ▪ BME Equipment Library ▪ Bunga Kedundum ▪ Bunga Gadong ▪ Ward 3 ▪ Ward 4 ▪ Ward 9 ▪ Ward 15 ▪ Ward 16 ▪ Ward 21 ▪ Ward 22 ▪ ICU 2 ▪ Neurology Department ▪ Palliative & Geriatric Department ▪ Bunga Teratai ▪ Bunga Raya ▪ Bunga Mawar ▪ Bunga Tanjung ▪ Bunga Melati ▪ Ward 10 ▪ Ward 11 ▪ Ward 17 ▪ Ward 18 ▪ Cardiology Clinic ▪ Urology Unit ▪ Renal HDU ▪ ICU 1 ▪ CCU ▪ Renal Unit ▪ Bunga Anggerik ▪ Bunga Chempaka ▪ Catering Services ▪ In-Patients Pharmacy ▪ Operating Theatre Rest Area ▪ Mini Lecture Room ▪ CSSD ▪ Operating Theatre ▪ Intensive Care Unit 3 ▪ Haematology Clinic ▪ Security Post ▪ Customer Service Representative ▪ Pottering Services ▪ Information Technology Unit ▪ Lecture Hall ▪ Burn Unit ▪ Mufakat Unit Ugama ▪ Main Lobby 5

1	The Main Building consists of:	All blocks consist of the following:
		▪ Bunga Kuning Suite ▪ Public Toilet ▪ Radiology Department ▪ Central Specimens Receiving Area ▪ Bio-Chemistry Laboratory ▪ Haematology Laboratory ▪ Laboratory Office ▪ Basement Tunnel Services to Lift Services ▪ Physiotherapy ▪ Occupational Therapy ▪ Cardiac Rehabilitation ▪ MRI ▪ Breast Imaging Centre ▪ Finance Section ▪ Blood Bank ▪ OPD Lobby ▪ Drop off Zone ▪ Waiting Area ▪ Registration Area ▪ Eye Centre ▪ Physician Clinic ▪ Surgical Clinic ▪ Endocrine Clinic ▪ Medical Record ▪ Out-Patient Pharmacy ▪ Emergency Department ▪ ILI Clinic ▪ Procurement ▪ UPP ▪ Stationery Unit ▪ Unit Penghapusan ▪ Medical Record Office ▪ Dietician Clinics ▪ Clinical Psychology Unit ▪ Central State Laboratory ▪ State Mortuary ▪ Consultation Rooms ▪ Examination Rooms ▪ Procedure Rooms ▪ Breastfeeding Rooms ▪ Doctors On-called Rooms ▪ Dirty Utility Rooms ▪ Bridge-Link ▪ Lifts ▪ Non-Sterile Areas ▪ General Staff Common Room, Pantry ▪ Portable Medical Gas Cylinder Store ▪ House Keeping Office ▪ Family Grieving Rooms ▪ Common Rooms ▪ Trolley Parking ▪ Equipment Stores ▪ Pharmacy Store ▪ Security Post ▪ General Offices ▪ Meeting Rooms ▪ General Waste Rooms ▪ Surau

1	The Main Building consists of:	All blocks consist of the following:
		▪ Toilets ▪ Services Rooms ▪ Loading & Unloading area ▪ Main Entrance & Other Entrances. ▪ Staircases ▪ Kitchens & Pantries ▪ Verandas, Hall way, Corridors, Foyers, Lobbies, Waiting areas and etc. ▪ VVIP Lounge, Shuttle Bus Station, Parking area

1	The Services Blocks consists of:	All blocks consist of the following:
	Block 9, Block 11, Block 12, Block 14, Block 15, Block 16, Block 18	▪ Estate Maintenance Office 1 ▪ Estate Maintenance Office 2 ▪ Laundry ▪ Sports Complex (Physio Therapy) ▪ BME ▪ Estate Store ▪ Sub Store ▪ Transport Office ▪ Transport Pool ▪ Helipad ▪ Jetty ▪ E.M.A.S ▪ Orthopedics Clinic ▪ Prosthetics & Orthotic Unit ▪ Plastic & Reconstructive ▪ Podiatry ▪ Dermatology ▪ Division of Respiratory Medicine ▪ Endoscopy Clinic ▪ Dental Surgery ▪ ENT ▪ Speech Therapy ▪ Medical Social Workers ▪ Neuro Surgery Clinic ▪ Pediatrics Dental Specialist ▪ Urology Clinic ▪ Ehsan Apartment ▪ Medical Library Services ▪ Infection Control Unit ▪ Waiting Rooms ▪ Consultation Rooms ▪ Examination Rooms ▪ Procedure Rooms ▪ Breastfeeding Rooms ▪ Doctors On-called Rooms ▪ Dirty Utility Rooms ▪ Bridge-Link ▪ Lifts ▪ Non-Sterile Areas ▪ General Staff Common Room, Pantry ▪ Portable Medical Gas Cylinder Store ▪ House Keeping Office ▪ Family Grieving Rooms ▪ Medical Record Offices ▪ Common Rooms ▪ Trolley Parking ▪ Equipment Stores ▪ Pharmacy Store ▪ Security Post ▪ General Offices ▪ Meeting Rooms ▪ General Waste Rooms ▪ Prayer Rooms ▪ Toilets ▪ Services Rooms ▪ Loading & Unloading area ▪ Main Entrance & Other Entrances. ▪ Staircases

1	The Services Blocks consists of:	All blocks consist of the following:
		▪ Kitchens & Pantries ▪ Verandas, Hall way, Corridors, Foyers, Lobbies, Waiting areas and etc. ▪ VVIP Lounge & Parking area

1	The Women and Children Centre consists of:	Twelve (12) Level of Floors consists of the following:
	Basement 2 (B2), Basement 1 (B1), Ground Floor (G), Level 1, Link Bridge Level 1, Level 2, Level 3, Level 4, Level 5, Level 6, Level 7, Level 8, Level 9.	▪ Isolation Wards/Rooms ▪ Neonatal ICU ▪ SCBU ▪ HDU ▪ PICU ▪ Acute Paediatric Unit ▪ Operating Theatre ▪ Assessment Rooms ▪ Paediatric Oncology Unit ▪ Paediatric Haematology Unit ▪ First Stage ▪ Delivery Suite ▪ VIP Delivery Suite ▪ Clinics ▪ Pharmacy ▪ Labour Ward – Fertility ▪ Day care Unit ▪ All General Wards ▪ Waiting Rooms ▪ Consultation Rooms ▪ Examination Rooms ▪ Procedure Rooms ▪ Breastfeeding Rooms ▪ Doctors On-called Rooms ▪ Dirty Utility Rooms ▪ Bridge-Link ▪ Lifts ▪ Non-Sterile Areas ▪ General Staff Common Room, Pantry ▪ Portable Medical Gas Cylinder Store ▪ House Keeping Office ▪ Family Grieving Rooms ▪ Medical Record Offices ▪ Common Rooms ▪ Trolley Parking ▪ Equipment Stores ▪ Pharmacy Store ▪ Security Post ▪ General Offices ▪ Meeting Rooms ▪ General Waste Rooms ▪ Prayer Rooms ▪ Cafe ▪ Toilets ▪ Services Rooms ▪ Loading & Unloading area ▪ Main Entrance & Other Entrances. ▪ Staircases ▪ Kitchens & Pantries ▪ Verandas, Hall way, Corridors, Foyers, Lobbies, Waiting areas and etc. ▪ VVIP Lounge, Shuttle Bus Station, Parking area ▪ Playgrounds

RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL



SCHEDULE D

ALLOCATION OF MANPOWER

ALLOCATION OF STAFF

Manager	1
Supervisor	6
Cleaners	166
Total	173

							Mornin g	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600- 1500 (AM)	1500- 2300 (PM)	2300- 0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANE R
			Very High	High	Moderate	Low Risk	MON- SUN,PH	MON- SUN,PH	MON- SUN,P H	M,T,W,TH, SAT	
BLOCK 1											
1	Ground	Ward 1					9	9	2	1	21
2		ESWL									
3		On-call room /pantry/store room/toilets/offices									
4		Ward 2									
5	1st	Ward 6									
6		On-call room /pantry/store room/toilets/offices									
7		Dayward									
8		Ward 7									
9	2nd	Ward 12									
10		On-call room /pantry/store room/toilets/offices/physiotherapy									
11		Ward 14									
12	3rd	Ward 19									

							Morning	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600-1500 (AM)	1500-2300 (PM)	2300-0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANER
			Very High	High	Moderate	Low Risk	MON-SUN,PH	MON-SUN,PH	MON-SUN,PH	M,T,W,TH,SAT	
13		On-call room /pantry/store room/toilets/offices									
14		Bunga Kedundum / Bunga Gadong									
15		Ward 20									
16		Ward 23									
17	4th	On-call room /pantry/store room/toilets/offices									
18		Ward 25 (Coronary Care Unit)									
19		Doctors' Mess									
20	All	emergency staircases									
subtotal							9	9	2	1	21
BLOCK 2											
21	Ground	Ward 3					6	6	4	0	16
22		On-call room /pantry/store room/toilets/offices									
23		Ward 4									
24	1st	Intensive Care Unit 2									
25		On-call room /pantry/store room/toilets/offices/waiting room									
26		Bunga Teratai									
27		Ward 9									
28	2nd	Ward 15 - (Isolation)									
29		On-call room /pantry/store room/toilets/offices/waiting room									
30		Bunga Raya /Bunga Mawar									
31		Ward 16 (1st Class)									

							Morning	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600-1500 (AM)	1500-2300 (PM)	2300-0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANER
			Very High	High	Moderate	Low Risk	MON-SUN,PH	MON-SUN,PH	MON-SUN,PH	M,T,W,TH,SAT	
32	3rd	Ward 21									
33		On-call room /pantry/store room/toilets/offices/waiting room									
34		Bunga Tanjung / Bunga Melati									
35		Ward 22									
36	All	emergency staircases									
subtotal							6	6	4	0	16
BLOCK 3											
37	Ground	Cardiology Clinic / Diagnostic Clinic					5	5	2	1	13
38	1st	Ward 10									
39		On-call room /pantry/store room/toilets/offices/waiting room									
40		Bunga Anggerik / Bunga Chempaka									
41		Ward 11									
42	2nd	Ward 17									
43		On-call room /pantry/store room/toilets/offices/waiting room									
44		Renal HDU									
45		Ward 18									
46	3rd	Intensive Care Unit 1									
47		Renal Unit									
48		On-call room /pantry/store room/toilets/offices/waiting room									
49		CCU - Coronary Care Unit									
50	All	emergency staircases									

							Mornin g	Afternoo n	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600- 1500 (AM)	1500- 2300 (PM)	2300- 0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANE R
			Very High	High	Moderate	Low Risk	MON- SUN,PH	MON- SUN,PH	MON- SUN,P H	M,T,W,TH, SAT	
subtotal							5	5	2	1	13
BLOCK 4											
51	Ground	Catering Services, In-Patients Pharmacy,Operating Theatre Rest Area, Mini Lecture Room,					6	6	1	3	16
52		CSSD									
53	Ist	Operating Theatre									
54		Intensive Care Unit 3,									
55	2nd	Haematology Clinic									
56	all	emergency staircases / public lift / basement 1 service area & corridors									
						subtotal					
BLOCK 5											
57	Ground	security Pos, Customer Service Representative, Patient Care Assistance Services, Main Lobby 5 / surau / bridgelink to wcc / vvip carpark / operator room / maintenance stdby room /									
58		public toilet / corridor									
59	1st Floor	Information Technology Unit,									
60		public toilet / corridor									
61	2nd	Lecture Hall									
62		public toilet / corridor									
63	3rd	Mufakat,Unit Ugama									
64		public toilet / corridor									

							Mornin g	Afternoo n	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600- 1500 (AM)	1500- 2300 (PM)	2300- 0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANE R
			Very High	High	Moderate	Low Risk	MON- SUN,PH	MON- SUN,PH	MON- SUN,P H	M,T,W,TH, SAT	
65	4th	Burn Unit									
66		public toilet / corridor									
67	5th & 6th	Bunga Kuning Suite									
68	all	emergency staircases / public lift / basement 1 services area & corridor									
		5				subtotal	6	6	1	3	16
BLOCK 8											
69	Ground	Radiology Department					2	0	0	11	13
70		Central Specimens Receiving Area									
71		Bio-chemistry Laboratory									
72		Haematology Laboratory									
73		Laboratory Office									
74	Basemen t 2	Public Toilet, basement tunnel services to Lift services,emergency staircases / walkway									
75		Occupational Therapy									
76		Cardiac Rehabilitation									
77		MRI									
78		Breast Imaging Centre (BIC)									
79		Finance Section									
80	all	emergency staircases / bridgelink to specialist building									
subtotal											
							2	0	0	11	13

[illegible]

							Morning	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600-1500 (AM)	1500-2300 (PM)	2300-0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANER
			Very High	High	Moderate	Low Risk	MON-SUN,PH	MON-SUN,PH	MON-SUN,PH	M,T,W,TH,SAT	
97	Main RIPASH	All blocks and all floors					2	2	2	0	6
subtotal											
CLINICAL WASTE COLLECTOR											
98	Main RIPASH	All blocks and all floors					2	2	2	0	6
subtotal											
OTHERS											
99	ALL	Project Team					0	0	0	5	5
subtotal											
										TOTAL	114
WOMEN AN CHILDREN BLOCK											
1	Basement 2	Public Toilet, Lobby Lift, Staircases, office rooms									
2	Basement 1	Public Toilet, lobby lift, Catering area, security offices, Medical Record, Bru-hims					1	1			
3	Ground Floor	Lobby area, Peads Clinic, O&G Clinic, in-patient pharmacy					1	1			
4	1st Floor	Delivery Suite								1	
5		First Stage Ward					2	2	1		
6		Obstetric Day Ward									
7		Fertility Unit									
8		Public Toilets, Lobby area, staircases, Nursing room, offices					2	2	1		

							Morning	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHICF C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600-1500 (AM)	1500-2300 (PM)	2300-0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANER
			Very High	High	Moderate	Low Risk	MON-SUN,PH	MON-SUN,PH	MON-SUN,PH	M,T,W,TH,SAT	
9	2nd Floor	Neonatal Intensive Care Unit (NICU)									
10		Special Care Baby Unit (SCBU)									
11		Public Toilets, Lobby area, staircases, Nursing room, offices									
12	3rd Floor	Paediatric Intensive Care Unit (PICU)					2	2			
13		Paediatric High Dependency Unit (PHDU)									
14		Acute Paediatric Unit									
15		Public Toilets, Lobby area, staircases, Nursing room, offices									
16	4th Floor	Administration and Operation								1	
17		Public Toilets, Lobby area, staircases, Surau, meeting rooms, Verandah									
18	5th Floor	Ward 26 (Isolation)					2	2			
19		Ward 27 (General Ward)									
20		Public Toilets, Lobby area, staircases, Surau, meeting rooms									
21	6th Floor	Ward 28 (Oncology)					2	2			
22		Ward 29 (Haematology)									
23		Public Toilets, Lobby area, staircases, Surau, meeting rooms									
24	7th Floor	Ward 30 (Gynaecology)					2	2			
25		Ward 31 (Postnatal)									
26		Public Toilets, Lobby area, staircases, Surau, meeting rooms									
27	8th Floor	Ward 32 (Antenatal)					2	2	1		

[illegible]

							Morning	Afternoon	Night	Office Time	
							SHIFT A	SHIFT B	SHIFC C	SHIFT OH	
NO.	LEVEL	WARD / UNIT / SECTION	Risk Category				0600-1500 (AM)	1500-2300 (PM)	2300-0700 (PM)	0700-1600 (OH)	TOTAL NO. CLEANER
			Very High	High	Moderate	Low Risk	MON-SUN,PH	MON-SUN,PH	MON-SUN,PH	M,T,W,TH,SAT	
subtotal							0	0	0	4	4
BLOCK 15 (Specialist Building 2)											
28	Ground Floor	Medical Social Workers, Neurosurgery Clinic, Paediatric Dental Specialist								1	
29		Urology Clinic									
30		public toilets									
subtotal							0	0	0	1	1
BLOCK 17											
31	ALL	Central State Laboratory					merge with OPD block cleaner				
32	ALL	State Mortuary									
subtotal										0	0
BLOCK 18											
33	ALL	EHSAN APARTMENT / Old nurses Hostel					merge with other cleaner				
subtotal										0	0
GENERAL WASTE COLLECTOR											
34	services blocks	All blocks and all floors					merge with				

[illegible]

SCHEDULE E

CONSUMABLE SPECIFICATIONS

NO.	DESCRIPTION	MEASURE	INPATIENT	CLINIC / UNIT / OFFICE
1	MATERIALS			
1.1	Air Freshener Dispenser	Unit	all toilets	all toilets
1.2	Air Freshener Refill	Unit	all toilets	all toilets
1.3	Battery For Air Freshener Dispenser	Unit	all toilets	all toilets
1.4	Toilet Bowl Sanitisers	Unit	all toilets	all toilets
1.5	M-Fold Towel Dispenser	Unit	all basins	all basins
1.6	M-Fold Towel	Carton	all basins	all basins
1.7	Jumbo Roll Toilet paper Dispenser	Unit	all toilets	all toilets
1.8	Jumbo Roll toilet paper	Carton	all toilets	all toilets
1.9	Hand Soap Dispenser	Unit	all toilets, patient room, prep room, dirty utility and Ward Bays	all toilets
1.10	Hand soap	Unit	all toilets, patient room, prep room, dirty utility and Ward Bays (sink)	all toilets
1.11	Garbage Chute Bag (Black) - (disposal room)	Piece	dirty utility	dirty utility
1.12	Garbage Chute Bag (Black) - (Disposal area)	Piece	Disposal Centre	Disposal Centre
1.13	Garbage Chute Bag (White) - (in patient room)	Piece	wards, OT, AE	consultation room / clinic
1.14	Garbage Chute Bag (Black) - Sanitary Bin	Piece	Toilets	Toilets
1.15	Yellow Bio-Hazard Bag - (disposal room)	Piece	dirty utility	dirty utility
1.16	Yellow Bio-Hazard Bag - (disposal area)	Piece	Disposal Centre	Disposal Centre
1.17	Yellow Bio-Hazard Bag	Piece	wards, OT	clinic
1.18	Yellow Bio-Hazard Bag	Piece	wards, OT	clinic
1.19	Purple Cyotoxic Bag	36 X 48	wards	clinic
1.20	Transparent Plastic Bag - for recycle item		office	office
2	WIPING CLOTH (GREEN, BLUE, YELLOW, GREEN CHECKERED & PINK FORMENTO)			
2.1	Green Micro-fiber - General cleaning of room/wards item	Piece	wards, OT	clinic
2.2	Yellow Micro-Fiber - Cleaning of toilet and disposal room	Piece	wards, OT	clinic
2.3	Blue Micro-fiber - cleaning of glass and specific items	Piece	wards, OT	clinic
2.4	Green checkered Micro-fibre - cleaning of toilet bowl	Piece	wards, OT	clinic
2.5	Pink formento- MRSA/Terminal Cleaning (disposed after each use)	Piece	wards	nil

NO.	DESCRIPTION	MEASURE	INPATIENT	CLINIC / UNIT / OFFICE
3	REUSABLE MOPPING CLOTH (GREEN, BLUE, YELLOW, GREEN CHECKERED & PINK FORMENTO)			
3.1	Green Micro-fiber - General cleaning of room/wards item	Piece	wards, OT	clinic
3.2	Yellow Micro-Fiber - Cleaning of toilet and disposal room	Piece	wards, OT	clinic
3.3	Blue Micro-fiber - cleaning of glass and specific items	Piece	wards, OT	clinic
3.4	Green checkered Micro-fibre - cleaning of toilet bowl	Piece	wards, OT	clinic
3.5	Pink formento- MRSA/Terminal Cleaning (disposed after each use)	Piece	wards	nil
4	HOSPITAL LOGO WASTE BIN			
4.2	Sanitary Disposal Bin	Piece	all toilets	all toilets
4.4	General waste-bin - 125 ltr bin	Piece	all dirty utility	all main collection area
4.4	General waste-bin - 250 ltr bin	Piece	all main collection area	all main collection area
4.4	General waste-bin - 600 ltr bin	Piece	all main collection area	all main collection area
4.6	Clinical waste-bin - 125 ltr bin	Piece	all dirty utility	all dirty utility
4.7	Clinical waste-bin - 250 ltr bin	Piece	all main collection area	all main collection area
4.7	Clinical waste-bin - 600 ltr bin	Piece	all main collection area	all main collection area

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SCHEDULE A

TENDER FORM

To:

TENDER REFERENCE NO.: KK/134/2026/UPP(TC)

INVITATION TO TENDER

**THE PROVISION OF THE CLEANING SERVICES FOR RAJA ISTERI PENGIRAN ANAK SALEHA
(RIPAS) HOSPITAL, MINISTRY OF HEALTH, FOR A PERIOD OF TWO (2) YEARS**

TENDER OF (*name of tenderer*) _____

Company/Business Registration No : _____

Tender Closing Date : _____

No.	Description	Price/ Month (\$)	Price / 1 Year (\$)	Price / 2 Years (\$)
1	Cleaning Service at RIPAS Hospital: ▪ Manpower (skilled) ▪ Tools and Equipment ▪ Consumables			
2	Total Cost / 1 Year (\$)			
3	Total Cost / 2 Years (\$)			

- Provide the breakdown of the Cost Offered in separate sheet.

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 cleaning 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 & MACHINERY

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

NO.	LIST OF EQUIPMENT AND MACHINERY	QUANTITY	BRAND
1	Janitor Cart		
2	Mop Squeeze bucket with wet mop		
3	Dry Mop		
4	Vacuum Cleaner		
5	Wet and Dry Vacuum Machine		
6	Polishing Machine		
7	Scrubbing Machine		
8	Carpet Shampoo Machine		
9	Carpet Dryer		
10	Wet Suction		
11	High Pressure Cleaner		
12	Glass Cleaning Tools		
13	Caution Signboards		
14	Lobby Dustpan		
15	Toilet Bowl Brushes		
16	Brute Angle Brooms		
17	Aluminium Ladders		
18	Big garbage trolleys		
19	Cleaning Chemical		
20	Sanitary Bins		
21	Domestic Garbage Bins (Various Sizes)		
22	Clinical Waste Bins (Various Sizes)		

SCHEDULE H

LIST OF CHEMICALS & DISPENSER

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

NO.	DESCRIPTION	BRAND	COUNTRY OF ORIGIN
1	Floor Sealer		
2	Floor Polish		
3	Floor Stripper		
4	Carpet Shampoo		
5	Carpet Pre-Treatment		
6	Disinfectant for Cubicle area		
7	General disinfectant		
8	Furniture Polish/ Cleaner		
9	Buffing Liquid		
10	Deodoriser		
11	Deodorant Block		
12	Liquid Hand Soap		
13	Toilet Bowl Cleaner		
14	Toilet Disinfectant		
15	Toilet Paper		
16	Glass/Mirror Cleaner		
17	Dustbin Liners		
18	Hand Soap Dispenser		
19	Tissue Toilet rolls		
20	Tissue C-Fold		
21	Tissue C-Fold Dispenser		