

TENDER REF. NO.: KK/207/2026/ESTETRIPASH(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE
SERVICES FOR NURSE CALL SYSTEM AT RAJA ISTERI
PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF
THREE (3) YEARS**

TENDER FEE : \$30.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 06th October 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]

TABLE OF CONTENTS

	SECTION AND HEADINGS	PAGE
SECTION 1	INSTRUCTION TO TENDERERS	2
	APPENDIX 1: INVITATION TO TENDER ACKNOWLEDGEMENT FORM	
	APPENDIX 2: CLARIFICATION NOTICE FORM	
	APPENDIX 3: SITE VISIT FORM	11
	APPENDIX 4: TENDER SUBMISSION REQUIREMENTS	12
SECTION 2	SPECIFICATION	13
	SCHEDULE A – LIST OF EQUIPMENT AND LOCATION	23
	SCHEDULE B - MAINTENANCE COVERAGE	24
	SCHEDULE C - MAINTENANCE & SERVICING SCHEDULE	25
	SCHEDULE D - SPARE PART LIST	27
SECTION 3	FORMS TO BE USED	
	SCHEDULE 1 – TENDER FORM	30
	SCHEDULE 2 – INFORMATION SUMMARY	34
	SCHEDULE 3 – SUB-CONTRACTS	35
	SCHEDULE 4 – COMPANY'S BACKGROUND	36
	SCHEDULE 5 – REFERENCES	37
	SCHEDULE 6 – TENDERER'S DECLARATION	38
SECTION 4	CONTRACT	39

SECTION 1

INSTRUCTION TO TENDERERS

1. INTRODUCTION

- 1.1 The purpose of this Invitation To Tender is to invite Tenders for **TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR NURSE CALL SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS.**

2. INTERPRETATION

- 2.1 As used in these Instructions To Tenderers, the following terms shall have the following meanings, except where the context otherwise requires:

"Contract" means the agreement(s) to be entered into between the Government and the successful Tenderer in the form of the Agreement(s) set out in **Section 4** of this Invitation to Tender or as otherwise agreed between the successful Tenderer and the Government;

"Government" means the Government of His Majesty the Sultan and Yang DiPertuan of Brunei Darussalam represented by the Ministry of Health, Brunei Darussalam.

"Government Project Officer" means the Project Co-ordinator or such other person as the Government may from time to time determine;

"Services" means the services to be provided by the Tenderer as described in **Section 2** of this Invitation To Tender;

"Intellectual Property Rights" means any rights in respect of or in connection with any confidential information, copyright, patents, design rights, reports, drawings, specification, or eligible layout rights and includes any right to apply for registration of such intellectual property rights;

"Invitation To Tender" means this Invitation To Tender, including the Instructions To Tenderers and all of its Sections, inviting Tenderers to offer to meet the Government's requirements by submitting a Tender in accordance with the requirements of this Invitation To Tender;

"Specification" means the specifications and requirements of the Services as described in **Section 2** of this Invitation To Tender;

"Tender" means the Tenderer's response to this Invitation To Tender;

"Tender Closing Date" means the date and time specified for the submission of the Tender;

"Tenderer" means a person, partnership or any other body (whether corporate or otherwise) who submits a Tender in accordance with this Invitation To Tender;

"Validity Period" means the time period during which the Government may accept a Tender.

- 2.2 Subject to any inconsistency of subject or context, the following rules of construction shall be used in the interpretation of these Instructions To Tenderers.

2.2.1 A cross reference to a clause number is a reference to a clause of these Instructions to Tenderers and includes all of its' sub clauses;

2.2.2 Words importing the singular include the plural (and vice versa) and words importing a gender include any other gender;

- 2.2.3 In the event of any inconsistency between these Instructions To Tenderers and the conditions of the Contract as contained in this Invitation To Tender, the latter shall prevail.

3. ELIGIBILITY

- 3.1 Only companies registered with the Ministry of Development and/or Ministry of Health, are eligible to participate in this Invitation to Tender.
- 3.2 Tenderers are required to submit their Company's Certificate of Incorporation or Firm's Certificate of Registration, as applicable, with their Tender.

4. CONFIDENTIALITY

- 4.1 This Invitation To Tender constitutes confidential and proprietary information of the Government and shall not, except with the consent in writing of the Government, be disclosed in whole or in part to any third party, or to any employees of the Tenderer, other than those who have a need to know such information for the purpose of responding to this Invitation To Tender, and shall not be duplicated or used by the Tenderer for any other purpose than to evaluate this Invitation To Tender.
- 4.2 The Government may require any unsuccessful Tenderer to return any specification, plans, patterns, samples or instructions issued by the Government.
- 4.3 The Tenderer's attention is also drawn to the Official Secrets Act (Chapter 153) which relates to the safeguarding of official information.

5. FORM OF CONTRACT

- 5.1 The successful Tenderer shall be required to enter into an agreement with the Government in substantially the form enclosed at **Section 4** in this Invitation to Tender, or as otherwise agreed between the successful Tenderer and the Government.
- 5.2 The final decision to appoint a successful Tenderer or not will rest with the Government in its sole and absolute discretion. The Government will not be bound to accept the provision of any products and/or services tendered by any Tenderer unless and until the execution of the Contract by the successful Tenderer.

6. SUBMISSION OF TENDER

- 6.1 All Tenders shall be submitted in a form which satisfies the following requirements:
- 6.1.1 the Tender must be in English;
 - 6.1.2 each page must be numbered consecutively;
 - 6.1.3 whenever possible, the Tender submitted should not exceed A4 paper size; and
 - 6.1.4 the Tender must be bound in a form which does not facilitate replacement of pages (i.e. loose leaf binding is not acceptable).
- 6.2 The Tender must include an address where notices, request, waiver, consent or approval required to be sent by the Government, can be directed to.
- 6.3 The Tender, including the Tender Form and all other accompanying documents are to be put in an envelope, sealed and must be submitted in **two (2) sets** made up of one (1) original and one (1) duplicate. All sets shall be bound and clearly labelled as ORIGINAL, DUPLICATE etc. respectively. All Tenders must be addressed to:

*Chairman,
Mini Tender Board, Ministry of Health,
Jalan Menteri Besar, Commonwealth Drive,
Bandar Seri Begawan BB3910,
Negara Brunei Darussalam*

6.4 The envelope containing the Tender:

- (a) shall not bear the name or address of the Tenderer, and
- (b) shall have on its **top left-hand**
 - (i) the Tender number;
 - (ii) and the words

"DO NOT OPEN BEFORE 2.00 p.m., On Tuesday, 06TH OCTOBER 2026" and

- (iii) the closing date and time of the Tender.
- (c) shall bear the following description of the project, namely:

"TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR NURSE CALL SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS – KK/207/2026/ESTETRIPASH(TC)"

6.5 For the ORIGINAL:

- a. All pages of the Tender must bear the official seal or rubber stamp of the Tenderer and initialled by the Tenderer's authorized representative.
- b. All price schedules must be typewritten, bear the official seal or rubber stamp of the Tenderer and signed by a duly authorized agent or officer of the Tenderer.
- c. All corrections or cancellations will not be accepted unless such corrections or cancellations are initialled by the Tenderer.
- d. All pages must be numbered.

6.6 All documents and materials must be submitted at the same time. Materials such as published articles, brochures and pamphlets submitted with the Tender must be stamped with the name of the Tenderer and securely packaged with the Tender.

6.7 Submission of Tender by telex, telegram or facsimile is **not** permitted.

7. VALIDITY PERIOD OF TENDER

7.1 Each Tenderer shall for each Tender it submits, maintain a Validity Period of **twelve (12) months** from the Tender Closing Date. Any Tender expressed to be valid for a shorter period may, in the absolute discretion of the Government, be rejected.

7.2 Where the Government seeks an extension of the Validity Period, a request in writing will be forwarded to the Tenderer. The Tenderer shall be required to respond in writing to extend the Validity Period. Failure to respond will result in the Tender not being considered further.

8. AMENDMENT OR ADDITION TO THE INVITATION TO TENDER

8.1 The Government reserves the right to issue amendments or additions to these Invitation To Tender at any time before the Tender Closing Date. Any such amendment shall be numbered, dated and issued by the Government Project Officer. Where the amendment is significant, the Government may at its discretion extend the Tender Closing date.

- 8.2 The Government will endeavour to notify all Tenderers in writing of any such amendments or additions by forwarding such amendments or additions to the Tenderers' address as advised by the Tenderer in the **Invitation To Tender Acknowledgment Form**. The said form shall be in the format set out in **Appendix 1** to these Instructions to Tenderers. It is a condition of this Invitation To Tender that any amendment or addition forwarded by the Government to the Tenderer in accordance with this clause shall be deemed to have been duly given if this information is forwarded to such address.

9. WITHDRAWAL OF TENDER

No Tender may be withdrawn after the Tender Closing Date. Any Tenderer who attempts to do so may, in addition to any remedy that the Government may have against it, be liable to be debarred from future Government tender.

10. TENDER PRICE

The Tenderer shall quote in Brunei Dollars in its Tender the all-inclusive price (i.e. CIF price, inclusive of all customs duties and taxes payable whether in or outside Brunei Darussalam) of the Services described in these Invitation To Tender. Tendered prices shall be firm and fixed and remain valid for acceptance for a period of six (6) months from the Tender Closing Date and during such extension of the period as may afterwards separately be agreed in writing by the Tenderer at the request of the Government. The tendered prices shall be submitted in accordance with the format set out in **Section 3** to this Invitation to Tender.

11. SUFFICIENCY OF TENDER PRICE

The Tenderer shall be deemed to have satisfied itself before tendering as to the correctness and sufficiency of its Tender for the provision of the Services.

12. CLARIFICATION PRIOR TO TENDER CLOSING DATE

- 12.1 A Tenderer seeking clarification of any of the requirements of this Invitation To Tender prior to the Tender Closing Date may only do so in writing in the format set out in Appendix 2 to these Instructions To Tenderers and shall be sent by the Tenderer by mail or facsimile to:

*Head Of Section
Estate Maintenance Section
Raja Isteri Pengiran Anak Saleha Hospital
Negara Brunei Darussalam
Telephone No.: 2242424 ext 2222/8637/8638*

- 12.2 The Government will endeavour to provide any clarification as soon as possible. Each and every request for clarification (without any details as to who they are from), together with the relevant clarification, shall be distributed to all Tenderers.

- 12.3 The Government will NOT accept any request for clarification that is submitted within seven (7) days prior to the Tender Closing Date.

13. OWNERSHIP OF TENDER DOCUMENTS

- 13.1 By submitting a Tender, the Tenderer:

- 13.1.1 licences the Government to reproduce for its own purposes whatsoever, the whole or any portion of the Tender notwithstanding any copyright or other Intellectual Property Right that may subsist in those documents; and
13.1.2 acknowledges that the Tender and all other documentation submitted with it shall not be returned to the Tenderer.

- 13.2 The Government acknowledges that, subject to Clause 13.1 above, the Intellectual Property Rights in the Tender documentation remains vested in the Tenderer concerned.

14. TENDER CLOSING DATE

- 14.1 All Tenders shall be lodged on or before the Tender Closing Date in accordance with these Instructions To Tenderers.

15. LATE TENDERS

- 15.1 A Tender lodged or received by the Government after the Tender Closing Date shall be disqualified.

16. TENDERERS TO INFORM THEMSELVES

- 16.1 By responding to this Invitation To Tender, a Tenderer will be deemed to have acknowledged and agreed that it has done so on the basis that it has:

16.1.1 the necessary skills, knowledge and experience to provide the Services sought;

16.1.2 in preparing its Tender:

- a. fully examined this Invitation To Tender (including all documents the Invitation To Tender refers to) and any other information made available by the Government to Tenderers for the purpose of this Invitation To Tender; and
- b. made its own reasonable enquiries (including inspections) to fully, inform itself of all the risks, contingencies and other circumstances which may impact on the Tender and the proper performance of the Tenderer's obligations under the Contract; and
- c. has not relied upon any warranty or representation (whether oral or in writing or by conduct) made on behalf of the Government except where such warranty or representation is contained in this Invitation To Tender or made through the processes specified by these Instructions To Tenderers; and

16.1.3 satisfied itself as to the accuracy and sufficiency of the Tender (including the tendered prices) to achieve the due and proper performance and completion of the Tenderer's obligations under the Contract.

17. SUB-CONTRACTORS

- 17.1 To assist the Government in its evaluation of any Tender, where a Tenderer proposes to sub-contract any of its obligations under the Contract, the Tenderer shall state the name and address of each sub-contractor and the extent of the work to be carried out by the sub-contractor. In addition, the Tenderer shall provide information about each sub-contractor.

18. ERRORS IN TENDERS

- 18.1 Tenderers are advised to study this Invitation To Tender very carefully before finalising their Tenders for submission. The onus is on the Tenderer to ensure that an accurate and complete Tender is submitted.
- 18.2 The Government may exclude from consideration, any Tender in which prices are not clearly and legibly stated.
- 18.3 Where the Tender is on a lump sum basis and an error has been made in the priced bill of quantities to arrive at the tendered lump sum, the Tenderer shall without undue delay make all such alterations in and to the priced bill of quantities as the Government considers necessary for such purpose.
- 18.4 If the Tenderer fails to make the alterations as directed by the Government and/or fails to do so within the time set by the Government, the Tender shall be deemed to have been withdrawn by the Tenderer.

- 18.5 Where the prices tendered are on a schedule of rates basis and an error has been made in the calculation or summation of the prices, the Tenderer shall be bound by the rates tendered and the Contract sum/total stated in the Tender shall, subject to the agreement of the Tenderer, be altered by the Government to reflect the correct calculation or summation of the prices.
- 18.6 If the Tenderer fails or refuses to agree to the alteration of the Contract sum/total, the Tender shall be deemed to have been withdrawn by the Tenderer.
- 18.7 If a Tenderer becomes aware of any other discrepancy, error or omission in its Tender not referred to or covered in Clauses 18.3 and 18.5 above and wishes to lodge a correction or additional information, it can *only* do so if
- 18.7.1 the correction or additional information is provided to the Government without undue delay and is done prior to the Tender closing date; and
- 18.7.2 the correction or additional information is provided to the Government in writing and is initialled by the Tenderer.
- 18.8 In all the above circumstances, any correction or addition shall not be used to alter the Tender in any material particular or so as to change the Tender in a material way. Any omission or addition which is deemed by the Government to alter the original Tender in a material particular, the Tender shall be rejected without any liability whatsoever on the part of the Government.

19. CLARIFICATION OF TENDERS BY GOVERNMENT

- 19.1 At any stage during the evaluation phase, the Government may:
- 19.1.1 request clarification of any Tender in respect of specific issues contained in that Tender; or
- 19.1.2 call for interviews with Tenderers; or
- 19.1.3 request Tenderers to provide additional information in writing; or
- 19.1.4 conduct a site inspection or a presentation of the Tenderer's facilities and equipment to clarify any part of the Tender and to examine the capabilities of such facilities and equipment. The Tenderer shall not unreasonably deny such request.
- 19.2 Where requested to clarify any matter contained in the Tender or to provide additional information or sample, Tenderers; shall provide such sample and/or clarification and/or additional information in writing at the time and place stipulated by the Government. Failure to comply with any such request may result in the Tender being excluded from further consideration.
- 19.3 In the event that any clarification, additional information, sample, presentation or site inspection is requested from a Tenderer by the Government, the Tenderer shall provide such clarification, additional information, sample, presentation or site inspection at no cost to the Government whatsoever.

20. CONDUCT OF TENDERER

- 20.1 Any Tenderer who attempts or is found to have offered a bribe, gratuity, bonus, discount or any sort of enticement to any employee of the Government shall have their Tender rejected by the Government.

21. CANVASSING

- 21.1 Canvassing shall render the Tender invalid. In the event of any canvassing being discovered after the acceptance of the Tender, the Government shall be entitled to rescind the Contract.

22. EXPENSE OF TENDERER

- 22.1 In submitting a tender, the Tenderer will be deemed to have acknowledged and agreed that it will bear all the expenses it incurs in preparing its Tender or negotiating the Contract and is not entitled to seek any compensation or reimbursement of those costs from the Government.

23. INVALID TENDERS

- 23.1 Incomplete Tender submissions and/or Tender submissions received after the Tender Closing Date shall be invalid.

24. ACCEPTANCE OF TENDER

- 24.1 The Government reserves the right not to accept the lowest priced or incomplete Tender or any Tender, and shall not be bound to assign any reason therefore.
- 24.2 When accepting the Tender, the Government may accept the whole or any part(s) of the Tender in which event, the Contract Price shall be adjusted in accordance with the schedule of prices set out in the Tender.
- 24.3 The successful Tenderer or Tenderers (as the case may be) shall be required to enter into a contract with the Government in substantially the form enclosed at Section 4 of this Invitation to Tender, or as otherwise agreed between the successful Tenderer and the Government. In the event that the Tenderer is a duly, authorised agent, the formal agreement is to be executed with the principal.
- 24.4 A Letter of Acceptance of Tender will be sent by registered post to the successful Tenderer's address as given in his Tender and shall be deemed to be received in due course by post.
- 24.5 Where the successful Tenderer's office is outside Brunei Darussalam, he shall also be informed by telex or fax, where possible.

25. COPYRIGHT

- 25.1 The Government reserves to itself all copyrights in this Invitation To Tender.

26. PERFORMANCE BOND

- 26.1 The successful Tenderer shall provide a Performance Bond in accordance with the Contract.

27. SUPPORTING DOCUMENTS

- 27.1 The Tenderer shall furnish, as part of its Tender, the following and in the form of Schedules specified below:
- 27.1.1 **Schedule 1 - Tender Form**, in the format set out in **Section 3** in this Invitation To Tender;
- 27.1.2 **Schedule 2 - Information Summary**, containing information on Tenderer's profile and previous experience(s) in providing the services specified in this Invitation to Tender;
- 27.1.3 **Schedule 3 - Sub-Contracts**, as required under Clause 17 above;
- 27.1.4 **Schedule 4 - Company's Background**, containing information on the Tenderer's background, scope of operations, financial standing, certified copy of its Certificate of Incorporation or Certificate of Registration (as the case may be);
- 27.1.5 **Schedule 5 - References**, containing a list of organizations or government agencies to whom the Tenderer has supplied/is supplying the goods and services specified in this Invitation To Tender;

- 27.1.6 **Schedule 6 - Letter of Declaration**, containing a declaration by the Tenderer that the Tenderer or any member of the Tenderer's family do not have any interest in other companies competing for the same tender.
- 27.1.7 **Schedule 7 – List of Personnel**, containing list of registered personnel by the Tenderer containing information on the Personnel's qualification, experiences and certificated in the relevant field.
- 27.2 The Tenderer shall also provide details of any special conditions applicable to its Tender and any other information required by this Invitation To Tender.
- 28. COMPLIANCE WITH INSTRUCTIONS TO TENDERERS**
- 28.1 Tenders will be considered only if submitted according to the instructions in these Instructions To Tenderers. Non-compliance with any such instructions will render the Tender 'Non-Compliant' and possible rejection by the Government.
- 29. EVALUATION OF TENDER**
- Evaluation Objective**
- 29.1 Tenderers must note that the Government will award the Contract to the Tenderer whose Tender is considered to be most advantageous to the Government. Therefore, whilst cost is an important consideration, it is only one of the criteria upon which each Tender will be evaluated. Price is considered in conjunction with conformance to the specifications and requirements contained in **Section 2** in this Invitation To Tender.
- Evaluation Process**
- 29.2 The assessment of the Tenderer's response will be derived from the written Tender response, information obtained as a result of enquiries made with reference sites, the samples submitted and any presentations/demonstrations undertaken as part of the evaluation process.
- Shortlisting**
- 29.3 At any time during any stage of the evaluation process the Government may undertake a shortlisting exercise and shortlist more than one Tenderer.
- 29.4 If the Government performs such a shortlisting exercise, then Government may exclude from further evaluation and consideration Tenders which are not included on the shortlist. The Government may at any time and in its sole discretion, include on the shortlist any Tender which was not initially included on the shortlist.
- Enquiries of Referees and Others**
- 29.5 Tenderers should note that the Government may make enquiries of any person, company or organisation to ascertain the suitability of the Tender and the Tenderer.
- 29.6 This may include, but is not limited to, the confirmation of any information provided in the Tender. Should the Government decide to approach a current or former customer of the Tenderer that has not been included in the list of references, the Government will notify the Tenderer of such action.
- 29.7 Information obtained pursuant to these enquiries an information supplied by referees and other persons may be taken into account by the Government when evaluating Tenders.

30. SITE VISIT

- 30.1 A compulsory site visit session must be made by all Tenderer as a general requirement of this Tender prior to submission of tender in order to provide consistent advice and clarification to all parties at the same time. The venue, date and time of the session shall be arranged by the Tenderer with the S.O. at any time before the closing date.
- 30.2 The Tenderer shall visit and examine the site, take necessary measurements, familiarize and shall satisfy himself and be deemed to have allowed for all costs or expenses taken all consideration in the nature of this contract and no extra cost will be paid in in respect thereof due to negligence in his tender price.
- 30.3 At the site visit session, the Government will endeavour to answer any questions from Tenderers in relation to this Tender. If the Government is unable to provide an answer to a question at the site visit session, it will endeavour to provide the answer as soon as possible after the session.
- 30.4 All Tenderers shall clarify with the Supervising Officer (s) prior to the submission of the Tender Document to ensure that the full scopes of works, specification and requirements are clearly and fully understood. If no request for clarification was received from the tenderer(s) before the tender's closing date, then it shall be deemed that all the tenderers has understood all the terms and conditions of this Tender.

SITE VISIT FORM

TENDER REFERENCE NO.: KK/207/2025/ESTETRIPASH(TC)

**TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR NURSE CALL
SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3)
YEARS**

COMPANY NAME : _____

DATE OF SITE VISIT : _____

I hereby on behalf of my Company has made a Site Visit to the work location on the date stated above and understand the work requirement(s) and all specification stated in this Tender document.

I (My Company) also agree not to make any additional claim to MOH should any accident(s) or damage(s) occur during the contract period.

CONTRACTOR'S SIGNATURE

NAME: _____

DATE: _____

COMPANY STAMP

FOR OFFICIAL USE ONLY

**VERIFIED BY
S.O./O.I.C.**

NAME: _____

DATE: _____

DEPARTMENT STAMP

The Contractor must fill in this form and obtain signature from the S.O./O.I.C. as verification for having visited the Site. Failing to do so will lead to **disqualification** from this Tender.

TENDER SUBMISSION REQUIREMENT

TENDER REFERENCE NO.: KK/207/2025/ESTETRIPASH(TC)**TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR NURSE CALL SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS****GENERAL CHECKLIST**

The Tenderer is required to fulfil all requirements stated in this section by submitting a **copy** of all relevant documents whichever applicable to this Tender, stamped and shall complete the checklist provided as a verification. **Incomplete submission may render the Tenderer's submission of Tender not to be evaluated/disqualified** (Clause 3.1.3, Financial Regulation 2022).

Description

1. Valid Builder's License/Contractor Registration Certificate/Supplier's Certificate approved by the Authority for Building Control and Construction Industry (ABCI), Ministry of Development.
2. List of company's worker with names as stated in the identity card/passport, identity card number, position and salary and local and foreign worker's percentages.
3. Latest Certificate of Tax Compliance from the Revenue Division, Ministry of Finance and Economy.
4. Confirmation compliance to Employee Trust Act and Supplemental Contributory Pension Trust Order 2009 from Tabung Amanah Pekerja Act including stating employer account number and list of contributed employee.
5. Registry of Companies and Business Names approved via Corporate Registry System in One Common Portal.
6. Completing the Tender's Integrity Declaration Form.
7. Copy of company owner/Director identity card (front and back).
8. Company Registration Licence Form X, 16 & 17.

SECTION 2

SPECIFICATION

1. GENERAL

- 1.1 Tenderers are sought from suitably qualified contractors who wish to be considered for the provision of comprehensive maintenance services (hereinafter referred to as “Maintenance Service”) for Nurse Call System (NCS) (hereinafter referred to as “Equipment”) at the following sites:
- Raja Isteri Pengiran Anak Saleha Hospital
- 1.2 The duration of the **Maintenance Services** is for **three (3) years**.
- 1.3 The Maintenance Services shall be **COMPREHENSIVE** to always keep the Equipment in 100% normal operating condition which shall include:
1. Full coverage replacement of any consumables.
 2. Full coverage replacement of any spare parts.
 3. Troubleshooting, repair, and rectification works.
 4. Configuration and setting of any instrumentation of Equipment.
 5. Conduct testing and commissioning works.
- 1.4 Upon award, the Contractor shall conduct **facility audit** to identify and verify the condition of the Equipment. Furthermore, the Contractor shall **accept** the existing condition of the Equipment and shall be responsible in repairing all Equipment in order restore it to normal working condition where the repair works conducted shall be in accordance to the Schedule B – Maintenance Coverage.

2. MAINTENANCE SERVICE

- 2.1 The Contractor shall carry out preventive maintenance as set out in **Schedule C - Maintenance & Servicing Schedule** and required to submit service reports base on the given tasks covering details of periodic inspection, servicing and repairs which shall include any nature of fault discovered, rectification work done, materials and parts used, and others as requested by Superintending Officer.
- 2.2 Preventive maintenance shall be carried out during Government working hours: 07.45 am – 12.15 pm & 01.30 pm – 04.30 pm.
- 2.3 The Contractor shall prepare and submit a work schedule covering the preventive maintenance (2) weeks in advance for approval.
- 2.4 The Contractor shall ensure that his personnel comply with the work schedule while carrying out the routine preventive maintenance.
- 2.5 Preventive Maintenance shall be planned and carried out so as to cause minimum inconvenience and disruption to the operation of the Equipment.
- 2.6 Where necessary, the Superintending Officer reserves the right to shift the schedule maintenance date to alternative date/s, in conjunction with a VIP visit to any the sites with or without prior notice.
- 2.7 To ensure immediate response by the Contractor and/or his personnel, the Contractor shall submit contact numbers of his personnel to enable the Superintending Officer or his representative for reporting faults and breakdowns.
- 2.8 The Tenderer shall also ensure that technical services shall be available twenty-four (24) hours a day for the convenience of the Government to provide assistance for any emergency service at no additional cost.

- 2.9 The Contractor shall provide everything deemed necessary for the proper execution of all works according to the indent of specification such as tools, equipment, transport, barrier, necessary warning sign, and others where necessary.
- 2.10 The Contractor shall maintain an office in Bandar Seri Begawan where he can be notified by telephone or whenever requested by Superintending Officer to be dispatched for any repair, rectification or replacement works when instructed and for shorter response time.
- 2.11 The Contractor shall maintain an equipped workshop to carry out inspection, small repairs, and testing of electrical and/or mechanical spare parts. The Superintending Officer reserve the right to enter and inspect the workshop at any time during the Contractor's working hours. Where such entry into the Contractor's premises would create conflict with confidential information or work for the Contractor, a twenty-four (24) hour written notice will be given to the Contractor. The Contractor will ensure that a member of his staff will accompany the Superintending Officer at all times during the visit.
- 2.12 The Contractor shall be available even after office hours, Fridays, Sundays, and Public Holidays as directed by the S.O if necessary.
- 2.13 The Contractor shall maintain sufficient replacement, spare parts or any other items for the proper operation, preventive maintenance, and breakdown repairs to avoid delay during the period of the contract.
- 2.14 Any breakdown or complain must be reported to the Superintending Officer or his representative within 24 hours in addition to the maintenance logging report made by the EMS staff. The report shall state the nature of fault, the work done and any further work that is required.
- 2.15 The Contractor shall remove and replace any supplied items which are damage, defect or not comply with the specification. If the contractor fails to do so within the reasonable time, the Superintending Officer has the option to remove the items and replace with the correct specification and the contractor shall be responsible with the cost and expenses incurred.
- 2.16 If the Superintending Officer thinks that any of the items supplied are not in accordance with the specification, the S.O have the right to submit the items to expert for examination and/or testing. All test in connection therewith shall be borne by the Contractor.
- 2.17 The Contractor shall not assign this contract or any portion of the work to sub-contractor without the Superintending Officer's written permission. The consent shall not be reasonably refused to the prejudice of the Contractor. The Contractor is still solely and personally responsible for making sure that all terms, stipulation, and conditions in this contract are followed by such authorized sub-contractor.
- 2.18 Any damages to the RIPAS Hospital assets found on site shall be reported to the Superintending Officer and if the damages occurred is due to negligence during the contract period, it shall be reinstated by the Contractor at no extra cost.
- 2.19 The Superintending Officer have the right to request amendment or correction of work if it is not satisfactory in terms of quality, workmanship, specification or according to instructions at the Contractor expense. Any job done which are not within the contract scope and done without Superintending Officer's approval shall not be claimed and will not be entertained due to negligence of contractor.
- 2.20 In the event of unforeseen situation such as: -
- 1) Force majeure
 - 2) Lightning surge
 - 3) Vandalism
 - 4) Others where deemed reasonably unpredictable/unforeseen

All rectification works, parts required, repair works shall be prepared by the Contractor in the form of report complete compiled evidence, verification from Superintending Officer and other relevant person complete with the total cost required for complete restoration of affected Equipment to normal working condition. The Superintending Officer has the right to reject if all evidence are incomplete, lack of details and others where necessary and the Contractor shall reinstate the Equipment to normal working condition.

- 2.21 The Contractor shall quote all spare part cost in the Schedule D – Spare Part List of this section where the cost shall be used for any repair or rectification works in the event stated as per Clause 2.20. The cost for such repair or rectification works are not included in his quoted maintenance cost.
- 2.22 The Contractor shall be responsible to keep the Equipment and plant room clean from dust, dirt, and any unwanted materials at all times.
- 2.23 The Contractor shall be made aware that any damages caused by normal daily usage (wear and tear), accidental damages by Patients/Users, it shall not be deemed as Vandalism and therefore shall be covered by the Comprehensive Maintenance.
- 2.24 For avoidance of doubt, Vandalism shall only be applicable when the damages/defects to the Equipment are caused with intent.

3. PENALTIES

- 3.1 The Contractor shall dispatch his workers to site to attend any breakdown when instructed by the Superintending Officer or his representative **within 1 hour (Response Time)** after being notified in writing or telephone in any events deemed reasonably urgent, safety critical and other unforeseen circumstances. A penalty of **One Hundred Dollars (B\$100.00)** for each hour of delay shall be imposed or part thereof of the response time is exceeded.
- 3.2 In the event where:
 - 3.2.1 The Contractor fails to perform preventive maintenance on the Equipment in accordance with Schedule C and/or the approved work schedule by the Superintending Officer, shall result in a liquidated ascertained damage of **One Hundred Dollars (B\$100.00)** each day the scheduled maintenance is delayed. However, this charge may be waived if a valid justification via written report is provided and accepted by the Superintending Officer. Alternatively, a request to reschedule the maintenance service may be submitted in advance, but it must receive prior written approval from the Superintending Officer.
 - 3.2.2 The **Down Time** shall not exceed a minimum of three (3) days in order to keep the Equipment in good working condition in which failure to do so shall result in a liquidated damage of **One Hundred Dollar (B\$100.00)** per day to be imposed for each day exceeded.
 - 3.2.3 If any of the Equipment is **NOT 100%** operational due to major component issues (affecting whole ward/total system failure), force majeure events and/or any other reasons. depending on the duration, a deduction will be imposed on the Comprehensive Maintenance cost for the affected system only as follows:

Down time duration	% deduction
2 week	25%
1 month	50%
2 months	75%
3 months	100%

- 3.2.4 If the replacement parts must be ordered and a delay is to be expected, the Contractor must without delay notify the Superintending Officer via written report of the proposed delivery and repair date in which the Superintending Officer may, at his discretion, approve or revise the proposed date. Failure to complete the corrective maintenance by the approved date will result in a liquidated damage of **One Hundred Dollar (B\$100.00)** per day to be imposed unless a valid justification is provided and accepted by the Superintending Officer. This Clause may also be activated together with Clause 3.2.3.
- 3.3 The Contractor shall be subject to a penalty of **One Hundred Dollars (B\$100.00) per day/notice** whichever applicable for any non-compliance to Superintending Officer or his representative's written instruction relating to Equipment, contract management, clauses/conditions of this Contract and others deemed necessary for the proper execution of this Contract.
- 3.4 The Superintending Officer reserve the rights to instruct **other Contractor (hereinafter referred to as "Others"** for the immediate restoration/reinstatement of the Equipment to normal operating condition in the events where:
1. The Contractor fails to perform comprehensive maintenance as per scheduled;
 2. The Contractor fails to response and attend breakdown as per instructed by S.O;
 3. In any events where urgency is deemed required where the Others is capable of maintaining a shorter downtime than the Contractor;
- 3.5 The Contractor shall pay any cost resulted from Clause 3.4 whereby any the Others shall submit his claim to the Contractor for payment.
- 3.6 The payable amount to the Contractor's claim shall also be offset/deducted if where necessary as a result of Clause 3.5.
- 3.6 The Contractor shall continue perform the Maintenance Services as per the scope outlined in this Tender even after the event stated in Clause 3.5 has occurred.
- 4. USE OF SITE**
- 4.1 The Contractor shall not use any of the sites for any purpose other than that of carrying out Maintenance Services stipulated in these Specifications.
- 4.2 The Contractor shall, at all times, keep the sites clear and free from all surplus materials, rubbish, debris arising from the execution of the works and keep the sites in clean conditions.
- 4.3 Contractor shall, at all times and at his own due diligence, adhere to the relevant guidelines, directives and regulations issued by the relevant government agencies and/or authorities, including among others, Workplace Safety and Health Order 2009, Safety, Health and Environment National Authority (SHENA) and others necessary.
- 5. PERSONAL PROTECTIVE EQUIPMENT (PPE)**
- 5.1 The Contractor shall at his/her its own expense, supply its personnel and sub-contractor's personnel, required in connection with the safe performance of the work, with adequate Personal Protection Equipment (PPE) (bearing the name of the Company), tools and any other protective equipment which shall be maintained in good condition or replaced and shall be worn on relevant occasions as indicated by notices, instructions and good practice.
- 5.2 The Superintending Officer have the right to stop the work or does not allow entry to Hospital if the PPE worn by the workers assigned is deemed unsatisfactory.

5.3 The PPE stated below are **mandatory** to be worn by the Contractor's workers during the Maintenance Services:

1. Helmets, with or without visors - depending on the activity
2. Face masks – depending on site requirements
3. Eye protectors (safety goggles) – depending on the activity
4. Overalls (coverall) bearing company name – obligatory
5. Leg protectors and/ or industrial boots – obligatory

5.4 A penalty shall be imposed on the Contractor if the PPE worn are not adequate at **B\$100.00 per notice/event**.

6. REPORTS

6.1 A record of the Maintenance Services shall be prepared and kept up to date diligently by the Contractor (Equipment logbook) with template advised by the Superintending Officer, and to be placed in the plant room, updated during every visit and activities conducted from time to time.

6.2 The Contractor is also required to prepare and submit monthly report (Service Report) which shall cover the following:

1. Facility Inventory Report
2. Breakdown Report

6.3 For Facility Inventory Report, the Contractor shall update the inventory from time whenever a maintenance was done in order to keep track the status of existing facility and asset condition which shall contain:

1. Location of installation
2. Specification of asset such as model, brand, quantity and others
3. Date of installation

6.4 The Contractor shall diligently collect, record and compile work request/complaint received (Complaint Log) such as obtaining a copy of user's Work Order Request/Request Form, screen shot of instructions relayed from Superintending Officer or his representatives via mobile phone, email and others as supporting document and evidence. For each complaints attended, the Contractor shall prepare a Breakdown Report which shall include the following information:

1. Nature of breakdown/complaint.
2. Time and date of breakdown/complaint.
3. Time arrived on site to rectify/repair.
4. Description of action/works conducted to rectify the breakdown.
5. Name of personnel attended.
6. Proposed rectification work if any.

6.5 The Breakdown Report shall then be used to produce a monthly complain report which shall show the quantity of complaints

6.6 The Contractor shall take **before and after picture** with time stamp features enabled to indicate starting and end time of work done.

7. CONTRACT PRICE AND PAYMENTS

7.1 The proposed contract sum shall be deemed to cover all costs involved to perform **comprehensive maintenance services** which shall include all costs, charges and expenses for labour, materials, consumables, tools, equipment, transport, reinstatement works, documentation, insurance, taxes, duties, overheads, and any other necessary items. This proposed contract sum shall remain fixed and firm for the contract duration.

- 7.2 The Contractor shall submit the invoice of the previous month on the first week of the following month. All claims shall be addressed to:

**Head of Section
Estate Management Section
Raja Isteri Pengiran Anak Saleha Hospital
Negara Brunei Darussalam**

- 7.3 The Contractor is required to attach the following documents to his payment claim:

1. Photographs (before and after / progress photograph)
2. Monthly service report
3. Breakdown report
4. Other attachment required by the S.O.

- 7.4 Payment will only be made after submission of the invoice and other related document such as the certified original and duplicate service reports by the Superintending Officer and monthly service/breakdown/technical report.

8. SUPERVISION AND PERSONNEL

- 8.1 The Contractor shall provide supervision and personnel with the necessary skills, knowledge, full time supervision of all his employees, personnel and provide Personal Protection Equipment (PPE) such as coverall (bearing the name of the Company), safety helmets, safety shoes, and tools necessary for all workmen during the course of work for the proper execution and completion of the works in a safe manner. The Contractor is responsible for ensuring the workers assigned for the performance of the works are experienced and competent in their respective job or trade category.
- 8.2 The Contractor shall ensure that such personnel are properly trained, possess suitable work pass endorsed by the relevant Department or Authority, Brunei Darussalam and employed by the Contractor throughout the contract period.
- 8.3 The Contractor is required to submit a list of names, addresses, qualifications, experiences, and other relevant information that the Superintending Officer may require, of all persons that shall be employed for the performance of the Work. Any amendments made to the list shall be submitted in writing within five (5) days upon knowledge that any person has been added or deleted from the list during the period of the contract.
- 8.4 The Superintending Officer reserves the right to remove, reject or replace any persons employed by the Contractor, who in the opinion of the Superintending Officer is not competent to execute the Work, and shall direct the Contractor to replace such person/s not later than seven (7) days.
- 8.5 The Contractor shall nominate supervisor/s for the purpose of administrative and on-site supervision.
- 8.6 To ensure the proper execution of the Work, the Contractor shall provide an adequate number of workers.
- 8.7 The Contractor shall ensure that his workers possess the necessary employment passes if they are employed outside Brunei Darussalam.

9. INSURANCES

- 9.1 The Contractor shall procure the following insurances and shall remain effective throughout the contract period and any extension of time granted:
- a) Workmen Compensation
 - b) Public Liability
 - c) Fire

10. SECURITY

10.1 Where the Maintenance Services is to be carried out within a secure area, the Contractor shall provide to the Superintending Officer full details of all his personnel and vehicles requiring access to the site, not less than seven (7) days before entry is required. Details shall include the following particulars: -

- Name
- Address
- Identity card number / passport number
- Gender
- Citizenship
- Expiry date of work pass (for foreign workers)

10.2 Where security passes are issued to the Contractor's personnel, the Contractor is responsible for the proper use of the passes.

10.3 The Contractor shall ensure that the passes are immediately returned to the authorities when they are no longer required due to the employee not being engaged to work at the secured area, or if the employee has left the Contractor's employment.

10.4 The Contractor shall be responsible in managing and safekeeping of his own equipment or other tools from unwanted circumstances such as theft or loss.

11. HEALTH AND SAFETY PRECAUTIONS AGAINST FIRE, NOISE CONTROL, etc

11.1 The Contractor shall provide all necessary measures to comply with all health and safety regulations and rules currently in place. The Contractor shall also comply with all orders and instructions given to him from time to time by the Superintending Officer with regards to health and safety of persons in the vicinity of any site, site regulations, and the work in general.

11.2 The Contractor shall take all reasonable precautions to prevent loss or damage by fire, comply with existing fire regulations and all instructions given to him by the Superintending Officer with regards to fire precautions and prevention.

11.3 The Contractor shall also ensure that all measures are taken to control noise and dust levels produced during the Maintenance Services.

12. MATERIALS

12.1 All works, equipment, and materials to be used and installed under this contract shall be of first grade design and complying with Authority for Building Control and Construction Industry, British Standards, respective manufacturer's specification/recommendation, and/or other Approved International Standards.

12.2 The Contractor shall attach letter/document indicating its approval from the relevant authorities indicating for the items he intended to use.

12.3 The Contractor shall at his due diligence to refer to the latest list of approved products from the relevant Authority or Department.

12.4 Generally all installation shall have a **defective liability of 1 year** starting from date of complete installation.

13. EXTENSION OF TIME

13.1 The Superintending Officer may at any time during the contract, request an extension of time in which all rates for comprehensive maintenance and spare parts (Schedule D) shall remain unchanged.

14. VARIATIONS AND EXTRAS

- 14.1 The Superintending Officer may at any time during the contract, request a variation order for omission and/or addition where necessary.

15. SCOPE OF WORK

- 15.1 The preliminaries quoted and the works to be executed shall comprise of the following:
1. To perform comprehensive maintenance on the Equipment in accordance with Schedule C – Maintenance & Servicing Schedule and as per manufacturer's recommendation to keep the Equipment System at normal operating condition at all times.
 2. Any additional preventive maintenance activities required as per manufacturer's recommendation and best engineering practice in addition to Schedule C – Maintenance & Servicing Schedule shall be performed by the Contractor at no additional cost.
 3. To attend any breakdown and faults of as per service call issued or instructions by the Superintending Officer or his representative at any times including Friday, Sunday, and Public Holiday at no additional charges.
 4. To attend, check, inspect, investigate, troubleshoot, rectify, repair and others necessary to make good to all complaints requested from Superintending Officer or his representative at no additional charges.
 5. To attend any alarm triggered by Equipment.
 6. To provide engineering solution to any Equipment fault received.
 7. Transportation cost, shipping cost or any other costs that may arise from the Maintenance Service without additional charges.
 8. Labor works in replacing any item listed in the Schedule D – Spare Part List unless otherwise specified and other associated works related to the Equipment.
 9. All tools and equipment including scaffolding, ladder and any others that may be required for the execution of Maintenance Service.
 10. Personal protective equipment.
 11. All reinstatement works arise such as making good to ceiling, cement, painting whichever required as a result of this Maintenance Service.
 12. All consumables and accessories required to complete any works such as PVC conduit/trunking.
 13. All materials required for hoarding, barricading, signage and others for meeting any rules and regulations required.
 14. Furnishing drawing showing the layout, connection points and others required by the Superintending Officer of the Equipment at each location.
- 15.2 The Contractor shall be responsible in engaging the supplier/distributor/agent for the various brand of the Equipment covered in this Tender.
- 15.3 The Contractor shall not fully replace the whole Equipment system without any sound reasoning while the existing Equipment is still operational, parts are widely available and others.
- 15.4 The Contractor shall furnish good reasoning backed with documented evidence if the existing Equipment require full replacement.

- 15.5 If at any time during the Contract in which the existing Equipment **software** requires upgrade due to operation requirement, the Contractor shall proceed with the upgrade **shall be deemed to be included** in the initial quoted Comprehensive Maintenance cost without additional charges. This shall include hardware such as master station/power hub/power supply/controller
- 15.6 If at any time during the Contract in which the existing Equipment **hardware** requires upgrade due to operation requirement, obsolescence/phasing out, version change (newer model), the Contractor must provide official documentation as evidence and shall proceed with the upgrade. The installation of such item **shall also be deemed to be covered** in the initial quoted Comprehensive Maintenance cost without additional charges.
- 15.7 If any time during the Contract in which a **specification change/deviation/upgrade of component** is required as per on-site/User's/Superintending Officer's requirement, the Contractor **shall claim payment** for the installation of such item by means of Corrective Maintenance. After the replacement, the newly installed component **shall be deemed to be covered** in the initial quoted Comprehensive Maintenance cost without additional charges.
- 15.8 If any time during the Contract in which a **full replacement of Equipment** is required as per on-site/User's/Superintending Officer's requirement resulting in total brand change, the Contractor **shall claim payment** for the installation of such item by means of Corrective Maintenance. As a result, the quoted Comprehensive Maintenance will require variation.
- 15.9 The Superintending Officer reserve the right to call a separate Quotation/Tender for works associated with the Equipment such as **full replacement of Equipment**.
- 15.10 The Superintending Officer also reserve the right to call a separate Quotation/Tender for any items not listed in the Schedule D (hereby referred to as non-Schedule of Rates) and any other works that may arise whereby after completion of the aforementioned works, the quoted comprehensive maintenance charges shall remain unchanged.

16. CORRECTIVE MAINTENANCE

- 16.1 A Provisional Sum shall be allocated for Corrective Maintenance which shall be used for replacing any items not covered under the comprehensive maintenance, for items listed in Schedule D, non-Schedule of Rates items related to the Equipment, remedial/reinstatement/repair works as a result of force majeure and/or any additional rates as a result variation only when required and directed by the Superintending Officer.

17. INVENTORY

- 17.1 The Contractor shall conduct facility audit and furnish inventory report template following S.O.'s requirement which shall contains the following information:
1. Brand
 2. Type and model
 3. Photos
 4. Dimension of equipment
 5. Other technical specification required by S.O.

18. REPLACEMENT PARTS, SPARE PARTS, MATERIALS etc.

- 17.1 The Contractor shall supply all replacement parts, spare parts, and consumables necessary for the proper operation, preventive maintenance and breakdown repairs of the Equipment.
- 18.2 The Contractor shall ensure that these are genuine parts approved by the manufacturer/s, and here new parts or materials are to be used shall be sought in advanced. All documentation relating to the authentication of the parts shall be stamped by the manufacturers if the Superintending Officer requires it.

19. INSPECTION

- 19.1 The Superintending Officer has the authority to request inspect of the Equipment by either dismantling any parts of the Equipment for further investigation/inspection without additional cost and reinstatement.

20. DISPATCH OF ITEMS OF EQUIPMENT FOR OVERHAUL OR REPAIR

- 20.1 The Contractor shall bear all costs in the dispatch of any parts or module of the Equipment for overhaul, repair or reprogrammed, including the costs for packing, carriage, and insurance.

21. WARNING

- 21.1 The Contractor may receive warning in writing in the event continuous/consistent/repetition of the following occur:
1. Display of poor performance such as providing wrong information, Equipment data, incomplete maintenance of Equipment.
 2. Installing used/second hand spare parts when new parts are requested.
 3. Providing wrong engineering solution and/or Equipment specification when requested.
 4. Failure to remedy/rectify any Equipment issues despite provide engineering solution.
 5. Failure to comply with any instructions from the Superintending Officer.
 6. Negligence in performing comprehensive maintenance leading to damages of Equipment.
 7. Misconduct and/or unethical performance.

SCHEDULE A

LIST OF EQUIPMENT AND LOCATION

Note: If any inaccuracy were found, the Contractor shall quote the correct brand found in the respective location.

ITEM	LOCATION	BRAND	TYPE
1	Ward 1	EZYCALL	Wired
2	Ward 2	EZYCALL	Wired
3	Ward 6	ASCOM	Wired
4	Ward 7	ASCOM	Wired
5	Ward 12	AUSTCO	Wired
7	Ward 14	AUSTCO	Wired
8	Ward 19	EZYCALL	Wired
9	Ward 20	EZYCALL	Wired
10	Ward 25	EZYCALL	Wired
11	Ward 23	EZYCALL	Wired
12	Ward 3	AUSTCO	Wired
13	Ward 4	AUSTCO	Wired
14	Ward 9	ASCOM	Wired
15	Ward 15	EZYCALL	Wired
16	Ward 16	EZYCALL	Wired
17	Ward 21	AUSTCO	Wired
18	Ward 22	ASCOM	Wired
19	Heart Centre	EZYCALL	Wired
20	Ward 10	NO BRAND	Wireless
21	Ward 17	AUSTCO	Wired
22	Ward 18	EZYCALL	Wired
23	ICU 1	ASCOM	Wired
24	Renal Ward	EZYCALL	Wired
25	Burn Unit	NO BRAND	Wireless
26	Emergency Department (including Children Emergency)	AUSTCO	Wired

SCHEDULE B

MAINTENANCE COVERAGE

A. Items to be INCLUDED in Comprehensive Maintenance

1. All parts and components found in the Equipment up until the master station/power supply including the body/enclosure/panel.
2. To conduct programming, upgrading of software, settings, troubleshooting, rectification, configuration, calibration, testing and commissioning works and others necessary as per the maintenance requirements/schedules and for the complete function of the Equipment.
3. All repair works necessary to keep the Equipment functional.
4. All wiring/cabling works related to the Equipment.
5. Maintaining new components of the Equipment as a result of upgrade due to operation requirement, obsolescence/phasing out, version change (newer model), different specification/model (deviation from existing specification) as a result User's/Superintending Officer's requirement.
6. All consumables such as PVC conduit and others.

B. Items to be EXCLUDED in Comprehensive Maintenance

1. Supply and install new Equipment (full replacement) to different brand.
2. Supply and install new component which requires upgrade due to operation requirement, obsolescence/phasing out, version change (newer model), different specification/model (deviation from existing specification) as a result User's/Superintending Officer's requirement.

SCHEDULE C

MAINTENANCE & SERVICING SCHEDULE

1.0 General

- 1.1 The maintenance schedules set out below shall serve as a general guide for preventive maintenance services. The maintenance schedules as recommended by the equipment's manufacturers and in the equipment's, manuals shall be adopted in addition to these schedules. The Contractor shall familiarize himself with the said recommended maintenance schedules.
- 1.2 The frequencies of maintenance may be adjusted, by mutual agreement, to suit the duty and conditions of operation of the equipment.
- 1.3 The maintenance schedules set out below do not include instructions for every component part of each item of equipment, but the Contractor is expected to carry out the usual maintenance process in accordance with normal trade practices and to meet specific requirements of the equipment's manufacturers' recommendations.
- 1.4 Where follow-up work, after carrying out routine maintenance, is considered necessary, which involves further repairs, the Contractor shall notify the Superintending Officer of the extent of the repairs before proceeding with the work.
- 1.5 Certain terms used frequently in the maintenance schedules below are defined as follows:
 - 1.5.1 EXAMINE: To make careful and critical scrutiny of an item carried out without dismantling, by using the senses of sight, hearing, smell, and touch to verify that the equipment is in working order.
 - 1.5.2 TEST: To operate the equipment and/or use the appropriate testing instruments to ensure that the equipment is functioning correctly.
 - 1.5.3 CHECK: To make a thorough inspection for damage, wear, or deterioration; also, to ascertain that the equipment is correctly adjusted to conform to the required standard.

NB. In addition to establishing the normal functioning of equipment the "EXAMINE," "TEST" and "CHECK" as defined above must include verification of the satisfactory state of all safety aspects.

2.0 Maintenance Schedule List

- 2.1 The procedures compiled below are intended only as a guide for the maintenance service work. Any related works that are not listed below but are in accordance with the manufacturer's recommendation shall be inclusive of this Tender.
- 2.2 The list of maintenance schedules is outlined in the schedule of equipment. The contractor shall adhere closely to the procedures for the scheduled maintenance in the systems. The list is by no means exhaustive and intended to serve as an essential guide and the contractor shall have engaged competent specialists familiar with the nature of work and prepare such procedures and maintenance programs wherever necessary for the proper execution of the works. These procedures and maintenance programs are to be properly formulated and prepared for the engineer's comments and approval within fourteen (14) days upon award of the total maintenance service contract.

3.0 Maintenance Schedule of Equipment

3.1 Quarterly (3 monthly)

1. Testing for acoustic and optical/visual signal test by pressing each individual buttons and pull cords to ensure the components are functioning properly.
2. Ensure that all units are cleaned and free from dust and any obstacles.
3. Check and test all overdoor indicator light and display are functioning properly.
4. Check and test ward controller and power station are functioning properly, perform systems configuration and updates if necessary.
5. Check and ensure clock are shown correctly.

SCHEDULE D

SPARE PART LIST

The price for the spare parts listed below for various equipment shall be inclusive of all labour, taxes duties, freight and consumable etc and shall remain in force for the entire duration of the maintenance contract.

Note: The Contractor shall continue to fill in the list of spare parts in addition to the items listed in the table below for the respective brand, based on currently installed model/version including any other spare parts/components that are not currently being installed/used but having the capability to be integrated by either standard specification or custom made to the current Nurse Call System for any future expansion or upgrade, any spare parts which are potentially replacing the existing components.

No.	Description	Unit	Rate Parts Only	Rate Labour & Installation	Net price to supply & install
1.0	EZYCALL				
1.1	Face plate (Present, Emergency, Code Blue, Cancel, Handheld jack port)	No			
1.2	Face plate (Present, Emergency, Cancel, Handheld jack port)	No			
1.3	Face plate (Code Blue, Cancel)	No			
1.4	Face plate (Present, Cancel)	No			
1.5	Handheld pendant (with button)	No			
1.6	Washroom pull cord (ceiling mounted)	No			
1.7	Washroom pull cord (wall mounted)	No			
1.8	Toilet pull cord (wall mounted)	No			
1.9	Toilet pull cord (ceiling mounted)	No			
1.10	Room light indicator (4 colour ARGB)	No			
1.11	Room light indicator (3 colour AGR)	No			
1.12	Room light indicator (2 colour RG)	No			
1.13	Room light indicator (1 colour R)	No			
1.14	Single sided wall mounted dot matrix display (with speaker)	No			
1.15	Double sided wall mounted dot matrix display (with speaker)	No			
1.16	Nurse Station Controller	No			
1.17	Room controller 8 channel	No			
1.18	Room controller 16 channel	No			
1.19	Power hub	No			

No.	Description	Unit	Rate Parts Only	Rate Labour & Installation	Net price to supply & install
2.0	ASCOM				
2.1	Face plate (Call, Nurse Presence, Assist)	No			
2.2	Face plate (Call, Nurse Presence, Code Blue)	No			
2.3	Face plate (Call, Nurse Presence)	No			
2.4	Handheld pendant (with button)	No			
2.5	Toilet pull cord (without cancel button)	No			
2.6	Room light indicator (with colour)	No			
2.7	Single sided display (with speaker)	No			
2.8	Double sided display (with speaker)	No			
2.9	Master station / motherboard / power supply unit	No			
2.10	Network switch	No			
3.0	AUSTCO				
3.1	Face plate (Presence, Cancel)	No			
3.2	Face plate (Code Blue, Cancel)	No			
3.3	Handheld pendant (with button)	No			
3.4	Washroom pullcord with cancel button	No			
3.5	Room light indicator (Red, Green and Yellow)	No			
3.6	Single sided LED Annunciator (with speaker)	No			
3.7	Double sided LED Annunciator (with speaker)	No			
3.8	IPNet Router	No			
3.9	IP Power Supply	No			
3.10	IP Connect Server	No			
4.0	WIRELESS (NO BRAND)				
4.1	Battery 3V				
4.2	Face plate (Call, Code Blue, Cancel)				
4.3	Handheld pendant (with button)				
4.4	Toilet pullcord (with cancel button)				
4.5	Light indicator				
4.6	Screen display				

No.	Description	Unit	Rate Parts Only	Rate Labour & Installation	Net price to supply & install
4.7	Master station / motherboard / power supply unit				
5.0	GENERAL				
5.1	Network switches	No			
5.2	CAT6 cable (point to point / device to device)	Lot			
5.3	CAT5 cable (point to point / device to device)	Lot			
5.4	1.5mm2 wiring (point to point / device to device)	Lot			

SECTION 3

SCHEDULE 1 – TENDER FORM

To:

TENDER REFERENCE NO: KK/207/2025/ESTETRIPASH(TC)

TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR NURSE CALL SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL FOR A PERIOD OF THREE (3) YEARS

TENDER OF (*name of tenderer*)

Company/Business Registration No _____

Tender Closing Date: _____

No.	Description	Unit	Rate	Quantity	Amount	
					\$	¢
	THE RATE QUOTED SHALL INCLUDE: A Preliminaries such as Insurances for Public Liability, Workmen's Compensation and Fire. B Materials, consumables, labour, insurance, tools, equipment, transport, barrier, and others deemed necessary to carry out the proper execution of the works stated in this Tender. C Materials and consumables required in compliance to Infection Control Risk Assessment Implementation and Monitor Policy.					
1.0	PRELIMINARIES					
1.1	To allow cost for mobilisation, 24/7 response services, compliance to Infection Control Risk Assessment, Implementation and Monitoring Policy, HSE requirements and other preliminary requirements necessary for the complete execution of services stated in this Tender.	mth		12		
2.0	MAINTENANCE SERVICES					
	To provide comprehensive maintenance services for the following Equipment at the following location:					

No.	Description	Unit	Rate	Quantity	Amount	
					\$	¢
	BLOCK 1					
2.1	Ward 1	nth		12		
2.2	Ward 2	nth		12		
2.3	Ward 6	nth		12		
2.4	Ward 7	nth		12		
2.5	Ward 12	nth		12		
2.6	Ward 14	nth		12		
2.7	Ward 19	nth		12		
2.8	Ward 20	nth		12		
2.9	Ward 25	nth		12		
2.10	Ward 23	nth		12		
	BLOCK 2					
2.11	Ward 3	nth		12		
2.12	Ward 4	nth		12		
2.13	Ward 9	nth		12		
2.14	Ward 15	nth		12		
2.15	Ward 16	nth		12		
2.16	Ward 21	nth		12		

No.	Description	Unit	Rate	Quantity	Amount	
					\$	¢
2.17	Ward 22	mth		12		
	BLOCK 3					
2.18	Heart Centre	mth		12		
2.19	Ward 10	mth		12		
2.21	Ward 17	mth		12		
2.22	Ward 18	mth		12		
2.23	ICU 1	mth		12		
2.24	Renal Ward	mth		12		
	BLOCK 5					
2.25	Burn Unit	mth		12		
	BLOCK 10					
2.26	Emergency Department (including Children Emergency)	mth		12		
3.0	CORRECTIVE MAINTENANCE					
3.1	The provisional sum allocated for Corrective Maintenance which shall be used for replacing any items not covered under the comprehensive maintenance, for items listed in Schedule D, non-Schedule of Rates items related to the Equipment and/or any additional rates as a result variation only when required and directed by the Superintending Officer.	Lsum	\$20,000	1	\$20,000	
TOTAL AMOUNT FOR THIS SUMMARY OF TENDER						

Note: Contractor shall check and ensure all prices quoted in the Tender Form are same including in words. If found to be not same, this Tender can be treated as invalid (Clause 3.1.4, Financial Regulation 2022).

1. I/we, the undersigned having examined and fully understood the tender Documents, inspected and checked the site, offer to carry out and execute the above works in accordance with all relevant Standards Specification and Codes of Practice for the sum of Brunei Dollars.

TOTAL AMOUNT (IN WORDS) IN BRUNEI DOLLARS: -

2. We offer and undertake on your acceptance of our Tender to provide the above-mentioned services in accordance with your Invitation To Tender.
3. I/we confirm that my/our tender has been calculated on a firm price basis and that I/we have taken into account all aspects, site conditions and other matter that may affect the works. I/we understand that I/we not be allowed any claims for payment may arise out of my/our misunderstanding, and/or misinterpretation and/or miscalculation of the works and/or site conditions.
4. I/we understand and agree that the Government has the option to accept part of my/our tender and I/we agree and confirm that in such case, there shall be no adjustment of my/our tender prices and/or rates.
5. Unless and until a formal agreement is prepared and executed, this tender offer together with your Letter of Acceptance thereof shall constitute a legal and binding contract between us.
6. 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.
7. Our offer is valid for **twelve (12)** calendar months from the tender closing date.
8. When requested by you, we shall extend the validity of this offer.

Dated this day of 2026

Signature of authorised officer of Tenderer

Name:

Designation:

Tenderer's official stamp:

SCHEDULE 2 – 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 maintenance services for Nurse Call system.*
 - d. Other information which is considered relevant

SCHEDULE 3 – 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 4 – COMPANY’S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and subcontractor(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 with the Ministry of Development.

Name of company :

Registration No :

Type Of Company :
(Sdn.Bhd., Partnership, Sole proprietor, Joint Venture, Trading Co.)

Authrosied Capital (B\$) :..... Paid-up Capital (B\$) :.....

Banker for the Cmpany’s business:.....

Table 4 – Shareholders Table

Directors/Shareholders/Proprietor	Percentage Share	Brunei I/C Number	Immigration Status

Current workforce (No.of persons) in Brunei :-

- | | |
|---------------------------|---------------------|
| a) Management :..... | b) Engimeers :..... |
| c) Technicians:..... | d) Tradesman :..... |
| e) Trainee/Workman :..... | f) Others :..... |

TOTAL WORKFORCE :	No. of persons
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We certify that the above information is correct.

SCHEDULE 5 – 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 3 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 6

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

AGREEMENT

Between

**THE GOVERNMENT OF HIS MAJESTY THE SULTAN AND YANG DI-PERTUAN
OF BRUNEI DARUSSALAM**

represented by Ministry of Health, Brunei Darussalam

and

[]

for

**TERM CONTRACT FOR COMPREHENSIVE MAINTENANCE SERVICES FOR
NURSE CALL SYSTEM AT RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL
FOR A PERIOD OF THREE (3) YEARS**

AGREEMENT REF:

THIS AGREEMENT is made on the _____ day of _____,

BETWEEN

THE GOVERNMENT OF HIS MAJESTY THE SULTAN AND YANG DI-PERTUAN OF BRUNEI DARUSSALAM represented by Ministry of Health, Jalan Menteri Besar, Commonwealth Drive, Bandar Seri Begawan BB 3910, Brunei Darussalam (hereinafter referred to as the "Government")

AND

WHEREAS the Contractor has agreed to maintain the Government's Equipment (as described and specified hereunder) upon the terms and conditions hereinafter contained.

NOW IT IS AGREED as follows:

1. DEFINITIONS AND INTERPRETATIONS

1.1 In this Agreement unless inconsistent with the context or otherwise specified, the following definitions shall apply:

1.1.1 "Agreement" means this Agreement and the Schedules A and B attached hereto (as may be amended, modified, varied and/or supplemented thereto from time to time) and includes any document which by reference in the Schedules or this Agreement or which the parties hereto have agreed in writing to be a Schedule to be annexed hereto and be incorporated into this Agreement and includes any amendment, modifications and/or supplements thereto made from time to time;

1.1.2 "Down Time" means the period starting from the Contractor's receipt of notice from the Government requiring the Contractor to deliver or provide Maintenance Services until the rectification of the Equipment to its normal working order;

1.1.3 "Effective Date" means the date of signature of this Agreement by the parties;

1.1.4 "Equipment" means all the Nurse Call System as described and specified in Schedule A;

1.1.5 "Maintenance Services" means Preventive Maintenance Services and Corrective Maintenance Services to be provided by Contractor on the Equipment under this Agreement.

1.1.6 "MOH" means the Ministry of Health, Brunei Darussalam;

1.1.7 "Other Services" means all the services to be provided by the Contractor as required under this Agreement, other than Maintenance Services;

1.1.8 "Response Time " means the period starting from the Contractor's receipt of a notice from the Government requiring the Contractor to provide Maintenance Services or Other Services, as the case may be, to the arrival or commencement of Maintenance Services or Other Services, as the case may be, at the Site;

1.1.9 "Site" means the buildings in which the Equipment are installed and in use as specified in **Schedule A**;

1.1.10 "Superintending Officer" means the officer appointed by MOH to supervise and liaise with the Consultant for the purpose of this Agreement

1.1.11 References herein to Clauses and Schedules are to clauses in and schedules to this Agreement.

1.1.12 The Schedules to this Agreement shall be deemed to form part of this Agreement.

- 1.1.13 The headings to the Clauses and Schedules are inserted for ease of reference only and shall not affect the interpretation and construction of this Agreement.
- 1.1.14 Unless the context requires otherwise, words importing the singular include the plural and vice versa, words importing gender include every gender and words denoting person shall include a natural person, company, firm, unincorporated association or any other legal entity whether acting as trustee or not.
- 1.1.15 Any reference to a working day shall mean a reference to any day other than a Friday and Sunday or a gazetted public holiday in Brunei Darussalam and any reference to a month or year shall mean a month or year reckoned according to the Gregorian calendar.
- 1.1.16 Any reference to a party in the Agreement includes a reference to his successors and permitted assigns.
- 1.1.17 Reference to any statute or statutory provision includes a reference to that statute or statutory provision as from time to time amended, extended, or re-enacted.

2. DURATION OF AGREEMENT AND CONTRACTOR'S UNDERTAKING

- 2.1 This Agreement shall commence on the Effective Date and subject to **Clause 18** shall remain in force thereafter for a period of **THREE (3) YEARS**. Upon expiry of the said Three (3) Years, this Agreement may, at the option of the Government, be renewed for such period and on such terms and conditions as may be expressly agreed to between the parties in writing
- 2.2 In consideration of the payment by the Government of the Maintenance Charges in accordance with the provisions of **Clause 3**, the Contractor undertakes to:
 - 2.2.1 Provide Maintenance Services for the Equipment;
 - 2.2.2 Prepare and submit to the Superintending Officer the Preventative Maintenance schedules for the Equipment within thirty (30) days of the Effective Date;
 - 2.2.3 Provide, at no extra charge to the Government, standby site attendance of two (2) qualified personnel whenever requested to do so by the Superintending Officer during special events and such personnel shall be present at the specified site at least two (2) hours before the event, to carry out testing of the Equipment;

3. MAINTENANCE CHARGES

- 3.1 In consideration of Maintenance Services and Other Services carried out by the Contractor under this Agreement, the Government shall pay to the Contractor the charges respectively set against each Equipment specified in Schedule A (hereinafter referred to as the "Maintenance Charges").
- 3.2 The Maintenance Charges shall be firm and fixed throughout the duration of this Agreement and shall be deemed to include:
 - 3.2.1 The cost of providing Maintenance Services and Other Services;
 - 3.2.2 All travel, accommodation, and subsistence expenses for the Contractor's employees (including the cost of time spent traveling) that may be incurred in the course of the provision of Maintenance Services and Other Services;
 - 3.2.3 All labour, replacement parts, spare parts, tools, consumables, software and equipment used by the Contractor to carry out Maintenance Services and Other Services.

- 3.3 The Maintenance Charges shall be levied by the Contractor every month in arrears provided that if the Contractor fails to carry out any Maintenance Services or Other Services required to be carried out before the date appointed for payment of any charge under this Agreement to be carried out the Government may (without prejudice to its ordinary rights in respect of such failure) give notice to the Contractor of its intention not to pay such charge until such services shall have been duly carried out and upon doing so may withhold payment accordingly.
- 3.4 The Contractor shall submit all invoices (in 3 copies) of the previous month **on the first week of following month** to:
- Head of Section
Estate Management Section
Raja Isteri Pengiran Anak Saleha Hospital
Negara Brunei Darussalam***
- 3.5 Each invoice must state therein the Agreement Reference Number and title and a detailed statement (which must be verified and endorsed by the Superintending Officer) of the charges and the services rendered. It must also be supported by the relevant Maintenance Services Reports and all other documents required by the Superintending Officer.
- 3.6 The Government shall be entitled by written notice to the Contractor remove any of the Equipment specified in **Schedule A** from the scope of this Agreement or add any further Equipment to the list in **Schedule A**.
- 3.7 The Contractor shall upon receiving such a notice from the Government for the addition of further Equipment as soon as practicable inspect such Equipment and submit a quotation for extending to the same the services provided under this Agreement as from the date stated in the Government's notice and upon such quotation being accepted in writing by the Government such Equipment shall be deemed to be included in **Schedule A** and the extra maintenance charges agreed shall be deemed to be added to that mentioned in this **Clause 4** as from such date.
- 3.8 Where the Government has given notice to the Contractor for the removal of any Equipment from the list in **Schedule A** in accordance with Clause 3.6, the said Equipment shall be deemed to be deleted from **Schedule A** as of the date of the notice and the Maintenance Charges payable under this **Clause 4** shall be reduced by the amount attributable to such removed Equipment.

4. MAINTENANCE SERVICES

4.1 Preventive Maintenance Services

- 4.1.1 The Contractor shall make visits at the Sites and provide Preventive Maintenance Services as specified in **Schedule C** at the intervals specified therein in order to keep the Equipment in good working order. Preventive Maintenance Services shall include the repair of any defect in or malfunction of the Equipment which is discovered by the Contractor during the course of routine maintenance checks or is reported to the Contractor by the Superintending Officer from time to time.
- 4.1.2 Preventive Maintenance Services shall be carried out at such times during Normal Working Hours (as defined in **Clause 4.3**) as may be agreed in advance between the Contractor and the Superintending Officer provided always that the Superintending Officer may in the event of a VIP visit to the Site reschedule the date or time of a scheduled preventive maintenance service to another date or time with or without prior notice to the Contractor.

4.2 Corrective Maintenance Services

- 4.2.1 Upon receipt of a notification from the Superintending Officer that the Equipment or any parts thereof have failed to perform in accordance with the Equipment's accompanying

specification/manual, the Contractor shall within a Response Time of one (1) hour arrive at the Site. The Contractor shall make such repairs and adjustments to and replace such parts of the Equipment ("Corrective Maintenance") as may be necessary to restore the Equipment to operation in accordance with the Equipment's accompanying specification/manual within the Down Time specified in **Clause 4.4**.

4.3 Normal Working Hours

4.3.1 Normal Working Hours for the purposes of Preventive Maintenance Services in respect of all the Equipment means the hours of 7.45am to 12.15pm and 1.30pm to 4.30pm on Mondays to Thursdays and on Saturdays.

4.4 Down Time

4.4.1 The Down Time of the Equipment during Preventive Maintenance Services, and/or Corrective Maintenance Services shall in all cases not exceed thirty-six (36) hours.

4.5 Escalation Procedure

4.5.1 Where the Contractor is unable to rectify any defect or malfunction within two (2) hours of the Contractor's engineer or technician (as the case may be) arriving at the Site, the Contractor shall immediately notify the Superintending Officer giving pertinent details including the time by which it expects to complete the rectification. The notice shall be for information only and shall not by itself result in a waiver by the Government of any rights or remedies which the Government may be entitled.

4.6 Equipment Not Operational

4.6.1 In the event that a fault or defect is detected which requires the Equipment to be switched off immediately, whether for immediate repair or to prevent the fault or defect from developing into a dangerous condition or becoming more expensive to repair, the Contractor shall immediately inform the Superintending Officer of it. Where the fault or defect necessitates a major part in the Equipment to be repaired or replaced, the Contractor shall provide the Superintending Officer with an estimated repair or replacement time.

4.7 Maintenance Team

4.7.1 Each maintenance team assigned by the Contractor to provide Preventive Maintenance Services and/or Corrective Maintenance Services shall consist of at least two (2) suitably qualified and skilled engineers/technicians.

4.8 Inspection

4.8.1 The Superintending Officer shall have the right to inspect the Equipment or any parts thereof at any time not limited to open up, disconnecting, testing without additional costs.

5. MAINTENANCE WORK SCHEDULES, SERVICE REPORTS AND LOGS

5.1 The Contractor shall prepare and submit to the Superintending Officer for his approval a quarterly work schedule covering Preventive Maintenance Services and major overhaul of the Equipment two (2) weeks in advance of the services to be performed.

5.2 The Contractor shall provide on-site, a maintenance-and-repair log for each Equipment. In the log for each Equipment shall be documented each incident of defect or malfunction; the date, time and duration of all work performed; quantities and parts and supplies used; and a description of the reason for the work done.

- 5.3 The Contractor shall also provide the Government with written reports of all Maintenance Services calls and actions carried out (“the Maintenance Services Reports”) for each of the Equipment in the form prescribed by the Government. The Maintenance Service Reports shall include the following:
- 5.3.1 The Equipment reference number;
 - 5.3.2 The job number;
 - 5.3.3 The date the job was completed;
 - 5.3.4 The time taken to complete the job (man hours effort) a description of action/procedure followed by a description of any materials used;
 - 5.3.5 Date, time and total time the Equipment is made unavailable to the Government;
 - 5.3.6 The name and signature of the Contractor’s engineer/technician responsible for carrying out the job;
 - 5.3.7 The name, signature and comments of the person requesting the Maintenance Service.
- 5.4 In the event that a scheduled Maintenance Services is cancelled or postponed, the Contractor shall provide the Superintending Officer the reason for such cancellation or postponement. The Government reserves the right to arrange alternative dates/times to perform the outstanding Maintenance Services or make deductions from the Maintenance Charges payable or from any invoice submitted by the Contractor.
- 5.5 The Contractor shall furnish the Government with the Maintenance Services Reports on a monthly basis.

6. CONTRACTOR’S TOOLS, ETC

- 6.1 All tools and/or equipment used by the Contractor to carry out its obligations under this Agreement shall not interfere with the normal operations of the Equipment.
- 6.2 The Contractor shall equip its engineers/technicians assigned or tasked by the Contractor to perform Maintenance Services and/or Other Services with adequate tool kits.

7. HEALTH AND SAFETY MEASURES

- 7.1 The Contractor shall give due importance to safety at all times. Appropriate notices shall be posted whenever any service, repair or safety test is being carried out by the Contractor.
- 7.2 The Contractor shall comply with and take all necessary measures to comply with all health and safety regulations and rules. The Contractor shall also comply with all orders and instructions given by the Superintending Officer from time to time relating to or in connection with the health and safety of persons in the vicinity of the Sites and work in general.
- 7.3 The Contractor shall take all reasonable measures to prevent loss or damage by fire, to comply with existing fire regulations and instructions given by the Superintending Officer with regards to fire precautions and prevention.

8. ACCESS, SECURITY AND CLEANING UP

- 8.1 The Government shall:
- 8.1.1 Grant the Contractor such access to the Equipment as the Contractor shall from time to time reasonably require in order to perform Maintenance Services and/or Other Services; and

- 8.1.2 Make available to the Contractor all necessary documentation and/or other information to enable the Contractor to properly diagnose any fault in the Equipment.
- 8.2 Where Maintenance Services and/or Other Services has to be carried in a secure area, the Contractor shall provide to the Superintending Officer full details of all personnel and vehicles requiring access to the site, not less than seven (7) days before access or entry is required. Details shall include the following particulars:
- 8.2.1 Name
- 8.2.2 Address
- 8.2.3 Identity card number/passport number
- 8.2.4 Gender
- 8.2.5 Citizenship
- 8.2.6 Expiry date of employment pass (for foreign workers)
- 8.3 Where security passes are issued to the Contractor's personnel, the Contractor shall be responsible for the proper use of such passes.
- 8.4 The Contractor shall ensure that all security passes are immediately returned to the authorities when the personnel issued with the pass is no longer assigned or tasked by the Contractor to perform Maintenance Services and upon the expiry or termination of this Agreement.
- 8.5 Following every performance of Maintenance Services and/or Other Services, the Contractor shall at its own cost and expense, within a reasonable time, clear away and remove from the surrounding vicinities all surplus materials and rubbish and leave the Equipment and the surrounding vicinities in a clean and in workmanlike condition.

9. REPLACEMENT OR MODIFICATION OF EQUIPMENT

- 9.1 Nothing in this Agreement precludes the Government from entering at any time into a separate contract (whether or not with the Contractor) for the replacement or modification of any Equipment mentioned in **Schedule A** and during such period as such Equipment is out of service for that purpose the Maintenance Charges payable under **Clause 4** shall be reduced by the amount attributable to such Equipment as shown against it in **Schedule A**.

10. CONTRACTOR'S PERSONNEL AND MATERIALS

- 10.1 All work carried out under this Agreement shall be of the highest standard and carried out competent engineers/technicians and all materials and component parts supplied or used shall be new and shall conform with the current specifications applicable to such work and shall be obtained only from merchants or manufacturers of the highest repute.
- 10.2 The Contractor shall submit to the Superintending Officer a list of the names, addresses, qualifications, experiences of all engineers/technicians assigned or tasked by the Contractor to perform Maintenance Services and/or Other Services under this Agreement and any other information required by the Superintending Officer from time to time. Any proposed further amendment of the said list by the Contractor shall be submitted in writing to the Superintending Officer within five (5) working days of such proposed amendment.
- 10.3 The Contractor hereby warrants that all engineers/technicians assigned or tasked by the Contractor to perform Maintenance Services and/or Other Services under this Agreement are properly trained and are in the employment of the Contractor on a full time basis.
- 10.4 In addition the Contractor shall at no extra charge to the Government appoint a supervisor (hereinafter referred to as the "Contractor Supervisor") whose responsibilities shall include:

- 8.4.1 Responding in person to any requests for Maintenance Services and/or Other Services made by the Superintending Officer pursuant to this Agreement;
 - 8.4.2 Monitoring Response Time and Down Time;
 - 8.4.3 Identifying recurring problems and recommending replacements when necessary;
 - 8.4.4 Reviewing the status of all jobs with the Superintending Officer;
 - 8.4.5 Reviewing Maintenance Services Reports and Logs and the remedial actions to be taken.
- 10.5 The Government may require the Contractor to replace the Contractor Supervisor and any engineers/technicians assigned or tasked by the Contractor to perform Maintenance Services and/or Other Services under this Agreement if the Government reasonably considers the performance of that person is unacceptable or his attitude is incompatible with the proper and successful performance of the Maintenance Services and Other Services or good personnel relations within the Government's organization.
- 10.6 The Contractor shall ensure that the Contractor Supervisor and all engineers/technicians assigned or tasked by the Contractor to perform Maintenance Services and/or Other Services under this Agreement:
- 10.6.1 Comply with all relevant safety security and on-site regulations adopted and implemented from time to time by the Government for personnel working on the Government's premises;
 - 10.6.2 Possess the necessary employment pass (in the case of foreign workers);
 - 10.6.3 Are equipped with appropriate telecommunication device (e.g. a pager/mobile phone) so that he is easily contacted by the Superintending Officer; and
 - 10.6.4 Are neatly and properly attired in uniforms.
- 11. SPARE PARTS, REPLACEMENTS AND CONSUMABLES**
- 11.1 For the continued use and operation of the Equipment by the Government, the Contractor shall at all times keep in stock and supply all necessary spare parts, replacement components and consumables required to maintain the Equipment in good working order, and no extra charge shall be made for keeping in stock and supply.
- 11.2 If, however any one of the Equipment are damaged otherwise than by fair wear and tear or any one of the Equipment requires a major spare part or replacement component, the Contractor reserves the right to charge the Government for the supply.
- 11.3 All spare parts and replacement components supplied by the Contractor shall become part of the Equipment and any parts or components removed from the Equipment shall also become the Government's property, unless otherwise agreed in writing between the parties.
- 11.4 The Contractor warrants to the Government that the spare parts and replacement components supplied and installed into the Equipment pursuant to this Agreement are genuine, new and free from defects in terms of workmanship and materials. If such defects are discovered within twelve (12) calendar months from the date such parts or components are installed into the Equipment, the Contractor hereby undertakes that it shall at no extra charge to the Government replace any defective parts or components.
- 11.5 If the Contractor determines that it is necessary to remove any parts from any of the Equipment for repairs at the Contractor's site or any other location, and as a consequence the Equipment will be out of service, the Contractor shall supply on loan to the Government equivalent part while the part in question is being repaired.

- 11.6 All packing cases and materials used for the delivery of spare parts, replacement components and consumables supplied in accordance with this **Clause 14** to the Site shall be removed from the Site by the Contractor as soon as such spare parts, replacement parts or consumables have been unpacked and installed into the Equipment.
- 11.7 In the event that any spare part or replacement component for the Equipment is no longer in production due to the obsolescence of the Equipment, the Contractor shall
- 11.7.1 Furnish an official letter from the manufacturer confirming that the spare part or replacement component in question is no longer in production; and
- 11.7.2 Meet with the Superintending Officer on a date to be mutually agreed to discuss the steps to be taken.
- 11.8 The Contractor shall indemnify the Government and keep the Government fully and effectively indemnified on demand against all costs, claims, demands, expenses and liabilities of whatsoever nature arising out of or in connection with any claim that the normal use or possession of the spare parts and replacement components supplied or provided by the Contractor under this Agreement infringes the intellectual property rights (including without limitation any patent, copyright, registered design, design right or trademark) of any third party.

12. DELAYS AND LIQUIDATED DAMAGES

- 12.1 If the Contractor:
- 12.1.1 Fails to perform Preventative Maintenance Services on any Equipment on the date specified in the Preventative Maintenance Services schedule in **Schedule C** or such revised date as agreed upon with the Superintending Officer; or
- 12.1.2 Fails to complete the Corrective Maintenance Services within the Down Time specified in **Clause 4.6**; or
- 12.1.3 Fails to response to any notification given under **Clause 4.4** within the Response Time specified in **Clause 4.4**,

The Contractor shall pay the Government as and by way of liquidated damages which shall be deducted by the Government from any Maintenance Charges due to or may become due to the Contractor under this Agreement for the costs the Government will incur as a result as follows:

- 12.1.4 For the failure or delay mentioned in **Clause 15.1.1**, for each affected Equipment, the sum of **One Hundred Dollars (B\$100.00)** for each day or part thereof of such failure or delay; and
- 12.1.5 For the failure or delay mentioned in **Clause 15.1.2**, for each affected Equipment, the sum of **One Hundred Dollars (B\$100.00)** for each hour or part thereof of such failure or delay.
- 12.1.6 For the failure or delay mentioned in **Clause 15.1.3**, for each of the affected Equipment, the sum of **One Hundred Brunei Dollars (B\$100.00)** for each hour or part thereof of such failure or delay.
- 12.2 The Contractor and the Government agree that these liquidated damages are reasonable in light of the harm that will be caused by such failure or delay and the difficulties of proof of loss and the inconvenience and infeasibility of otherwise obtaining an adequate remedy.

13. CONTRACTOR'S WARRANTIES

- 13.1 The Contractor warrants and undertakes to the Government that:

- 13.1.1 It is not aware at the date of this Agreement of anything within its reasonable control which might or shall adversely affect its ability to perform its obligations under this Agreement;
 - 13.1.2 Maintenance Services and Other Services will be performed by competent persons and will be carried out with all due care and skill and within the time(s) specified in this Agreement;
 - 13.1.3 All spare parts installed into the Equipment are genuine, new, of merchantable quality and fit for its purpose; and
 - 13.1.4 It has the technical and logistical capability to provide Maintenance Services and Other Services.
- 13.2 The Contractor undertakes to use all reasonable endeavours to remedy free of charge to the Government any faulty work or defective goods arising from a breach of the warranty in **Clause 16.1**.

14. FORCE MAJEURE

- 14.1 Notwithstanding anything else contained in this Agreement, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by a Force Majeure event. For the purposes of this Agreement, a Force Majeure event means any event beyond the reasonable control of a party including but not limited to:
- 14.1.1 Acts of God;
 - 14.1.2 War, hostilities, riot, insurrection or civil commotion, malicious damage, blockades, embargoes, strikes, lockouts, and industrial disputes affecting such performance; and
 - 14.1.3 Flood, fire, rainstorms and other natural physical disasters, plague, or other epidemics.
- 14.2 Subject to the party so delaying promptly notifying the other party in writing of the reasons for the delay (and the likely duration of the delay), the performance of such party's obligations shall be suspended during the period that the Force Majeure event persists and such party shall be granted an extension of time for performance equal to the period of the delay.
- 14.3 If any Force Majeure event shall continue for a period exceeding **one (1) calendar month** the Government may at any time thereafter upon giving notice to the Contractor elect to terminate this Agreement.
- 14.4 In any Force Majeure event the Contractor or the Government shall for the duration of such event be relieved of any obligation under this Agreement including the payment of the charges for services as is affected by the event except that the provisions of this Agreement shall remain in force with regard to all other obligations under this Agreement which are not affected by the event. Any monies or fees paid in advance by the Government for the period and the services so affected shall be pro-rated and refunded to the Government.
- 14.5 Where the Government elects to terminate this Agreement under this **Clause 17**, the Contractor shall forthwith refund to the Government all amounts paid to the Contractor less the price of goods and services which have been provided to the Government.
- 14.6 A statement in writing by a competent authoritative body such as the local Chamber of Commerce, confirming the veracity of a Force Majeure event claimed by either party shall be accepted as conclusive evidence thereof.
- 14.7 For avoidance of doubt, a Force Majeure event does not include the following:
- 14.7.1 The manufacturer of the spare parts for the Equipment has ceased production or manufacture of the spare parts;

14.7.2 The supplier of the spare parts could not deliver the spare parts on time to the Contractor;

14.7.3 Prices of the spare parts as imposed by the supplier's principals (including the manufacturer and/or supplier/distributor of the spare parts) have increased.

15. TERMINATION

15.1 The Government may terminate this Agreement by giving at least **three (3) months** notice in writing to the Contractor without providing any reason.

15.2 The Government may forthwith on giving notice in writing to the Contractor terminate this Agreement if the Contractor, being a company, shall have a receiver or liquidator appointed or shall pass a resolution for winding-up (otherwise than for the purpose of amalgamation or reconstruction) or is subject to a court order having the same effect, or being a partnership shall be dissolved or being an individual shall commit any act of bankruptcy or dies or if the Contractor (whether a company or not) entered into any composition or arrangements with its creditors or becomes insolvent or the Contractor ceases, or threatens to cease to carry on business.

15.3 The Government may forthwith terminate this Agreement where the Contractor has breached or failed to observe any term of this Agreement or generally failed to perform its obligations under this Agreement in the manner contemplated by this Agreement and has failed to remedy the failure or default within a period of **thirty (30) days** from the receipt of a notice in writing by the Government requiring the Contractor so to do.

15.4 On the termination of this Agreement, any monies or fees paid in advance by the Government shall, without affecting any remedy which the Government may have for any breach of this Agreement by the Contractor, be pro-rated and refunded to the Government.

15.5 Any termination of this Contract, however occasioned, shall not affect the accrued rights or liabilities of either party nor shall any remedy which any party have against the other for breach of this Agreement be affected.

16. CONFIDENTIALITY

16.1 The Contractor agrees and undertake to keep confidential all information, whether written or oral, relating to this Agreement and/or concerning the business or affairs of the Government that it may obtain or receive as a result or in the course of the discussions leading up to execution of this Agreement and/or performance of its obligations under this Agreement, save in so far as such information is already in the public domain.

16.2 The Contractor agrees and undertakes to disclose such confidential information to only such of its employees, agents and/or sub-contractors who have a reasonable need to know of the same to enable the Contractor to perform its obligations under this Contractor.

16.3 The Contractor further agrees and undertakes to take all such steps as are necessary to ensure that any its employees, agents and or sub-contractors to whom such confidential information is disclosed are made aware of the confidential nature thereof and keep the same confidential at all times.

16.4 For avoidance of doubt, the provision of this **Clause 19** shall survive the termination or expiration of this Agreement.

17. GIFTS

17.1 The Government shall be entitled to terminate this Agreement and recover from the Contractor the amount of any loss resulting from such termination, if the Contractor shall have offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this Agreement with the Government, or for showing or

forbearing to show favour or disfavour to any person in relation to this Agreement or any other agreement with the Government or the like acts shall have been done by any person employed by the Contractor or acting on its behalf (with or without the knowledge of the Contractor), or if, in relation to this Agreement or any other agreement with the Government, the Contractor or any person employed by the Contractor or acting on its behalf shall have committed or abetted to commit an offence under the **Prevention of Corruption Act (Cap. 131)** or **section 161 to 165 or 213 to 215 of the Penal Code (Cap. 22)**.

18. DAMAGE AND INJURY TO PERSONS AND PROPERTY

18.1 The Contractor shall:

18.1.1 Indemnify the Government and keep the Government fully and effectively indemnified on demand against all costs, claims, demands, expenses, and liabilities of whatsoever nature arising out of or in connection with any claim for any personal injury or death cause by the negligent act or omissions of its employees, agents, and sub-contractors in connection with the performance or its duties and obligations under this Agreement;

18.1.2 Be responsible for and reinstate and make good to the satisfaction of the Government or make due compensation for any injury or damage to any property or right of the Government, being injury or damage arising out of or in connection with the performance of the Contractor's duties and obligations under this Agreement.

Provided always that the Contractor shall not be under any such liability if it is able to show that such injury or damage was neither caused nor contributed to by its negligence, omission or default, or breach of statutory duty or that of its servants, agents or sub-contractors, their servants or agents, nor by any circumstances within its or their control, and if it shows that the neglect or default of any other person (not being his servant, agent or sub-contractor, their servants and agents) was in part responsible for any personal injury or loss of property to which this clause applies, the Contractor's liability under this clause shall not extend to the share in the responsibility attributed to the neglect or default of the person.

19. INSURANCE

19.1 The Contractor shall maintenance, and continue to maintain throughout the term of this Agreement, and at its own expense, comprehensive general liability, errors and omissions, workmen's compensation, public liability, property damage, and motor vehicle liability insurance

19.2 As and when required by the Government, the Contractor shall produce for inspection satisfactory documentary evidence that the insurances referred to in **Clause 22.1** are being properly maintained and confirm that payment has been made in respect of the last preceding premium under them.

20. RESOLUTION OF DISPUTE

20.1 The parties shall make every effort to amicably resolve, by direct informal negotiation, any dispute arising between them pursuant to or in connection with this Agreement.

20.2 If the parties are unable to amicably resolve any dispute within thirty (30) days from the date when such dispute arose, either party shall require that the dispute be referred for resolution by arbitration in accordance with the provision of the Arbitration Act (Chapter 173).

20.3 The Arbitration Tribunal shall consist of a single arbitrator, such person to be agreed between the parties, or failing agreement, to be nominated in accordance with the Arbitration Act (Chapter 173). The applicable rules of Arbitration shall be the UNCITRAL Rules of Arbitration.

20.4 The seat and place of arbitration shall be Brunei Darussalam and the language of arbitration shall be English.

20.5 All rights and obligations of the parties under this Agreement shall continue in full force and effect pending the final outcome of such arbitration.

21. NOTICES

- 21.1 Any notice given by one party to the other pursuant to this Agreement shall be in writing and shall be sent by registered mail or facsimile to the address and number as specified below:

To the Government:

*Chief Executive Officer (Special Grade)
Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital
Ministry of Health
Negara Brunei Darussalam*

To the Contractor:

- 21.2 Any notice or document shall be deemed to be duly served:

21.2.1 If delivered by hand, at the time of delivery;

21.2.2 If posted, at 10.00 am on the seventh working day after postings;

21.2.3 If sent by facsimile transmission, at the time of successful transmission; and

- 21.3 A notice shall be deemed to be effective from the time of service or on the notice's effective date, whichever is the later.

22. GOVERNMENT'S RIGHTS

- 22.1 Any express statement of a right or remedy of the Government under this Agreement shall be without prejudice and in addition to any other right or remedy of the Government, including a right to damages and/or equitable remedies, as stated under this Agreement or arising at law.

23. TAXES AND DUTIES

- 23.1 The Contractor shall be entirely liable and responsible for all taxes, duties, and/or other levies imposed or payable for or in respect of this Agreement or in connection with any transaction(s) forming the subject matter of this Agreement, whether occurring or imposed within or outside Brunei Darussalam.

24. ENTIRE AGREEMENT

- 24.1 This Agreement (together with its schedules) constitutes the whole agreement between the parties and supersedes any previous agreements, arrangements, or understandings between them relating to the subject matter hereof.

25. AMENDMENTS AND VARIATIONS

- 25.1 No amendment or variation to this Agreement shall be effective unless in writing and signed by both parties and/or their duly authorised representatives.

26. ASSIGNMENT AND SUB-CONTRACT

- 26.1 The Contractor shall not, without the prior written consent of the Government, assign or transfer this Agreement or the benefits or obligations or any part thereof to any other person, including any right to assign, either absolutely or by way of charge, any monies due or to become due to it, or which may become payable to it under this Agreement.

- 26.2 The Contractor shall not be relieved from any of its obligations hereunder by entering into any sub-contract for the performance of any part of this Agreement. If requested by the Government, the Contractor shall promptly provide the Government with copies of any sub-contracts.

27. SEVERABILITY

- 27.1 In the event that any term or provision or part of a term or provision of this Agreement shall be held or determined invalid, unlawful, or otherwise unenforceable, to any extent, such term or provision or part of a term or provision shall be deemed severed from the remaining terms and provisions of this Agreement shall continue to be valid and enforceable to the fullest extent permitted by law.

28. WAIVER

- 28.1 No failure or delay by any party in exercising any right, power or remedy under this Agreement shall operate as a waiver hereof, nor shall any single or partial exercise of the same preclude any further exercise thereof or the exercise of any other right, power or remedy. Without limiting the foregoing, no waiver by any party of any breach of any provision hereof shall be deemed to be waiver of any subsequent breach of that or any other provision hereof.

29. NO PARTNERSHIP

- 29.1 Nothing in this Agreement shall create, or be deemed to create a partnership between the parties.

30. GOVERNING LAW

- 30.1 This Agreement shall be governed by and construed in accordance with the laws of Brunei Darussalam.

IN WITNESS WHEREOF this Agreement has been executed by the authorised representatives of the parties as the day and year first above written.

**For and on behalf of
THE GOVERNMENT OF HIS MAJESTY THE SULTAN AND YANG DI-PERTUAN OF BRUNEI
DARUSSALAM**

.....
[Name and post]

In the presence of

.....
[Name and post]

For and on behalf of
[]

.....
[Name and post]

In the presence of

.....
[Name and post]