

TENDER REF. NO.: KK/252/2026/ESTETMOH(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF CLEANING SERVICES FOR THE
MINISTRY OF HEALTH COMPLEX, JALAN MENTERI
BESAR FOR A PERIOD OF THREE (3) YEARS**

TENDER FEE : \$50.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 17th November 2026

TIME : 2.00 PM

FOA :

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

[CLUSTERING]

SECTION 2

SPECIFICATIONS

**INVITATION TO TENDER FOR
THE PROVISION OF
CLEANING SERVICES FOR THE MINISTRY OF HEALTH,
JALAN MENTERI BESAR
FOR A PERIOD OF THREE (3) YEARS**

1. GENERAL

- Tenderers are sought from suitably qualified cleaning contractors who wish to be considered for the provision of cleaning services (hereinafter ‘the Services’) at the Ministry of Health, Jalan Menterī Besar (hereinafter ‘the Ministry’).
- The Ministry consists of the following:
 - Ministry of Health Main Building
 - Dewan Al-Afiah
 - Health Facilities Building
 - Department of Scientific Services Building
 - Health Promotion Centre
- The duration of the provision of Services is for **three (3) years**.
- The successful contractor is required to submit proposed Standard Operation Procedures (SOPs) which must be applicable to the Ministry and confirms with the requirements of the Ministry.

2. JOB SCOPE

- The Contractor shall provide the Services to the Ministry for a period of three years including the surrounding area and compound as set out in **Schedule A**.

- The Services include typical cleaning services, replacement or top-up of consumables and waste management. General guidelines and requirements of the cleaning services are provided for in **Schedule B**.
- The Contractor is expected to meet or exceed the quality standards required for each for the functioning areas set by the Ministry, as provided for in **Schedule C**, and cleaning frequency specifications as described in **Schedule D** respectively.
- Joint inspection by the Ministry's representatives and contractor representative (Contract Manager) shall be conducted from time to time to ensure that these standards are met.

3. **WARRANTY**

- The Contractor warrants that it has the requisite manpower/personnel, equipment, machinery, material, skill and expertise to the satisfactory provision of the cleaning services for the Ministry.

4. **CONTRACT PRICE AND PAYMENT**

- The Contractor shall submit a breakdown of the contract price.
- The Ministry reserves the right to reduce (during renovation) or extend the contract price to the new area according to rate set out in the Contract Price.
- The Contractor shall submit the invoice of the previous month **on the first week of the following month**. All claims shall be addressed to:

Assistant Director Project Development
Estate Management & Project Development Section,
Ministry of Health Complex,
Negara Brunei Darussalam
[Attn: Officer in-charge – Cleaning Services]

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

- Payment claims will be verified based on the checklist forms submitted by the Contractor and the monthly reports received from the head of departments/sections/units in the Ministry for three (3) consecutive months.
- Written warnings will be sent to the Contractor if the quality of work is proven to be unsatisfactory. The Estate Management and Project Development, Ministry of Health is entitled to make deductions with regards to the amount payable to the Contractor. The deductions will be based on the following categories:

Average monthly performance	Payment Due	Payment Due After 3 rd Warning
90 - 100 %	100 %	-
80 - 89 %	90 %	50 %
70 - 79 %	80 %	50 %
0 - 69 %	50 %	50 %

- In the event of a shortage of staff, the Cleaner shall take immediate steps to provide temporary employees. Such replacements must be notified to the Government not later than **two (2) hours** before the commencement of that replacement's shift. Failure to provide such replacements shall result in a penalty on the Cleaner as follows:

Supervisor	B\$25.00 per Supervisor / shift
General Worker	B\$15.00 per General Worker / shift

5. CONDITION OF PREMISES

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

6. ACCESS TO PREMISES

- Reasonable access shall be provided by the Ministry to the Contractor's personnel for the purpose of providing the cleaning services.
- Prior approval shall be sought from the relevant department to conduct the cleaning services to be carried out after office hours.
- For this purpose, the Contractor shall be responsible for collecting and returning any keys promptly to the security office.
- The Contractor shall inform any replacement of its personnel to the Estate Management and Project Development.

7. **WORKING HOURS**

- The Contractor shall provide the Services for the Ministry on a daily basis from 06.00 am to 06.00pm, excluding Fridays, Sundays and public holidays, exception required with attendance if contractor are required will be confirmed by Officer-in-charge to work on Friday, Sunday and public holiday.
- The Contractor is deemed to follow instructions by the Superintending Officer.
- The Contractor shall ensure all his personnel comply with the working days and hours set out by the Ministry.
- The Ministry reserves the right to amend the working hours without prior notice to the Contractor.
- The Contractor shall ensure that his personnel are present at their designated work areas during such working hours.
- Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Ministry.
- Weekly duty rosters for deploying the number of workers shall be submitted by the Contractor to the Estate Management and Project Development for approval. Any changes made to the roster must be immediately notified to the Estate Management and Project Development.
- The Contractor is also required to make allowance for any additional expenses which may be incurred due to the work which his employees may be required by the centres outside the working hours.
- The Contractor may be required to perform floor polishing outside office hours to avoid causing any inconvenience to the public.
- Prior to Pandemic cases or any unexpected event, the contractor have to abide the instructions set by Ministry regarding extended working hours and normal working hours required for cleaning services.

8. PERSONNEL

- To ensure the proper and efficient execution of the Services, the Contractor shall provide and employ an adequate number of qualified workers to perform the Services as set out in **Schedule E**.
- The Contractor shall be given one month to recruit and train his staff to ensure that the Ministry's requirements and standards are met. Training of the Contractor's staff to commence immediately upon recruitment.
- A list of workers shall be submitted on a monthly basis to the Estate Management and Project Development for monitoring and security purposes.

A. CONTRACT MANAGER AND SUPERVISORS

- The Contractor shall appoint a Contract Manager with the approval from the Estate Management and Project Development. The Contract Manager shall work exclusively for the Contractor and stationed full time at the Ministry.
- The Contract Manager must be able to make decisions on behalf of the Contractor.
- Approval for replacement of the Contract Manager must be sought in the event s/he falls ill (on medical leave) or is due to go on leave.
- The Contractor shall provide experienced and competent language-speaking supervisors and be deployed exclusively for the provision of the Services.
- The Contractor shall submit the CVs, basic duties and responsibilities of the Contract Manager and Supervisor.

B. MEDICAL SCREENING

- The Contractor shall ensure that all his personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services.
- It is preferable that the Contractor not appoint personnel with any disability for the provision of the Services.

C. REMOVAL OF PERSONNEL

- The Estate Management and Project Development reserves the right to remove or replace any of workers employed by the Contractor from the Ministry's premises, who has misbehaved or is incompetent or negligent in the performance of his/her duties.

D. WAGES AND WELFARE

- The Contractor is responsible for the wages, insurance, medical and welfare of his workers in accordance with the requirements of the Labour Department, Brunei Darussalam.
- The Contractor shall take out, at its own expense, with an insurance approved in writing by the Estate Management and Project Development a policy or policies each specifically endorsed to provide indemnity to the Contractor and to the Ministry against any liabilities arising out of claims by an personnel for payment of compensation under the Workmen's Compensation Act (Cap 74 of the Laws of Brunei).

E. EMPLOYMENT OF ILLEGAL WORKERS

- The Contractor undertakes that he will not employ, and will ensure that all of its sub-contractors will not employ, any illegal foreign workers.
- The Contractor will ensure that his workers possess the necessary employment passes if they are employed outside Brunei Darussalam.

F. UNIFORM

- The Contractor must ensure that all his personnel are neatly and properly attired in uniforms.
- Uniforms are to be provided by the Contractor at his own cost. Design, colour and materials of the uniform must also be approved by the Estate Management and Project Development.

9. TRAINING AND DEVELOPMENT

- The Contractor is to provide basic cleaning training for his personnel in accordance with the Ministry's requirements before assigning them to the provision of the Services.
- The Contractor shall provide on-the-job training and orientation, at its own expense, to all his personnel as follows:
 - All cleaners = minimum 2 weeks
 - Supervisors = 3 weeks
- The training shall be conducted by the Contractor at the Ministry's premises.
- The Contractor shall employ a qualified trainer to train all personnel on basic hospital cleaning.
- The Contractor shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- The Estate Management and Project Development reserves the right to send any of the Contractor's personnel for retraining if deemed incompetent by the Estate Management and Project Development.
- The Contractor shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

10. SAFETY AND HYGIENE

- The Contractor shall observe and comply at all times with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure the safety on the Ministry's premises of his own staff and personnel, the staff and property of the Ministry and the general public.
- Proper signboards and barriers shall be erected and maintained during the progress of the Services which may endanger the safety of the Ministry's staff and the general public. The signboards and barriers must be sufficiently large to attract attention and shall include words such as "DANGER" or "BAHAYA", "CAUTION WET FLOOR" or "AWAS LANTAI BASAH", as appropriate.

- The Contractor shall comply with all instructions, policies and regulations as may be issued by the Ministry from time to time in relation to safety and hygiene in the provision of the Services.

11. EQUIPMENT AND CHEMICALS TO BE USED

- The Contractor is responsible to procure and provide at its own expenses of all necessary equipment, tools and materials, as listed out in **Schedule E**, for the efficient provision of the Services.
- A list of the proposed equipment to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted in the format set out in **Section 2** of this Invitation to Tender.
- The Contractor shall ensure that an adequate supply of consumables shall be provided in the toilets and other specified areas in the Ministry. The Contractor is also required to submit a list indicating the brand/quality and quantity of products/materials he intends to provide including the Manufacturer Safety Data Sheet (MSDS) in the format set out in **Section 2** of this Invitation to Tender. All equipment, tools and materials must be approved by the Estate Management and Project Development prior to use for the provision of the Services.
- The Contractor undertakes and warrants that all equipment, tools and materials utilized for the Services shall be free from all defects, patent or latent, and fit and suitable for the purpose of providing the Services and shall be compliant with relevant industry standards.
- The Contractor is responsible for the safe storage of the equipment, tools and materials at its own expenses.
- The Contractor shall use only certified electrical appliances and circuit breakers.
- All chemicals used in the provision of the Services must meet the following standards:
 - A neutral detergent is recommended for general cleaning of the Ministry;
 - Disinfectant for Laboratory – BS.EN1276:1997 requirements against HIV, Hepatitis and other bacteria;

- Toilet cleaners – BS.EN13967:2001 requirements. pH level must be appropriate to the drainage pipe system of the Centres;
 - Multi-purpose cleaners – BS.EN1276:1997 requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The contractor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces;
 - Strippers be specifically used for vinyl floor surfaces and hard floor surfaces to prevent staining or discolouration of the floor polishes;
 - Floor polishes must be emulsion polish suitable for vinyl and hard floor surfaces;
 - Stainless steel cleaners must be suitable for all metals or chrome fitting with an acceptable pH level to prevent corrosion to steel fitting.
- The standards required for the provisions in the toilet requisites are as follows:
 - Paper towels – pulp, 2 ply or hand towel;
 - Toilet roll – pulp 2 ply;
 - Liquid soap – neutral (pH 7).
 - The Contractor shall provide polythene bags or any other similar approved containers for the collection and deposit of rubbish. All rubbish collected shall be brought to the bin centre collection twice a day.

12. WATER AND ELECTRICITY

- The Ministry shall provide all water and electricity required for the provision of the Services.
- The Contractor shall ensure the use of water and electricity for the provision of the Services is economic and not wasteful, and undertakes that all personnel will strictly adhere to this.

13. MAINTENANCE AND REPAIR WORKS

- The Contractor shall call directly to the Estate Management and Project Development to report any fault detected during the housekeeping process.
- The Contractor shall report any damage (due to negligence of the workers) of any cleaning element of Ministry's property immediately to the Estate Management and Project Development and also the Contract Manager.

- Cost of repair/replacement of any damage to the equipment or property belonging to the Ministry caused by the Contractor's personnel shall be borne by the Contractor.

14. OFFICE AND STORE

- The Ministry shall provide the Contractor space for storage of all equipment, machinery, tools and consumable items to be used in the provision of the Services.
- Should the Contractor wishes to set up a temporary store, prior written approval from the Estate Management and Project Development must be obtained.

15. SECURITY ARRANGEMENT

- The Contractor's personnel shall immediately leave the Ministry's premises if requested by the Ministry or any of its staff.
- The Contractor is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Contractor must ensure that such records are maintained daily.
- The Contractor shall at its own expenses provide, for all his personnel, identification passes as specified by the Estate Management and Project Development. Any damaged pass shall be replaced by the Contractor at its own cost.
- Any lost or damaged passes must be reported immediately to the Estate Management and Project Development and upon approval from the Estate Management and Project Development, replace such lost/stolen pass at the Contractor's own costs.
- The Contractor shall ensure that his personnel do not, at any time, enter into areas which are not part of the Ministry's premises except as directed by the Estate Management and Project Development.
- For security purposes, the Contractor will provide the Estate Management and Project Development with the following particulars of his workers at least one (1) month before the commencement of the Services:
 - Name
 - Address

- Identity Card Number / Passport Number
- Gender
- Citizenship
- Expiry date of work pass (for foreign workers)

16. REGULATIONS, LICENCES AND PERMITS

- The Contractor is responsible to procure and maintain all necessary licences, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- In the event of any change in legal or regulatory requirements during the contract period, the Contractor shall promptly and at its own expense take any necessary action for complying with the same.
- The Contractor is to comply with best practices as may be proposed or recommended by any relevant bodies in the relevant industry, and also ensure that the standard of Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

17. CHECKLIST AND INSPECTIONS

- The Contractor is required to record daily and periodic cleaning works in a format acceptable to the Ministry. These checklist forms will be used as a basis for performance evaluation.
- The Supervisor must ensure that these checklist forms are duly completed and signed by the officers-in-charge of the relevant department/section/unit after completion of the cleaning services at the end of every week. These forms shall be submitted on the first day of the following week in which they are completed and signed.
- The checklist forms shall be graded by the Ministry's officer in charge of the relevant unit.
- The Contractor will also carry out joint inspection with the Ministry on an agreed schedule in addition to the monthly housekeeping and performance evaluation meetings. Records of such meeting are to be provided to the Ministry.

18. DOCUMENTS TO BE SUBMITTED

- The following documents shall be submitted, and labeled accordingly, together with the documents listed out in **Section 1** of this Invitation To Tender:
 - Proposed Standard Operation Procedures
 - CVs of Contract Manager and Supervisors
 - Security Plan
 - List of Equipment
 - List of Chemicals

SCHEDULES

SCHEDULE A:	AREAS TO BE CLEANED
SCHEDULE B:	GENERAL GUIDELINES TO CLEANING
SCHEDULE C:	QUALITY STANDARDS
SCHEDULE D:	CLEANING SCHEDULE AND FREQUENCY
SCHEDULE E:	ALLOCATION OF PERSONNEL
SCHEDULE F:	LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY CLEANER
SCHEDULE G:	CHECKLIST FORMS

SCHEDULE A

AREAS TO BE CLEANED

1.	Ministry of Health Main Building (old wing, middle wing, New wing, and Dewan Al-afiah)	Main Entrance and other entrances Multi Purpose Hall Ministry of Health Emergency Operation Room Ministry's Meeting Room at Groundfloor Surau Offices inclusive of prayer rooms, closets, pantries, en-suite toilets, visitors' lounges, conference rooms, meeting/operation rooms, public waiting areas, work stations, libraries etc Toilets Air Handling Unit rooms Plant rooms Corridors, hall ways, foyers, lobbies and staircases Dewan Al-afiah
2.	Health Facilities Building	Main Entrance and other entrances Offices inclusive of prayer rooms, closets, pantries, en-suite toilets, visitors' lounges, conference rooms, meeting/operation rooms, public waiting areas, work stations, libraries etc Toilets Corridors, hall ways, foyers, lobbies and staircases

3.	Department of Scientific Services	Main Entrance and other entrances Offices inclusive of prayer rooms, closets, pantries, en-suite toilets, visitors' lounges, conference rooms, meeting/operation rooms, public waiting areas, work stations, libraries etc Laboratories Toilets Corridors, hall ways, foyers, lobbies and staircases Car park
4.	Health Promotion Centre	Main Entrance and other entrances Surau Gallery (exhibition) Studio rooms Offices inclusive of prayer rooms, closets, pantries, en-suite toilets, visitors' lounges, conference rooms, meeting/operation rooms, public waiting areas, work stations, libraries etc Swimming pool aprons, drains, grafting etc. (excluding the pool) Toilets Air Handling Unit rooms Plant rooms Corridors, hall ways, foyers, lobbies and staircases

SCHEDULE B

GENERAL GUIDELINES TO CLEANING

The following guidelines shall be followed by the Contractor in the provision of Services. These guidelines are not exhaustive, and may be changed from time to time, notice of which will be given to the Contract Manager.

- (a) The flooring, columns, partition and glass panels of all common areas shall be cleaned, sealed and, where necessary, polished.
- (b) All scrubbing shall be done with a heavy-duty scrubbing machine.
- (c) Mops and buckets, including materials and equipment used for toilet cleaning shall be segregated and shall not be used to clean other parts of the Ministry. The mops must be washed at 70°C, to prevent cross-infection.
- (d) Burnishing of floors shall be done with a high-speed burnishing machine.
- (e) All receptacles, such as dustbins, waste paper baskets and ashtrays, must be emptied whenever they are full, and at least once a day. All receptacles shall be thoroughly washed at least once a week.
- (f) Waste matter from sanitary towel receptacles shall be collected as soon as the receptacles are full, and at least once daily, and all sanitary towel receptacles shall be cleaned and disinfected immediately after emptying. The Contractor shall provide waste containers for the collection of litter at locations requested by the Ministry from time to time. These containers shall be transported on suitable trolleys mounted on rubber castors, which are also to be provided by the Contractor.
- (g) No waste containers of any description are to be dragged along the floors.
- (h) All refuse collected from the waste receptacles shall be taken to the refuse centre at the Ministry for subsequent disposal.
- (i) The Contractor is responsible for drawing and collecting both clean and soiled curtains from the linen room and any other areas as and when instructed by the Ministry.
- (j) For areas which require a higher standard of hygiene, the Contractor shall ensure that all personnel are appropriately attired, and where required by the Ministry, shall put on sterilized overalls and footwear provided by the Ministry.

- (k) All chokes to basins, sinks, water closets, squatting pans, bidets, floor traps, gulley traps and silt traps are to be cleared immediately upon discovery or notification, and as directed by the Ministry.
- (l) All lamp fittings, globe fittings, fluorescent fittings, fans and electric clocks are to be kept clean and free from dust and cobwebs.
- (m) All plants within the buildings of the Ministry must be regularly watered. The leaves of such plants shall be regularly wiped to remove dust, and any litter in the pots shall be removed.
- (n) Windows and accessible claddings are to be cleaned generally.

SCHEDULE C

QUALITY STANDARDS

A. REQUIREMENTS AND STANDARDS FOR THE FUNCTIONAL AREAS

This part covers three main components which will encompass the cleaning services:

1. Building
2. Fixtures
3. General environment

I. BUILDING

1) **External features, fire exits and stairwells**

Includes: landings, ramps, stairwells, fire exits, steps, entrances/exits, porches, patios, balconies, eaves and external light fittings.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta.
- Handrails are clean and free of stains.

2) **Walls, skirtings and ceilings**

Includes: interior partitions, registers (interior and exterior) light switches, ceiling support beams and trusses.

Required standard

- Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs.
- Walls and ceilings are free of marks caused by furniture, equipment or staff.
- Light switches are free of fingerprints, scuffs and any other marks.
- Light covers and diffusers are free of dust, grit, lint and cobwebs.
- Polished surfaces are of a uniform lustre.

3) **Windows**

Includes: internal and external surfaces of all windows, double paned windows with venetian blinds, window ledges, all internal glass, mirrors and flyscreens.

Required standard

- External and internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges.
- Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.

4) **Doors**

Includes: doorknobs, handles and door guides, relief grilles and door plates, door tracks and jambs.

Required standard

- Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs.
- Doors and doorframes are free of marks caused by furniture, equipment or staff.
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.
- Door tracks and door jambs are free of grit and other debris.
- Polished surfaces are of a uniform lustre.

5) **Hard floors**

Includes: vinyl, tiles, concrete, wood and lino.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids.
- The floor is free of polish or other build-up at the edges and corners or in traffic areas.
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

- Polished or buffed floors are of a uniform lustre.
- Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors.

6) **Soft floors**

Includes: carpets and carpet tiles

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids.
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

7) **Ducts, grills and vents**

Includes: exterior surface of duct outlets, air vents and grills, registers, air conditioners, relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- All ventilation outlets are kept unblocked and free of dust, grit, soil, film and cobwebs.
- All ventilation outlets are kept clear and uncluttered following cleaning.

[Note: Cleaning and maintenance of filters of air conditioners etc must be undertaken in accordance with the manufacturers' requirements or otherwise determined by the Hospital / Estate Management Office.]

II. FIXTURES

1) Electrical fixtures and fittings

Includes: computer equipment, refrigerators, microwaves, dryers, TVs and associated fittings, light fittings, telephones, drinking fountains, vending machines, exhaust fans, light switches and insect killing devices.

Required standard

- Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs.
- Electrical fixtures and appliances are kept free from signs of use or non-use.
- Hygiene standards are satisfied where the fixture or appliance is used in food preparation.
- Motor vents etc. are clean and free of dust and lint.
- Drinking fountains are clean and free of stains and mineral build-up.
- Insect killing devices are free of dead insects and are clean and functional.

2) Furnishings and fixtures

Includes: chairs, sofas, stools, tables, cupboards, lockers, trolleys, benches, shelves and storage racks, waste/rubbish bins, plants, fire extinguishers, fire alarms, curtains, blinds and drapes.

Required standard

- Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages.
- Soft furniture is free from stains, soil, film and dust.
- Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.
- Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
- All high surfaces are free from dust and cobwebs.
- Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use.
- Equipment is free of tapes/plastic, etc, which may compromise cleaning.
- Furniture has no odour that is distasteful or unpleasant.

- Shelves, benchtops, cupboards and wardrobes/lockers are clean inside and out and free of dust and litter or stains.
- Internal plants are free of dust and litter.
- Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.
- Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.

[Note: Furniture should not be repaired using tapes etc. that may compromise cleaning. Damaged furniture should be reported to Estate Maintenance management.]

3) **Toilets and bathroom fixtures**

Includes: toilets, urinals, sinks, showers, baths, wash basin areas, taps, tap handles, sluices, bath mats, shower curtains and shower/bath rails.

Required standard

- Porcelain and plastic surfaces are free from smudges, smears, body fats, soap build-up and mineral deposits.
- Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits.
- Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits.
- Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fats.
- Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.
- Bathroom fixtures are free from odours that are distasteful or unpleasant.
- Sanitary disposal units are clean and functional.
- Consumable items are in sufficient supply.

IV. ENVIRONMENT

1) General tidiness

Required standard

- The area appears tidy and uncluttered.
- Floor space is clear, only occupied by furniture and fittings designed to sit on the floor.
- Furniture is maintained in a fashion which allows for cleaning.
- Fire access and exit doors are left clear and unhindered.

2) Odour control

Required standard

- The area smells fresh.
- There is no odour which is distasteful or unpleasant.
- Room deodorizers are clean and functional.

SCHEDULE D

CLEANING SCHEDULE AND FREQUENCY

No.	AREAS	SCHEDULE AND FREQUENCY						
A.	GENERAL AREAS	FLOOR	WALL	WINDOW DOOR	CEILING	FURNITURES FIXTURES & EQUIPEMNTS	EMPTY BAG HOLDER	CLEANING OF GENERAL (G)
	1. HALLWAYS	V/DM 2XD AR	SC 1XW AR HDV/C 1XW	SC 1XD AR	ADV/C 1XW AR	-	Every 2 hours AR	(G) 1XW
	- METAL RAILING - GLASS PANELS			SC 1XD SC 1XD				
	2. ALL STAIR CASE	V/DM 2XD	SC AR DW 1XW	SC AR DW 1XW				
	3. TOILET (PUBLIC AND PRIVATE)	WS 6XD, SC AR WET MOP AR	WS 2XD AR SC AR	SC AR DW 3XW	HDV/C 2XW	W2XD WS 2XD RT AR	3XD	(G) 1XW
	4. OFFICE	V/DM 1XD 1XW AR	SC AR WS	SC AR DW 1XM	SC AR HDV/C AR	DW 1XD	2XD	(G) 1XW
	5.KITCHEN /PANTRY	W1XD	WS 1XW	W 1XD			2XD	(G) 1XW AR
	6.ALL STORES	V/DM 2XW	SC AR	DW 1XW SC AR	SC AR HDV/C 1XM	DW 1XM		(G) 1XW

	7. LOBBIES	V/DM 2XD 4XD AR	SC 1XW, AR HDV/C 1XW	SC 1XD	HDV/C 1XW AR	DWX1D	2XD	(G) 1XW
	8.COUNTER/ RECEPTIONIST					DW1XD	2XD	(G) 1XW
	9.APRON							(G) 1XW
	11.OPEN DRAINS							(G) 1XW
	12. ROOF							1XM
	13.FIRE EXTINGUISHER S & FIRE HOSEREEL CABINETS							DW 1XM

Legend

V/DM - Vacuum / Dust and Mop	W – Weekly	PCC	- Post Case Cleaning
Sc	- Spot Cleaning	M	- Monthly
HDV/C - High Dust Vacuum/Clean		DW	- Damp Wipe
E	- End of day	EOD	- End of the day
W	- Wash	RT	- Replenish Toiletries
P	- Polish	WS	- Wash & Scrub
AEC	- After Each Case	V	- Vacuum
DSC	- Daily spot cleaning	D	- Daily
AR	- As Required	VMS	- Vacuum Mop & Sanitise

Note:

- This checklist to be certified by officer-in-charge or end user, to be submitted for claims.
- In the event the contractor failure to provide unsatisfactory works, payment will not be certified.

SCHEDULE E

ALLOCATION OF PERSONNEL

The Contractor shall employ the minimum number of skilled or semi-skilled workmen as enumerated below:

PROPOSAL BY MINISTRY OF HEALTH

		Location for cleaners											
		Ministry of Health, dewan al-afiah, New wing, Middle wing and Health wing					Department of Scientific Services			Health Facilities Building		Health Promotion Centre	
a	Supervisor	1 supervisor					1 supervisor						
b	Cleaners		Dewan Al- afiah	New Wing	Middle wing	Old wing		Old wing	New wing	Health facilities building		Health Promotion Centre	
		Ground floor	2	3	3	3	Ground floor	2	2	Ground floor	2	Ground floor Galleria and offices	2
		First floor	2	3	3	3	First floor	2	2	First floor	2	First floor	2
		Second floor	-	3	3	3	Second floor	2	2				
		Third floor	-	-	3	-	Third floor	-	2				
							Fourth floor	-	2				
		Total no. of workers / cleansers all floors (at MOH)	4	9	12	9	Total no. of workers / cleaners all floors (at Department of Scientific Services (DSS)	6	10	Total no. of cleaners / workers overall (for Health Facilities building): 4		Total no. of cleaners / workers overall (for Health Promotion Centre): 4	
		Total no. of cleaners / workers overall (MOH only)	34 cleaners			Total no. of cleaners / workers overall (Department of Scientific Services (DSS)) : 16 cleaners			Total no. of cleaners / workers overall (Health Facilities building) : 4cleaners		Total no. of cleaners / workers overall (Health Promotion Centre) : 4 cleaners		

SCHEDULE F

LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY CLEANER

All tools, equipment, chemicals and materials to be used in the cleaning services shall be provided by the Contractor such as:-

Machines		Quantity
1	Burnishing machine	2
2	Carpet shampooing machine	2
3	Vacuum cleaners	
	Wet Vacuum Machine	2
	Dry Vacuum Machine	3
4	Polishing machine	2
5	Scrubbing machine	1
6	Pruning machine	1
7	Trimmer machine	1
8	Water jet	3
Chemical		
1	Floor polish	
2	Floor sealer	
3	Floor stripper	
4	Carpet shampoo	
5	Carpet pre-treatment	
6	Furniture polish/cleaner	Adequate when used
7	Toilet cleaner/	
8	Buffing liquid	
9	Disinfectants	
10	Deodorant	
11	Clorox	
12	Glass/mirror cleaner	
Other equipment		
1	Brooms	
2	Dustbins	
3	Garbage trolleys	
4	Dustpans	Adequate when used
5	Janitor cart	
6	Mops (dry and wet)	
7	Ladders	

	Other consumables	
1	Toilet paper	} Adequate when used
2	Hand soap	

SCHEDULE G

CHECKLIST FORMS

[TO BE INSERTED]

CHECKLIST FORMS

**ESTATE MANAGEMENT AND PROJECT DEVELOPMENT
MINISTRY OF HEALTH**

FORM E - BI - MONTHLY

LOCATION

SECTION

MONTH

OFFICER IN CHARGE

No.	Description of work	Mark	Comments
1.	General cleaning of all external glass panels and frames.		
2.	Shampooing of carpet.		
3.	Cleaning walls, ceiling, air-conditioner supply and return air-grilles and light covers / diffusers.		
4.	Pruning of plants, collect and remove for disposal all cut branches.		

PLEASE INDICATE THE MARKS AS FOLLOWS:

- 1. NOT SATISFACTORY
- 2. GOOD
- 3. VERY GOOD
- O. WORK OUT CARRIED OUT
- N. NOT APPLICABLE

Signature : _____

Date : _____

Note :

Mark (*) will be filled by Officer In-Charge.

**ESTATE MANAGEMENT AND PROJECT DEVELOPMENT
MINISTRY OF HEALTH**

FORM D - MONTHLY

LOCATION

SECTION

MONTH

OFFICER IN CHARGE

No.	Description of work	Mark	Comments
1.	General cleaning, scrubbing / stripping, sealing and polishing of floor (Tiled/Vinyl Floor) and staircases.		
2.	General cleaning of all internal glass panels, frames and security grilles.		
3.	Application of NPK fertiliser to all plants.		
4.	Weeding operating to all planted areas, removal and disposal of all weeds and rubbish collected.		

PLEASE INDICATE THE MARKS AS FOLLOWS:

1. NOT SATISFACTORY 2. GOOD 3. VERY GOOD O. WORK OUT CARRIED OUT
N. NOT APPLICABLE

Signature : _____

Date : _____

Note :

Mark (*) will be filled by Officer In-Charge.

**ESTATE MANAGEMENT AND PROJECT DEVELOPMENT
MINISTRY OF HEALTH**

FORM C - FORTNIGHTLY

LOCATION

SECTION

MONTH

OFFICER IN CHARGE

No.	Description of work			Mark	Comments
		Week 1	Week 3		
1.	General cleaning of toilets - scrubbing of floor; wash-down and scrub walls and clean windows; and scrubbing of fixtures and fittings.				
2.	Grass cutting, raking and removal of cut grass for disposal.				

PLEASE INDICATE THE MARKS AS FOLLOWS :

1. NOT SATISFACTORY

1. GOOD

2. VERY GOOD

O. WORK OUT CARRIED OUT

N. NOT APPLICABLE

Signature : _____

Date : _____

Note :

Mark (*) will be filled by Officer In-Charge.

**ESTATE MANAGEMENT AND PROJECT DEVELOPMENT
MINISTRY OF HEALTH**

FORM B - WEEKLY

LOCATION _____
SECTION _____
MONTH _____
OFFICER IN CHARGE _____

No	Description of work	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	Mark	Comments
1	Spot cleaning/dusting and removal of cobwebs and insect debris from walls, columns and ceiling; light fittings; and air-conditioner supply and return air grilles																											

INDICATE THE MARKS AS FOLLOWS :

1. NOT SATISFACTORY
2. GOOD
3. VERY GOOD
- O. WORK OUT CARRIED OUT
- N. NOT APPLICABLE

Signature : _____

Date : _____

Note :
Mark (*) will be filled by Officer In-Charge.

**ESTATE MANAGEMENT AND PROJECT DEVELOPMENT
MINISTRY OF HEALTH**

FORM A - DAILY

LOCATION _____
SECTION _____
MONTH _____
OFFICER IN CHARGE _____

No	Description of work	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	M	T	W	T	S	Mark	Comments
1	Sweep and mopping of floor and staircases and burnishing of floor. Use hospital grade disinfectant for all floors at dialysis wards.																											
2	Vacuum and spot clean carpet.																											
3	Dusting of windows and frames and window blinds/curtains; spot cleaning of glass panels and frames; and cleaning handrails.																											
4	Damp dusting/wiping and disinfect furniture, counters, fittings, labels, equipment worktop, cupboards and public telephones and damp-wiped televisions, fire extinguishers and fire hose reel cabinets.																											
5	Cleaning of toilets and supply of toilets and supply toilet paper, deodorant and scented tablets to urinals.																											
6	Sweeping and mopping of drive-in porch, foyer and covered area.																											
7	Sweeping building apron and drains; driveway and compound drain.																											
8	Sweep of car park.																											
9	Collect and removal of rubbish.																											

PLEASE INDICATE THE MARKS AS FOLLOWS:

1. NOT SATISFACTORY

2. GOOD

3.VERY GOOD

0-WORKING NOT CARRIED OUT

N-NOT APPLICABLE

SIGNATURE : _____

Note : Mark (*) will be filled by Officer In-Charge.

DATE : _____

Section 3

FORM TO BE USED

Contents

1. **SCHEDULE A – TENDER FORM**
2. **SCHEDULE B – INFORMATION SUMMARY**
3. **SCHEDULE C – SUB-CONTRACTS**
4. **SCHEDULE D – COMPANY BACKGROUND**
5. **SCHEDULE E – REFERENCES**
6. **SCHEDULE F - DECLARATION**
7. **SCHEDULE G – LIST OF CHEMICALS**
8. **SCHEDULE H – LIST OF EQUIPMENT**

SCHEDULE A**TENDER FORM**

To :

TENDER REFERENCE NO: KK/252/2026(ESTETMOH)(TC)

**INVITATION TO TENDER
THE PROVISION OF CLEANING SERVICES FOR THE MINISTRY OF HEALTH COMPLEX,
JALAN MENTERI BESAR FOR A PERIOD OF THREE (3) YEARS**

TENDER OF *(name of tenderer)*

Company/Business Registration No: _____

Tender Closing Date: _____

BILL OF QUANTITIES AND SPECIFICATION SCOPE OF WORKS

Item no.	Description	Qty	Unit	Rate	Amount
	Contractor to provide 2 supervisor, 34 cleaners (MOH HQ) , 16 cleaners DSS, 4 cleaners Health facilities and 4 HPC, to do all activities and works, refer to schedule E for location of personal.				
1.1	Location : Ministry of health building The works to include the following MONTHLY charges . 1 - General cleaning of all external glass panels and frames 2 - Shampooing of carpet. 3 - Cleaning walls, ceiling , air-conditioner supply and return air grilles and light covers / diffusers.	1	lot		
1.2	Location : Dewan Al-Afiah building The works to include the following MONTHLY charges . 1 - General cleaning of all external glass panels and frames 2 - Shampooing of carpet. 3 - Cleaning walls, ceiling , air-conditioner supply and return air grilles and light covers / diffusers.	1	lot		
1.3	Location: Health Facilities Building The works to include the following MONTHLY charges . 1 - General cleaning of all external glass panels and frames 2 - Shampooing of carpet. 3 - Cleaning walls, ceiling , air-conditioner supply and return air grilles and light covers / diffusers.	1	lot		
	TOTAL AMOUNT CARRIED FORWARD				

BILL OF QUANTITIES AND SPECIFICATION SCOPE OF WORKS

Item no.	Description	Qty	Unit	Rate	Amount
1.4	TOTAL AMOUNT BROUGHT FORWARD: Location: Department of Scientific Services building. The works to include the following MONTHLY charges . 1 - General cleaning of all external glass panels and frames 2 - Shampooing of carpet. 3 - Cleaning walls, ceiling , air-conditioner supply and return air grilles and light covers / diffusers.	1	lot		
1.5	Location: Health Promotion Centre The works to include the following MONTHLY charges . 1 - General cleaning of all external glass panels and frames 2 - Shampooing of carpet. 3 - Cleaning walls, ceiling , air-conditioner supply and return air grilles and light covers / diffusers.	1	lot		
	TOTAL OVERALL MONTHLY CHARGES FOR CLEANING SERVICES				
	FINAL SUMMARY Total amount of works overall MONTHLY Charges for cleaning services Total amount of works overall for 12 months for cleaning services services Total amount charges for cleaning services for three (3) years	1 12 3	month months years		
MOH ESTATE	TOTAL AMOUNT CARRIED FORWARD				
TOTAL AMOUNT OVERALL FOR THIS TENDER FOR 3 YEARS TERM CONTRACT					\$

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.

Brunei Dollars _____
_____(B\$ _____) only.

2. If my/our tender is accepted, I/we undertake to complete the whole works within **60 DAYS** from the date of possession/commencement allowing for all possible cause of delay which can reasonably be foreseen and not merely representing the number of working days required.
3. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.
4. 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.
5. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation To Tender together with such further terms and conditions, if any, agreed between the Government and us.
6. OUR OFFER IS VALID FOR **SIX (6) CALENDAR MONTHS** FROM THE TENDER CLOSING DATE.
7. When requested by you, we shall extend the validity of this offer.
8. We further undertake to give you any further information which you may require.

Dated this _____ day of _____ 20....

Tenderer's official stamp:

Signature of authorised officer of Tenderer

Name:

Designation:

SCHEDULE B

INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

(a) Management summary

(b) Company profile (including Contractor and sub-contractor(s), if any)

(c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:

Provision of cleaning services

(d) Other information which is considered relevant

SCHEDULE C

SUB-CONTRACTS

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

Table 3.1 Responsibility Table

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

SCHEDULE D

COMPANY'S BACKGROUND

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

SCHEDULE E
REFERENCES

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

Table 5.1 References of previous customers

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

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

- 5.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence.
- 5.3 The Ministry of Health reserves the right to contact the references for tender assessment purposes.

SCHEDULE F

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

SCHEDULE G

LIST OF CHEMICALS

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

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

SCHEDULE H

LIST OF EQUIPMENT

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

NO	LIST OF EQUIPMENT AND MACHINERY	QUANTITY	BRAND
1.	Janitor Cart		
2.	Mop Squeeze bucket with wet mop		
3.	Dry Mop		
4.	Vacuum Cleaner		
5.	Wet and Dry Vacuum Machine		
6.	Polishing Machine		
7.	Scrubbing Machine		
8.	Carpet Shampoo Machine		
9.	Carpet Dryer		
10.	Wet Suction		
11.	High Pressure Cleaner		
13.	Pruning Machine		
14.	Glass Cleaning Tools		
15.	Caution Signboards[		
16.	Lobby Dustpan		
17.	Toilet Bowl Brushes		
18.	Brute Angle Brooms		
19.	Aluminium Ladders		