TENDER REF. NO.: KK/269/2026/UPP(TC)

MINISTRY OF HEALTH

NEGARA BRUNEI DARUSSALAM

THE MANAGEMENT AND OPERATION OF CAR PARK FOR RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF FIVE (5) YEARS

TENDER FEE : $500.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 08th December 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

TENDER REFERENCE NO: KK/269/2026/UPP(TC)

"INVITATION TO TENDER FOR THE MANAGEMENT AND OPERATION OF CAR PARK FOR RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF FIVE (5) YEARS"

1. GENERAL

1.1 The Ministry of Health, in its continuous effort to improve and enhance the quality, efficiency and safety of services provided to the public, intends to appoint an Operator for the management and operation of car park facilities and traffic flow management services at Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital.

1.2 The objective of this Contract is to ensure the provision of safe, efficient, orderly, secure and customer-focused car park management and traffic flow management services that support the continuous operation of RIPAS Hospital.

1.3 The Services shall cover the designated paid parking, staff parking, public/open parking and associated access-control locations within the RIPAS Hospital premises, as specified in this **Section and Appendix A**.

1.4 The Operator shall provide all personnel, supervision, systems, equipment, materials, technology, maintenance, security and operational support necessary for proper and continuous delivery of the Services.

1.5 For this Section, the following definitions shall apply:

"Government" – Government of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam.

"Ministry" – Ministry of Health.

"Hospital" / "RIPAS Hospital" – Raja Isteri Pengiran Anak Saleha Hospital.

"Operator" – successful tenderer appointed by the Government.

"Representative Officer" – officer designated by RIPAS Hospital to administer/monitor the contract.

"Car Park Management System" – the integrated parking, access control, payment, LPR and related systems.

"Managed Areas" – all parking areas, roadways, access points, security posts and associated areas under the Operator's responsibility.

1.6 **Car Park Facilities Covered as follows:**

NO.	LOCATION	PARKING CATEGORY
L1	Basement 1 (B1), Out-Patient Department (OPD), Block 10	Paid Parking
L2	Basement 2 (B2), Women and Children Centre (WCC), Block 7	
L3	Exterior Parking Area (near Block 1 and Block 2) known as **P1 and P2**.	
L4	Basement 2 (B2), Women and Children Centre (WCC), Block 7	Card Holder Staff Parking
L5	Parking Area – Estate & Laundry Building, Block 9	
L6	Parking Area near Specialist Clinics 2, Block 15	
L7	Parking Area at Slope Road to Jetty Area	Public Parking
L8	Sport Complex Parking Area	

1.7 **Automated Boom Gates and Controlled Access Points**

1.7.1 The Operator shall provide, install, operate and maintain automated boom gates and associated security/access-control systems for authorized personnel and controlled vehicle access at the following locations:

NO.	LOCATION
(a)	Women and Children Centre (WCC) route to Block 6
(b)	Block 3 route to Block 6
(c)	Block 3 route entrance
(d)	Emergency Department route entrance, Block 10

(e)	Route to Jetty Area
(f)	Entrance to Mortuary Building near Block 13

1.8 The locations of the car park facilities and automated boom gates are shown in **Appendix A.**

2. LEASE / CONTRACT PERIOD

2.1 The lease and service contract shall be for a period of **five (5) years** commencing from the date specified in the Letter of Award or as otherwise determined by the Government.

2.2 Any extension shall be subject to written approval of the Government and such terms and conditions as may be determined by the Government.

3. SCOPE OF SERVICES

3.1 Car Park Management

Manage and operate all designated car park facilities and associated parking operations approved by the Government.

3.2 Traffic Flow Management

Provide comprehensive traffic flow management within RIPAS Hospital premises to ensure safe, orderly and efficient movement of vehicles and pedestrians.

3.3 Access Control

Manage approved access-control points, boom gates, staff parking access, public parking access and related systems.

3.4 Parking Revenue and Payment Management

Operate payment stations, revenue collection and transaction systems in accordance with approved parking rates and financial requirements.

3.5 Security and Surveillance

Provide trained security personnel, surveillance and patrols for all Managed Areas.

3.6 Parking Management Technology

Provide, install, operate, maintain and support the Car Park Management System, LPR, CCTV, payment, access-control and related technologies.

3.7 Cleaning and Maintenance

Maintain cleanliness, appearance, safety, landscaping, drainage, lighting, road surfaces, signage and associated facilities within the Operator's scope.

3.8 Customer Service

Provide user assistance, enquiries and complaint management in a professional manner.

3.9 Reporting and Performance Monitoring

Provide operational, financial, maintenance, security, traffic and performance reports.

3.10 Emergency and Business Continuity

Maintain contingency arrangements to ensure continuity during system failures, emergencies and disruptions.

3.11 Transition and Handover

Provide all cooperation, information, training, system access and technical assistance required for orderly transition at Contract end.

4. TENDERER'S PROPOSAL SUBMISSION REQUIREMENTS

4.1 Tenderers shall submit a comprehensive business and operational proposal, including coloured two-dimensional (2D) plans/drawings, illustrating the proposed enhancement and management of the car park facilities.

4.2 The proposal shall, at a minimum clearly indicate the following:

5.1.1. Closed-Circuit Television (CCTV) locations and security monitoring systems;

5.1.2. Boom gates and access-control equipment;

5.1.3. Parking equipment and ticketing/payment system to be used;

5.1.4. Operational structure, manpower deployment and service coverage;

5.1.5. Cleaning, maintenance and housekeeping programme;

5.1.6. Traffic flow management arrangements;

5.1.7. Customer-service and user-assistance arrangements;

5.1.8. Appearance, functionality, safety and user-experience enhancements;

5.1.9. Complete equipment and machinery schedule;

5.1.10. Electrical load and utility requirement schedule;

5.1.11. License Plate Recognition (LPR) technical proposal addressing day/night, headlights, Daytime Running Lights (DRL), glare and rain;

5.1.12. Security manpower deployment and patrol plan;

5.1.13. Traffic Flow Management Plan;

5.1.14. Business Continuity Plan and Emergency Response arrangements;

5.1.15. Preventive maintenance programme;

5.1.16. Monthly operational reporting format; and

5.1.17. Exit, transition and handover plan.

4.3 Tenderers shall submit a monthly rental fee proposal for the car park facilities, including Basements 1 and 2 and open car parks serving the Main Building and Women & Children Centre, based on the applicable parking rates stipulated under **Section 12**.

4.4 Tenderers shall also submit a monthly lump-sum payment proposal of not less than BND 50,000.00.

4.5 Any proposed additional business, value-added service, facility, technology or enhancement shall be directly related to, complementary to, or supportive of the car park management, traffic flow management, safety, security, customer experience or operational efficiency of RIPAS Hospital.

4.6 Any such proposal shall be subject to prior written approval by the Ministry of Health and/or RIPAS Hospital.

4.7 All costs associated with the design, supply, installation, implementation, operation, maintenance, replacement and eventual removal of any approved additional business, value-added service, facility or equipment shall be borne entirely by the Operator.

4.8 No proposed additional business or service shall interfere with hospital operations, compromise patient safety, obstruct emergency access or impose any additional financial obligation on the Government unless expressly approved in writing.

5. TENDER BRIEFING, SITE VISIT AND VENDOR PROPOSAL

5.1 Info Day and Tender Briefing

5.1.1. The Ministry of Health and/or RIPAS Hospital shall organise an Info Day for interested tenderers to provide a comprehensive briefing on the tender requirements, specifications, scope of services, operational expectations and contractual obligations relating to the management and operation of car park facilities and traffic flow management at RIPAS Hospital. The Info Day shall be conducted before the tender submission closing date. The date, time and venue shall be **To Be Confirmed (TBC)**, and the Hospital Representative shall notify all prospective tenderers of the confirmed arrangements in due course.

5.1.2. The Info Day shall include, but not be limited to, the following:

(a) An explanation of the tender specifications, scope of services and expected deliverables;

(b) Clarification of the designated parking areas, parking categories, controlled access points and automated boom-gate locations;

(c) An explanation of the Hospital's requirements for traffic flow management, vehicle movement, emergency access, security, parking operations and customer service;

(d) An overview of the technical requirements for parking management systems, License Plate Recognition (LPR), Closed-Circuit Television (CCTV), access-control equipment and other relevant facilities;

(e) Clarification of the tender submission requirements, proposed additional services, financial obligations, performance standards and contractual conditions; and

(f) A question-and-answer session to address queries raised by interested tenderers.

5.2 Site Visit and Familiarization

5.2.1. As part of the Info Day, the Ministry of Health and/or RIPAS Hospital shall arrange a guided site visit to the designated parking facilities, access-control points, internal roadways and relevant traffic routes within the Hospital premises.

5.2.2. The site visit shall enable tenderers to familiarize themselves with the existing site conditions, parking layouts, vehicle circulation routes, traffic congestion points, pedestrian movement, emergency access routes, equipment locations and other operational considerations relevant to the proposed Services.

5.2.3. Tenderers shall take into consideration the actual site conditions and all relevant information provided during the Info Day and site visit when preparing their proposals, including the proposed deployment of manpower, equipment, technology, security arrangements and traffic flow management measures.

5.2.4. Tenderers shall not undertake any measurement, inspection, testing, photography or other activity in restricted areas without prior permission from the Hospital Representative. The site visit shall be conducted in a manner that does not disrupt Hospital operations, compromise patient safety or obstruct emergency access.

5.3 Clarification of Tender Requirements

5.3.1. Tenderers shall not undertake any measurement, inspection, testing, photography or other activity in restricted areas without prior permission from the Hospital Representative. The site visit shall be conducted in a manner that does not disrupt Hospital operations, compromise patient safety or obstruct emergency access.

5.3.2. Any clarification, interpretation or additional information that materially affects the tender requirements shall be issued through an official written communication by the Ministry of Health and/or its authorized representative. Where appropriate, such information shall be circulated to all participating tenderers to ensure fairness, transparency and equal access to information.

5.3.3. Any explanation provided during the Info Day or site visit shall not constitute an amendment to the tender specifications unless formally confirmed in writing by the Ministry of Health or its authorized representative.

5.4 Tenderer's Proposal Presentation Session

5.4.1. Tenderers who have submitted a valid tender and are required by the Ministry of Health to participate in the Vendor Proposal Presentation Session shall attend and present their proposals during the Ministry of Health's tender evaluation period. The date, time and venue shall be **To Be Confirmed (TBC)**, and the Hospital Representative shall notify the relevant tenderers of the confirmed arrangements in due course.

5.4.2. During the session, tenderers shall present and explain their submitted proposals, demonstrating their understanding of the tender requirements and the suitability of their proposed approach for the management and operation of the car park facilities and traffic flow management services at RIPAS Hospital.

5.4.3. The presentation shall cover, at a minimum, the following areas:

(a) Proposed car park management system, payment arrangements and access-control solutions;

(b) Proposed LPR, CCTV, automated boom-gate and other relevant technical systems;

(c) Traffic Flow Management Plan, including measures to minimise congestion and maintain clear emergency access;

(d) Proposed operational structure, manpower deployment, security coverage and patrol arrangements;

(e) Equipment, maintenance, cleaning, preventive maintenance and business continuity arrangements;

(f) Customer service, complaint management, incident response and operational reporting;

(g) Proposed implementation, transition and handover arrangements; and

(h) Any proposed enhancement or value-added service that complements the principal Services and complies with the tender requirements.

5.4.4. Tenderers shall ensure that their presentations are consistent with their submitted proposals. Any additional explanation, supporting documents or clarification requested by the evaluation panel shall be provided within the timeframe specified by the Ministry of Health.

5.4.5. The presentation and subsequent question-and-answer session shall be conducted in accordance with the schedule, duration, format and evaluation criteria determined by the Ministry of Health.

5.4.6. The Vendor Proposal Presentation Session shall form part of the tender evaluation process where stipulated in the tender evaluation criteria. The presentation shall not automatically entitle a tenderer to amend or replace its submitted tender price or substantive proposal.

5.5 Attendance and Compliance

5.5.1. Tenderers shall comply with the attendance requirements and instructions issued by the Ministry of Health for the Info Day, site visit and Vendor Proposal Presentation Session, where attendance is specified as mandatory in the tender invitation.

5.5.2. Failure to attend a mandatory session, without an acceptable reason and written approval from the Ministry of Health, may result in the tenderer's disqualification, provided that this requirement and its consequences have been expressly stated in the tender invitation.

5.5.3. The Ministry of Health reserves the right to determine the arrangements for the Info Day, site visit and Vendor Proposal Presentation Session, including the schedule, format, attendance records and any necessary changes, subject to applicable Government procurement requirements.

6. GENERAL CONDITIONS AND OPERATOR'S OBLIGATIONS

6.1 The Operator shall not assign, transfer or sub-let the **car park management, parking operation, traffic flow management, access-control or security services** to any third party.

6.2 Notwithstanding Clause 5.1, the Operator may, subject to prior written approval from the Government, appoint or sub-let approved **ancillary or value-added services** which complement the principal car park management services.

6.3 Any approved sub-contractor shall comply with all applicable requirements of this Section and shall not relieve the Operator of any responsibility, liability or obligation under the contract.

6.4 The Operator shall maintain the car park premises and associated facilities to a high standard of cleanliness, orderliness and appearance at all times.

6.5 Authorized officers of RIPAS Hospital shall have the right to inspect the premises and services at any time. Where the premises are found to be inadequately maintained, RIPAS Hospital may arrange for the necessary cleaning or rectification works through a **third party, and the costs incurred shall be borne by the Operator**.

6.6 The premises shall be used only for the operation and management of the approved car park services and for other purposes expressly approved in writing by the Government.

6.7 Parking charges shall be clearly and accurately displayed at all relevant entry points, payment counters and other appropriate locations.

6.8 The Operator's employees shall, while on duty at RIPAS Hospital, be appropriately attired, identifiable and present themselves in a professional manner befitting a general hospital environment.

6.9 The Operator shall not place, display or permit any advertising, promotional material or commercial signage on the leased premises without prior written approval from the Government.

6.10 The Operator shall comply with all applicable laws, statutory rules, regulations, enactments, licensing requirements and directions issued by the Government and relevant authorities, and shall pay all applicable fees and charges.

6.11 The Operator shall at all times properly maintain, safeguard and take reasonable care of the premises, equipment and facilities under its management.

6.12 **Insurance and Indemnity**

6.12.1. As a condition precedent to the commencement of operations, the Operator shall obtain and maintain appropriate insurance policies indemnifying the Government against liabilities arising from loss of or damage to property in the Operator's possession or custody and claims arising from death, personal injury or other liabilities connected with the Operator's occupation and operation of the premises.

6.12.2. The Operator shall provide a written undertaking to indemnify the Government against liabilities arising from claims by workmen employed in the performance of the contract for compensation under the applicable laws, including the Workmen's Compensation legislation or any legislation amending or replacing it.

6.12.3. Throughout the contract period and any approved extension, the Operator shall maintain insurance appropriate to the operation of the car parks, including, where applicable, fire, theft, public liability and other relevant risks and special perils normally insured for car park operations.

6.12.4. The Operator shall produce the relevant insurance policies and evidence of premium payment to the Government upon request.

6.12.5. Where insurance proceeds are received in respect of damage to the car park facilities, such proceeds shall be applied towards reinstatement, rebuilding or repair in accordance with the relevant approvals, with any shortfall to be borne by the Operator where applicable.

7. CAR PARK MANAGEMENT EQUIPMENT, SYSTEMS AND INSTALLATION

7.1 General

7.1.1. The Operator shall finance, supply, install, commission, operate, maintain and replace the Car Park Management System and associated equipment required for proper operation of the Managed Areas.

7.1.2. All equipment shall be new or, where expressly approved, of equivalent condition and fit for continuous operation in a hospital environment.

7.2 Equipment Schedule and Technical Submission

7.2.1. The Tenderer shall provide a comprehensive list of all proposed equipment, machinery, systems and electrical installations to be supplied, installed or operated under the contract.

7.2.2. The equipment schedule shall include, at a minimum:

Information	Requirement
Equipment description	Mandatory
Manufacturer	Mandatory
Model	Mandatory
Quantity	Mandatory
Rated power	Mandatory
Voltage	Mandatory

Phase	Mandatory
Frequency	Mandatory
Maximum current	Mandatory
Standby power	Where applicable
Operating hours	Mandatory
Communication requirements	Mandatory
Internet/network requirements	Mandatory
UPS requirement	Where applicable
Battery backup	Where applicable

7.2.3. The complete equipment schedule shall be submitted to the **Estate Division, RIPAS Hospital** for assessment of the electrical load and available electrical infrastructure prior to installation.

7.3 Electrical Load and Infrastructure

7.3.1. No equipment requiring additional electrical load, alteration to existing electrical infrastructure or additional electrical distribution capacity shall be installed without prior written approval from the Estate Division.

7.3.2. Where additional electrical infrastructure is required solely as a result of the Operator's proposed system or equipment, the cost shall be borne by the Operator unless otherwise approved in writing.

7.3.3. The Operator shall provide all technical information required by the Estate Division to assess electrical load, network, UPS and utility requirements.

7.4 Car Park Management Equipment

7.4.1. Equipment shall include, but not be limited to, barrier/boom gates, entry and exit stations, ticket dispensers, cashier/payment terminals, attendant booths, payment stations, machine shelters, directional signage and displays indicating available parking spaces, as required.

7.4.2. The car park control system shall include anti-pass-back functionality and other appropriate access-control features.

7.5 License Plate Recognition (LPR) System

7.5.1. The Operator shall provide, install, operate and maintain a reliable License Plate Recognition (LPR) System at all designated vehicle entry and exit points and other locations specified by RIPAS Hospital.

7.5.2. The LPR system shall automatically capture and recognise vehicle registration numbers and shall integrate with the car park management and access-control system where applicable.

7.5.3. The LPR system shall be designed and configured to operate reliably under varying lighting and environmental conditions, including:

(a) direct sunlight;
(b) low-light conditions;
(c) night-time operation;
(d) vehicle headlights;
(e) Daytime Running Lights (DRL);
(f) high-beam headlights;
(g) glare and reflective number plates;
(h) rain;
(i) wet road surfaces;
(j) vehicle windscreen reflections; and
(k) different vehicle types, colours and registration plate conditions.

7.5.4. The Operator shall ensure that the LPR camera system incorporates appropriate technology, camera positioning, illumination, exposure control, high dynamic range (HDR), infrared illumination or equivalent technology to minimize recognition failures caused by headlight glare, DRL glare and other lighting conditions.

7.5.5. The Operator shall conduct comprehensive testing of the LPR system during both daytime and night-time conditions, including testing against vehicles approaching with headlights and DRLs switched on.

7.5.6. The Operator shall demonstrate the system's performance to RIPAS Hospital prior to final acceptance.

7.5.7. Unless otherwise approved, the system shall achieve a minimum recognition accuracy of 98% under normal operating conditions for vehicles with properly displayed and unobstructed registration plates.

7.6 Remote-Controlled Car Park System

7.6.1. The Operator shall provide, install, operate and maintain a **Remote-Controlled Car Park System** at parking locations designated by RIPAS Hospital which are located outside the existing boom-gated car park areas.

7.6.2. The system shall enable authorized users to remotely access and/or control the designated parking area through an approved remote-control, wireless, electronic or equivalent access-control system.

7.6.3. The system shall be compatible with the overall car park management and access-control system and shall not compromise the security, traffic flow or operational requirements of RIPAS Hospital.

7.6.4. The Operator shall submit the proposed system, including equipment specifications, communication method, power requirements, security features and operational arrangements, for approval prior to installation.

7.6.5. All costs associated with the supply, installation, configuration, commissioning, operation, maintenance and replacement of the system shall be borne entirely by the Operator.

7.6.6. All remote-control devices, access credentials or electronic access devices shall be uniquely identifiable and shall be issued only to authorized users.

7.6.7. The Operator shall maintain a register of all remote-control devices issued, including the name/identification of the authorized user, date of issue, expiry date and status.

7.6.8. Lost, stolen or compromised remote-control devices shall be immediately deactivated.

7.7 CCTV and Security Monitoring

7.7.1. The Operator shall provide CCTV coverage at all parking areas, access points, boom gates, payment areas and locations specified by RIPAS Hospital.

7.7.2. CCTV shall support live monitoring, recording, retrieval and incident investigation.

7.7.3. CCTV shall minimize blind spots and be suitable for daytime and night-time operation.

7.8 Installation, Commissioning and Acceptance

7.8.1. The Operator shall carry out all connection, alignment, configuration, testing and commissioning.

7.8.2. The Operator shall provide appropriate earthing and lightning protection.

7.8.3. The Operator shall supply all miscellaneous materials, supports and ancillary items required for a complete installation.

7.8.4. The Operator shall be responsible for civil works associated with installation, including building modifications where required, subject to prior approval.

7.8.5. No system shall be deemed accepted until required testing and commissioning have been completed and accepted by RIPAS Hospital.

7.9 RIPAS Hospital shall provide electrical power supply at designated points for approved equipment, subject to availability and suitability of existing infrastructure.

7.10 The Operator shall install reflective rubber guards or equivalent protective measures on each side of basement columns to improve visibility and reduce vehicle impact risk.

8. CAR PARK OPERATIONS AND SERVICE DELIVERY

8.1 The Operator shall operate the car park twenty-four (24) hours a day, seven (7) days a week, including public holidays.

8.2 The Operator shall be responsible for recruitment and direct employment of its personnel, provision of training, deployment, supervision and continuous monitoring of car park operations and equipment.

8.3 The Operator shall provide suitably qualified, experienced and competent supervisors and technicians appropriate for the operation of a general hospital car park.

8.4 All day-to-day operations, including ticketing, payment processing, revenue control, routine inspections, equipment monitoring and maintenance coordination, shall be the responsibility of the Operator.

8.5 The Operator shall provide a twenty-four (24) hour, seven (7) day immediate-response arrangement for access-system failures or malfunctions, including a clearly communicated means for RIPAS Hospital and users to contact the responsible operator.

8.6 Where necessary, the Operator shall provide and construct temporary site office and/or security-post facilities, subject to approval by RIPAS Hospital.

8.7 The Operator shall provide adequate lighting throughout the car park facilities, including emergency and back-up lighting where required, and shall promptly replace defective lamps or lighting components.

8.8 The Operator shall submit a monthly operational report to the **Chief Executive Officer (CEO), RIPAS Hospital no later than the first week** of the following month.

8.9 The monthly report shall include, at a minimum, sales and collection information, parking utilisation/number of vehicles, equipment/system incidents, maintenance matters, complaints or feedback and other relevant operational information.

8.10 RIPAS Hospital reserves the right to retrieve and review reports, transaction records and other information generated by the car park management system for operational, audit, monitoring, security or other official purposes.

8.11 **Business Continuity and Emergency Operations**

8.11.1. The Operator shall maintain a Business Continuity Plan covering:

a. parking system failure
b. power failure
c. network failure
d. LPR failure
e. CCTV failure
f. boom-gate failure
g. payment system failure
h. traffic congestion
i. major accidents
j. fire
k. flood
l. mass-casualty incidents
m. hospital emergencies
n. major public events
o. evacuation and temporary closure

8.12 The Business Continuity Plan shall identify alternative procedures, manual controls, emergency contacts, escalation arrangements, recovery priorities and responsibilities.

8.13 The Operator shall test its Business Continuity Plan periodically and participate in relevant emergency exercises when requested.

9. CAR PARK CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT

9.1 The Operator shall ensure that the appearance, cleanliness, safety and overall condition of the car park facilities contribute positively to the image of RIPAS Hospital.

9.2 Initial Improvement and Enhancement Works

9.2.1. At the commencement of operations, the Operator shall assess the condition of the relevant facilities and undertake necessary structural and cosmetic maintenance with the Operator's scope.

9.2.2. The Operator shall paint car park floor surfaces using suitable high-quality, durable and non-slip car park coating, with an attractive and appropriate design.

9.2.3. Where practicable and subject to approval, the Operator may paint walls and propose suitable murals or health-related messages that enhance the environment and appearance of the hospital car park.

9.3 Cleaning, Landscaping and Waste Management

9.3.1. The Operator shall keep all car park facilities, surrounding areas and associated access routes clean, orderly and free from litter at all times and at its own cost.

9.3.2. The Operator shall provide adequate cleaning personnel to service the car park facilities seven (7) days a week.

9.3.3. Car park areas and surrounding areas, including drains, shall be cleaned using appropriate equipment and methods at frequencies appropriate to the condition and usage of each area and as directed by Hospital Facility Management.

9.3.4. The Operator shall trim and prune existing plants and flower beds within the paid car park areas and promptly remove dead branches, diseased foliage, insects and disease-affected plant material.

9.3.5. Flowering shrubs shall be appropriately maintained and fertilised using compatible fertiliser. The Operator shall notify the Hospital Facility Manager or designated representative before applying fertiliser.

9.3.6. The Operator shall provide an adequate number of covered rubbish bins, with at least four (4) units at each car park facility, including open car parks.

9.3.7. The Operator shall collect and dispose of waste generated within the managed car park areas and shall ensure disposal at an approved designated government dumping/disposal site.

9.3.8. All drains within the paid car park areas shall be cleaned daily, including the removal of unwanted organisms, leaves, rubbish and other waste. Appropriate cleaning chemicals shall be used at least weekly or as otherwise required.

9.3.9. The Operator shall prevent lawn-mowing, pruning and landscaping activities from causing debris to enter drains. Any debris generated shall be removed immediately upon completion of the work.

9.3.10. Trees or vegetation obstructing or causing blockage of drainage shall be appropriately cut back and cleared, with due consideration to vehicle and pedestrian safety.

9.4 Parking Area and Internal Roadway Maintenance

9.4.1. The Operator shall maintain open and basement parking areas with suitable lighting, appropriate environmental/green features and up-to-date facilities that enhance appearance and functionality, subject to RIPAS Hospital approval.

9.4.2. Main roadways, pedestrian walkways, cross-roads and open car parks shall be kept free from fallen leaves, dead branches, pollen and other debris through daily sweeping, blowing or other appropriate cleaning methods, or as required by Hospital Facility Management.

9.4.3. Pedestrian walkways and pathways within parking areas shall remain clear during roadway maintenance. Unwanted plants or grass growing along pathways, walkways and kerbs shall be removed.

9.4.4. Structural Defects and Roadway Damage

Any structural defects or damage to internal road surfaces, including broken concrete, structural deterioration or other defects affecting the integrity of the roadway, shall be promptly reported by the Operator to the Hospital Representative for referral to the Estate Division for inspection, assessment and necessary rectification. The Operator shall not undertake structural repairs without prior written approval from RIPAS Hospital. Where such defects pose a safety risk, the Operator shall immediately implement appropriate temporary safety measures, including cordoning off the affected area and installing warning signage, and promptly notify the Hospital Representative.

9.4.5. Road Surface and Marking Maintenance

The Operator shall be responsible for the maintenance and repair of non-structural surface defects, including damaged surface coatings, undercoat, directional arrows, road markings and other traffic guidance markings within the parking areas and internal roadways. Such maintenance and repairs shall be carried out promptly to ensure that all surfaces and markings remain safe, clearly visible and fit for purpose, subject to the approval of Hospital Management where required.

9.5 Electrical Facilities and Lighting

9.5.1. The Operator shall keep existing electrical appliances and fittings within the Operator's scope, including lighting, sockets and wiring, in good working condition and free from dust, cobwebs and visible damage.

9.5.2. Defective or damaged electrical fittings, lighting components and associated items within the Operator's scope shall be repaired or replaced promptly and safely.

9.5.3. Lighting replacements shall be of suitable type, rating and quality for the intended application and, where appropriate, shall use LED technology.

9.6 Animal Control and Public Safety

9.6.1. The Operator shall take reasonable and appropriate measures to ensure that the car park facilities and surrounding areas are maintained in a safe condition and are not adversely affected by stray or roaming animals including stray dogs.

9.6.2. The Operator shall provide and maintain appropriate **humane animal traps/cages or other approved animal-control measures** at suitable locations where necessary to prevent stray dogs from roaming within the car park facilities.

9.6.3. Any animal trap or control equipment shall be safely designed, appropriately located and regularly monitored to prevent injury or unnecessary distress to animals, car park users and hospital personnel.

9.6.4. The Operator shall liaise and coordinate with the **Bandar Seri Begawan Municipal Department, Ministry of Home Affairs** for the appropriate handling, collection and removal of stray dogs.

9.6.5. The Operator shall not independently release, relocate, harm or dispose of any stray animal and shall follow the directions and requirements of the relevant authority.

9.6.6. Any incident involving stray animals that may affect the safety of patients, visitors, staff or other hospital users shall be reported immediately to the designated RIPAS Hospital representative.

10. SIGNAGE, ROAD MARKINGS AND WAYFINDING

10.1 The Operator shall ensure that the appearance, cleanliness, safety and overall condition of the car park facilities contribute positively to the image of RIPAS Hospital.

10.2 The Operator shall maintain traffic signs, parking bay markings, directional signs, informational signs and other approved signage within the managed car park facilities.

10.3 The Operator shall provide clear and appropriately sized displays indicating available parking spaces at strategic locations. Such displays shall be positioned so that they are visible to approaching motorists from a suitable distance, including, where practicable, at least 100 metres before the relevant entrance.

10.4 Notices, advertisements, health information and public messages may be displayed only with prior approval from the Ministry of Health or RIPAS Hospital, as applicable, and shall use suitable and up-to-date display methods.

10.5 Road markings, directional arrows, pedestrian crossings, reserved parking markings and emergency access markings shall be maintained in a clear and serviceable condition.

11. HOSPITAL RIGHTS, RESERVED PARKING AND COMPLIMENTARY PARKING

11.1 RIPAS Hospital reserves the right to utilise designated parking spaces at Basement 2 of the Women & Children Centre for official purposes and functions. No parking charges shall be imposed on users authorized by RIPAS Hospital for such use.

11.2 In the event of a major disaster, emergency, structural works or other circumstances requiring restricted access, RIPAS Hospital reserves the right to close or restrict access to any part of the car park premises.

11.3 RIPAS Hospital may temporarily or permanently change, relocate, suspend or restrict use of any parking area where reasonably required for clinical operations, construction, emergency response, events, security, patient safety or other hospital requirements.

11.4 The Operator shall comply with RIPAS Hospital directions concerning temporary closure, traffic diversion, reserved use or changes to parking arrangements.

11.5 The Operator shall provide decorative plants, recycling bins and other appropriate green features at Basements 1 and 2 of the Women & Children Centre and open-space parking areas, subject to the approval of RIPAS Hospital.

12. SECURITY DEPOSIT, PAYMENT AND FINANCIAL OBLIGATIONS

12.1 Security Deposit

12.1.1. The successful Operator shall provide a security deposit to the Government prior to the commencement of the contract.

12.1.2. The security deposit shall be equivalent to **three (3) months of the total monthly contractual payment payable to the Government** or such other amount as may be specified in the Letter of Award.

12.1.3. For calculation of the Security Deposit, Total Monthly Contractual Payment means the aggregate of monthly rental payable to the Government and the monthly lump-sum payment under Clause 4.4, unless otherwise stated in the Letter of Award.

12.1.4. A bank guarantee, insurance guarantee, bond or any other form of guarantee shall **not be accepted as a substitute for the security deposit**.

12.1.5. The security deposit shall be retained by the Government throughout the contract period and shall be available for deduction in accordance with the provisions of this Section.

12.1.6. Subject to there being no outstanding payment, penalty, deduction, damage, liability, unresolved non-compliance or other amount due from the Operator, the balance of the security deposit shall be returned following completion of the contract.

12.1.7. Where applicable, the return of the security deposit shall also be subject to the Operator having successfully and completely transferred all relevant car park management systems, equipment, operational records, access credentials, data, documentation and other contractual assets to the incoming operator or such other party as directed by the Government.

12.1.8. Where the Government determines that such handover or transition activities are necessary and are solely dependent on the outgoing Operator, the Government may retain the relevant portion of the security deposit until the handover has been satisfactorily completed.

12.2 Rent and Monthly Payments

12.2.1. The Operator shall pay monthly rent in advance at the beginning of each month without deduction.

12.2.2. Monthly rent shall be paid by cheque payable to the Government of His Majesty The Sultan and Yang Di-Pertuan of Brunei Darussalam and submitted to the Chief Executive Officer (CEO) Special Grade, RIPAS

Hospital, no later than the first week of each month, or by such other method as may subsequently be approved.

12.2.3. The Operator shall pay all applicable dues, stamp duties, licence fees and statutory charges.

12.2.4. If rent or another contractual payment remains unpaid, Government may impose the applicable deduction under Section 16 and exercise termination rights under Section 18.

12.3 Insurance

12.3.1. The Operator shall pay monthly rent in advance at the beginning of each month without deduction.

13. PARKING RATES, ACCESS PASSES AND PARKING USER MANAGEMENT

13.1 Public Car Parks

13.1.1. Monday to Thursday and Saturday, from 7:00am to 9:00pm: **BND0.50 for every thirty (30) minutes**.

13.1.2. Monday to Thursday and Saturday, from 9:01pm to 6:59am: **BND1.00 per entry**.

13.1.3. Friday, Sunday and Public Holiday: **BND1.00 per entry**.

13.2 Staff Car Park

13.2.1. The designated representative officer of RIPAS Hospital shall be responsible for receiving and approving staff applications for privileged staff parking.

13.2.2. The Operator shall issue entry passes to approved staff on the applicable annual rates. Separate rates shall apply to reserved and floating parking, with the floating parking rate lower than the reserved parking rate.

PARKING TYPE	ANNUAL RATE
Reserved Parking	BND60.00 per year
Floating Parking	BND40.00 per year

13.3 Public / Open-Space Parking Areas

13.3.1. The Operator shall apply the following rates to public/open-space parking areas:

DAY / PERIOD	TIME	RATE
Monday to Thursday and Saturday	7:00am to 9:00pm	BND0.50 for every 30 mins.
Monday to Thursday and Saturday	9:01pm to 6.59am	BND1.00 per entry
Friday, Sunday and Public Holidays	All Times	BND1.00 per entry

13.4 Special Rates for Authorized Personnel

13.4.1. The Operator shall charge staff authorized by the RIPAS Hospital Representative Officer an amount not exceeding BND 40.00 per person for an entry pass.

13.4.2. An authorized staff member shall have access to the car park area allocated to that staff member.

13.4.3. Entry passes shall be returned when no longer required. Where applicable, the relevant fee shall be reimbursed in accordance with the approved arrangements.

13.4.4. In the event of a lost or damaged entry pass, the staff member may be required to pay a replacement/compensation amount not exceeding BND40.00 and may apply for a replacement pass subject to the applicable fee.

13.5 Special Rates for RIPAS Hospital Vendors

13.5.1. The Operator shall charge vendors authorized by the RIPAS Hospital Representative Officer BND120.00 per year per vendor for an entry pass.

13.5.2. Authorized vendors shall have access to the designated loading and unloading area identified in Appendix A.

13.5.3. The handling of lost or damaged vendor entry passes shall be subject to the arrangements between the Operator and the relevant vendor.

13.6 Entry Pass Control and Revenue Protection

13.6.1. All entry passes shall have a defined validity period and shall automatically cease to be valid upon expiry. Renewal shall be subject to confirmation that the user remains authorized by the RIPAS Hospital Representative Officer.

13.6.2. Entry passes are non-transferable. The Operator shall conduct random checks and implement appropriate controls to ensure that staff car park users are among those authorized by the RIPAS Hospital Representative Officer.

13.6.3. The Operator may block or deny access to vehicles/persons identified as ineligible for staff parking and shall report such cases to the RIPAS Hospital Representative Officer.

13.6.4. The Operator shall issue an entry pass only to staff who provide evidence that their staff parking application has been approved by the RIPAS Hospital Representative Officer.

13.7 Misuse of Authorized / Staff Parking

13.7.1. An authorized parking user shall use the allocated parking space strictly in accordance with the conditions imposed by RIPAS Hospital and the Operator.

13.7.2. For clarity, misuse shall include, but shall not be limited to:

a. allowing another person who is not authorized by RIPAS Hospital to use the allocated parking space or access pass;
b. lending, sharing, transferring or otherwise allowing another person to use an entry pass or parking privilege;
c. parking a vehicle in a manner that obstructs traffic flow, pedestrian access, emergency access, fire access, ambulance routes or other designated access routes;
d. using a parking space allocated to another staff member;
e. using a staff parking facility without a valid authorisation;
f. using a parking pass after its expiry or after the parking privilege has been revoked;

g. tampering with, bypassing or attempting to circumvent the car park access-control system;
h. providing false or misleading information in relation to a parking application; or
i. any other act or omission which RIPAS Hospital determines to constitute misuse of the parking facility.

13.7.3. **First confirmed offence:** parking privileges may be suspended for one (1) month, with approval of the Hospital Representative.

13.7.4. **Second confirmed offence:** parking privileges may be suspended for three (3) months.

13.7.5. **Third confirmed offence:** the user may be permanently disqualified from the relevant privileged parking scheme for the remainder of the current authorization period, unless otherwise determined by RIPAS Hospital.

13.7.6. Before suspension or revocation, the Operator shall document the alleged offence and submit evidence to the Hospital Representative for verification and confirmation.

13.7.7. Evidence may include CCTV, photographs, access-control records, LPR records, patrol records, witness statements or other relevant information.

13.7.8. Upon confirmation, the Operator shall implement the applicable suspension or revocation immediately.

13.7.9. RIPAS Hospital may immediately suspend or permanently revoke parking privileges for serious safety, security or operational misconduct, including emergency-route obstruction, fraudulent access, deliberate system interference, unauthorized credential manipulation, threatening behavior or other serious risk.

14. SECURITY AND SURVEILLANCE

14.1 The Operator shall provide adequate, trained and appropriately certified security personnel through a certified security agency, together with suitable security equipment, twenty-four (24) hours a day, seven (7) days a week.

14.2 Security personnel shall monitor car park users, vehicles, access-control equipment and the general security of the car park premises.

14.3 The Operator shall be responsible for monitoring and preventing unauthorized entry to and exit from the managed car park facilities, subject to applicable laws and the authority granted under this contract.

14.4 The Operator shall provide and supervise security personnel at security posts established within the managed areas.

14.5 The Operator shall provide and maintain an adequate security monitoring system, including CCTV coverage at all parking areas and boom-gate locations under the Operator's management, subject to applicable requirements and approvals.

14.6 **Security Patrol**

14.6.1. The Operator shall conduct regular security patrols of **all car park facilities, parking areas, access-control points, boom-gate locations, payment stations and other areas allocated under this contract on a twenty-four (24) hour basis**.

14.6.2. Security personnel shall conduct physical patrols of all allocated parking areas **at least once every two (2) hours** including during night-time, weekends and public holidays.

14.6.3. The Operator shall ensure that patrols are conducted in a systematic manner and shall maintain a **Security Patrol Log** recording, at a minimum:

a. date and time of patrol;
b. name/identification of security personnel;
c. area or zone patrolled;
d. condition and observations;
e. incidents or irregularities identified; and
f. action taken.

14.6.4. RIPAS Hospital shall have the right to inspect and audit the Security Patrol Log at any time.

14.6.5. Where circumstances warrant, RIPAS Hospital may instruct the Operator to increase the frequency of patrols, including to once every one (1) hour or as otherwise required.

14.6.6. Failure to conduct the required patrols without reasonable justification shall constitute non-compliance and may be subject to the applicable contractual deduction under Section 16.

14.6.7. Where approved, the Operator shall implement QR, RFID or equivalent electronic patrol verification.

14.7 **Security Manpower and Training**

14.7.1. The Operator shall provide sufficient well-trained, competent and appropriately certified security personnel for all parking areas, access points, boom gates, payment areas, security posts and other allocated areas.

14.7.2. Security personnel shall be deployed 24/7 unless otherwise approved.

14.7.3. Security personnel shall be trained in access control, traffic management, customer service, incident response, emergency procedures, hospital security, unauthorized vehicles, incident reporting, CCTV, boom gates, emergency access and communication with hospital personnel.

14.7.4. The Operator shall submit a security manpower deployment plan identifying numbers, shifts, posts and duties for approval.

15. TRAFFIC FLOW MANAGEMENT

15.1 The Operator shall be responsible for the effective management and control of traffic flow within the RIPAS Hospital premises and shall ensure that vehicle and pedestrian movements are maintained in a safe, orderly and efficient manner at all times.

15.2 The traffic flow management service shall include, but not be limited to:

15.2.1. Management of vehicle entry and exit points;

15.2.2. Management of internal roadways and circulation routes;

15.2.3. Prevention and mitigation of traffic congestion;

15.2.4. Management of vehicle queuing at car park entrances, exits, payment stations and access-control points;

15.2.5. Ensuring that emergency access routes, ambulance routes, fire access routes and other designated critical access routes remain unobstructed at all times;

15.2.6. Management of traffic movement during peak periods;

15.2.7. Management of traffic during hospital events, public events, construction activities and other activities that may affect normal traffic flow;

15.2.8. Deployment of traffic marshals or other appropriate personnel where required;

15.2.9. Provision and deployment of cones, barriers, temporary signage and other traffic-control devices when necessary;

15.2.10. Management of illegal, obstructive, abandoned or improperly parked vehicles in accordance with RIPAS Hospital's instructions and applicable laws;

15.2.11. Coordination with RIPAS Hospital's Security, Estate Division, Emergency Department and other relevant units where traffic conditions may affect hospital operations;

15.2.12. Immediate response to traffic incidents, vehicle breakdowns, accidents and other obstructions; and

15.2.13. Maintaining clear and safe pedestrian crossings and pedestrian movement areas within the managed parking and roadway areas.

15.3 The Operator shall develop and implement a **Traffic Flow Management Plan** for approval by RIPAS Hospital prior to commencement of operations.

15.4 The Traffic Flow Management Plan shall identify traffic hotspots, peak traffic periods, traffic marshals' deployment, emergency routes, alternative routes, traffic diversion arrangements and procedures for managing traffic during incidents and special events.

15.5 The Operator shall continuously monitor traffic conditions and shall take proactive measures to prevent congestion rather than merely respond after congestion has occurred.

15.6 The Operator shall immediately notify the designated RIPAS Hospital representative of any major traffic obstruction, accident, access-control failure or condition that may adversely affect emergency access, hospital operations or public safety.

16. SYSTEM ACCESS, DATA, CCTV AND INFORMATION ACCESS

16.1 The Operator shall provide authorized representatives of RIPAS Hospital with appropriate access to the car park management system, including relevant operational dashboards, transaction records, access-control information, equipment status and system reports.

16.2 The Operator shall provide secure access to CCTV covering all areas under its management.

16.3 CCTV access shall allow live viewing and retrieval of recorded footage for operational, security, audit, investigation and incident-management purposes.

16.4 CCTV recordings shall be securely stored for a minimum period specified by RIPAS Hospital and protected against unauthorized access, alteration, deletion or tampering.

16.5 Passwords, administrator credentials, access rights and other necessary access information shall be provided to authorized representatives.

16.6 Any change affecting RIPAS Hospital's system/CCTV access shall require prior approval.

16.7 The Operator shall maintain appropriate audit trails for system access, transactions and material configuration changes.

16.8 The Operator shall protect parking-user, staff, vehicle, transaction and CCTV information against unauthorized access, disclosure, alteration or loss and comply with applicable Government requirements.

16.9 The Operator shall not use, disclose, sell, share or exploit information generated under the Contract for unrelated purposes without prior written approval.

17. SERVICE LEVELS, PERFORMANCE STANDARDS AND CONTRACTUAL DEDUCTIONS

17.1 General

17.1.1. The Government reserves the right to impose deductions against the security deposit for failure by the Operator to comply with the requirements, service levels, performance standards and obligations stipulated in this Section.

17.1.2. Deductions shall be without prejudice to the Government's right to recover actual losses, terminate the contract or exercise any other contractual remedy available under the contract.

17.1.3. Unless otherwise stated, deductions apply per incident/occurrence; continuing incidents are assessed under the applicable time-based matrix.

17.2 Parking System Downtime

PSD	INCIDENT / CONDITION	REQUIRED RESPONSE / RECOVERY	DEDUCTION
I1	Critical parking system failure	Operator must respond within 15 min	BND 250
I2	Failure not restored within 30 min	Continue emergency workaround	BND 500
I3	Each additional 30 min	Until restored	BND 250
I4	Downtime exceeding 2 hours	Major service failure	BND 2,000 additional
I5	Downtime exceeding 4 hours	Critical service failure	BND 5,000 additional
I6	Downtime exceeding 8 hours	Severe service failure	BND 10,000 additional

17.2.1. Deductions shall be without prejudice to the Government's right to recover actual losses, terminate the contract or exercise any other contractual remedy available under the contract.

17.2.2. The Operator shall acknowledge and respond to any critical system failure within **fifteen (15) minutes** of notification.

17.2.3. The Operator shall commence rectification immediately and shall restore the affected service within **thirty (30) minutes**, where reasonably practicable.

17.2.4. Where the system cannot be fully restored within thirty (30) minutes, the Operator shall immediately implement an approved contingency arrangement to ensure continued traffic flow, security and revenue protection.

17.3 Rent Payment Delay

RPD	DELAY	DEDUCTION
D1	1-3 days	Written Reminder
D2	4-7 days	BND500
D3	8-14 days	BND1000
D4	>14 days	BND2,500 + government may invoke termination provisions

17.4 Other Non-Compliance Penalties

NCP	NON-COMPLIANCE	DEDUCTION
P1	Failure to provide required security personnel	BND 500 per person/shift
P2	Unauthorized absence of supervisor	BND 500 per occurrence
P3	CCTV unavailable >2 hours	BND 500 per incident
P4	CCTV unavailable >8 hours	BND 1,500

P5	LPR failure	BND 500 per incident
P6	Boom gate unavailable >30 min	BND 500
P7	Failure to respond to incident within required time	BND 500
P8	Unclean parking area after notice	BND 500 per occurrence
P9	Failure to remove waste	BND 250 per occurrence
P10	Drain blockage caused by Operator	BND 500 + actual rectification cost
P11	Failure to maintain signage/road markings	BND 500 per occurrence
P12	Unauthorized advertising	BND 1,000
P13	Unauthorized subletting	BND 5,000
P14	Failure to submit monthly report	BND 500
P15	Failure to report major incident	BND 1,000
P16	Failure to implement approved traffic management	BND 1,000

NCP	NON-COMPLIANCE	DEDUCTION
P17	Obstruction of emergency access route	BND 2,000 per occurrence
P18	Failure to provide required traffic marshal	BND 500 per shift
P19	Failure to maintain animal-control measures	BND 500
P20	Failure to coordinate stray dog removal	BND 500 per occurrence

P21	Failure to complete handover	Deposit retained until completion + actual costs

17.5 Performance Review and Escalation

17.5.1. Where the Operator accumulates three (3) or more major non-compliances within any twelve (12)-month period, RIPAS Hospital may require a Corrective Action Plan.

17.5.2. The Operator shall implement the Corrective Action Plan within the timeframe specified.

17.5.3. Failure to demonstrate satisfactory and sustained improvement may constitute grounds for further contractual remedies, including termination under Section 18.

18. CONTRACT EXPIRY, EXIT, TRANSITION AND HANDOVER

18.1 The contract shall expire upon completion of the five (5) year contract period unless extended in writing by the Government.

18.2 Notwithstanding the contract period, the Government reserves the right to terminate or discontinue the contract, in whole or in part, by giving the Operator **six (6) months' written notice**, where the Government determines that continuation of the service is no longer required or is otherwise in the public interest.

18.3 At least **six (6) months prior to expiry** of the contract, the Operator shall commence preparations for the orderly transition and handover of the car park management services.

18.4 The Operator shall, at least **six (6) months prior to the expiry or anticipated termination of the contract**, prepare and submit an Exit and Transition Plan for approval by RIPAS Hospital.

18.5 The Exit and Transition Plan shall include:

18.5.1. Car Park Management System;
18.5.2. LPR system;
18.5.3. CCTV system;
18.5.4. access-control systems;

18.5.5. databases;
18.5.6. transaction records;
18.5.7. parking-user records;
18.5.8. system credentials;
18.5.9. equipment inventory;
18.5.10. system configurations;
18.5.11. technical documentation;
18.5.12. maintenance records;
18.5.13. warranties and licences, where applicable;
18.5.14. training of incoming operator; and
18.5.15. other information reasonably required by RIPAS Hospital.

18.6 The Operator shall cooperate fully with RIPAS Hospital and any incoming operator appointed by the Government.

18.7 All handover activities shall be completed before the end of the Contract or within another period directed by the Government.

18.8 The Government may retain the security deposit, in whole or in part, until all outstanding handover obligations are satisfactorily completed.

18.9 The Operator shall provide reasonable technical assistance and training to the incoming operator where required.

18.10 Handover shall be documented and jointly verified by the outgoing Operator, RIPAS Hospital and, where applicable, the incoming operator.

19. TERMINATION

19.1 Termination for Default

19.1.1. The Government may terminate the Contract by written notice where the Operator:

a. fails to perform any material obligation;
b. repeatedly fails to meet service levels;
c. repeatedly fails to rectify non-compliance;
d. fails to pay rent or other contractual payment;
e. abandons or substantially suspends service;
f. provides false or misleading information;
g. sub-lets or assigns principal services without approval;

h. fails to maintain required insurance;
i. fails to maintain required security personnel;
j. repeatedly experiences unacceptable system downtime;
k. fails to maintain required LPR, CCTV, boom-gate or access-control systems;
l. repeatedly obstructs emergency access routes;
m. commits serious security or safety breaches; and/or
n. otherwise materially breaches the Contract.

19.2 Notice to Remedy

19.2.1. Except where the breach is serious or incapable of remedy, the Government may issue written notice requiring rectification within fourteen (14) days or another period specified.

19.2.2. Failure to rectify within the specified period may result in termination by written notice.

19.3 Immediate Termination

19.3.1. The Government may terminate immediately, or with such notice as required by law, where the Operator:

a. commits a serious breach affecting patient/public safety;
b. causes or permits obstruction of emergency access;
c. engages in fraud, dishonesty or deliberate manipulation of revenue/records;
d. deliberately tampers with CCTV, LPR, access-control or parking systems;
e. materially compromises hospital security;
f. becomes insolvent, bankrupt or unable to perform;
g. unlawfully assigns or sub-lets principal services;
h. repeatedly fails to maintain essential services despite warnings;
i. abandons the operation; and/or
j. commits another breach reasonably considered sufficiently serious to warrant immediate termination.

19.4 Consequences of Termination

19.4.1. Upon termination, the Operator shall cease affected services in accordance with Government instructions and cooperate to ensure continuity.

19.4.2. Government may utilise the security deposit to recover unpaid rent, contractual deductions, penalties, property damage, non-compliance costs, emergency rectification costs, transition costs and other amounts lawfully recoverable.

19.4.3. Any balance remaining after outstanding liabilities are determined shall be dealt with in accordance with the Contract.

19.4.4. Termination shall not relieve obligations which by their nature survive termination, including payment, confidentiality, data protection, indemnity and handover requirements.

20. COMPLIANCE, AUDIT AND GOVERNMENT DIRECTIONS

20.1 The Operator shall comply at all times with the rules, regulations, policies, procedures, security requirements and reasonable operational directions issued by RIPAS Hospital.

20.2 The Operator shall cooperate with RIPAS Hospital during inspections, audits, investigations, emergency exercises, major events and other operational activities affecting the car park and traffic flow.

20.3 Nothing in this Section shall relieve the Operator of its responsibility to comply with applicable laws, regulations, licences, permits or requirements imposed by competent authorities.

20.4 RIPAS Hospital may inspect, audit and verify compliance, records, systems, manpower, equipment, security patrols, financial transactions, maintenance and performance.

20.5 The Operator shall provide reasonable access to records and information required for audit, investigation, performance monitoring and contract administration.

21. APPENDICES

21.1 The following Appendices form part of this Section and shall be read together with the main body of the Specification.

APPENDIX	SUBJECT

A	Location of Car Park Facilities and Site Plans
B	Automated Boom Gates, Controlled Access Points and Security Posts
C	Minimum Equipment and Technical Requirements
D	Service Level / Contractual Deduction Matrix
E	Traffic Flow Management Plan Requirements
F	Minimum Security Manpower and Patrol Requirements
G	Monthly Operational Report Format
H	Equipment Schedule and Electrical Load Schedule
I	Exit, Transition and Handover Requirements

APPENDIX A – LOCATION OF CAR PARK FACILITIES AND SITE PLANS

A1 The Tenderer shall refer to the site plans issued with the tender documents for exact location, boundaries, access points and parking arrangements.
A2 The Operator shall verify site conditions during any approved site briefing/open day and shall not rely solely on drawings when preparing its proposal.

A3 The Operator shall comply with final site layout and approved changes issued by RIPAS Hospital.



NO.	LOCATION	PARKING CATEGORY
L1	Basement 1 (B1), Out-Patient Department (OPD), Block 10	Paid Parking
L2	Basement 2 (B2), Women and Children Centre (WCC), Block 7	
L3	Exterior Parking Area (near Block 1 and Block 2) known as **P1 and P2**.	
L4	Basement 2 (B2), Women and Children Centre (WCC), Block 7	Card Holder Staff Parking
L5	Parking Area – Estate & Laundry Building, Block 9	
L6	Parking Area near Specialist Clinics 2, Block 15	
L7	Parking Area at Slope Road to Jetty Area	Public Parking
L8	Sport Complex Parking Area	

APPENDIX B – AUTOMATED BOOM GATES, CONTROLLED ACCESS POINTS AND SECURITY POSTS



NO.	LOCATION
(a)	Women and Children Centre (WCC) route to Block 6
(b)	Block 3 route to Block 6
(c)	Block 3 route entrance
(d)	Emergency Department route entrance, Block 10
(e)	Route to Jetty Area
(f)	Entrance to Mortuary Building near Block 13

APPENDIX C – MINIMUM EQUIPMENT AND TECHNICAL REQUIREMENTS

NO.	SYSTEM / EQUIPMENT	MINIMUM REQUIREMENT
C1	Car Park Management System	Integrated parking, payment, access-control and reporting capability
C2	LPR System	Day/night; headlight/DRL glare mitigation; rain/reflective plate handling; access-control integration
C3	CCTV	Coverage of parking areas, access points, boom gates and payment areas; live view and recording

C4	Boom Gates	Automated and safe arrangement as approved
C5	Remote-Controlled Car Park	For designated lots outside boom-gated areas
C6	Payment System	Accurate transaction recording and reporting
C7	UPS / Backup	Where required for critical systems
C8	Network / Communications	Reliable connectivity
C9	Emergency / Manual Override	Contingency operation during system failure

APPENDIX D – SERVICE LEVEL / CONTRACTUAL DEDUCTION MATRIX

D1 The deductions stated below are recommended tender specification thresholds derived from the current Section 2 draft and shall be confirmed by the Ministry / Procurement / Legal authority before issue.

NCP	NON-COMPLIANCE	DEDUCTION
P1	Failure to provide required security personnel	BND 500 per person/shift
P2	Unauthorized absence of supervisor	BND 500 per occurrence
P3	CCTV unavailable >2 hours	BND 500 per incident
P4	CCTV unavailable >8 hours	BND 1,500
P5	LPR failure	BND 500 per incident
P6	Boom gate unavailable >30 min	BND 500
P7	Failure to respond to incident within required time	BND 500
P8	Unclean parking area after notice	BND 500 per occurrence
P9	Failure to remove waste	BND 250 per occurrence
P10	Drain blockage caused by Operator	BND 500 + actual rectification cost
P11	Failure to maintain signage/road markings	BND 500 per occurrence
P12	Unauthorized advertising	BND 1,000
P13	Unauthorized subletting	BND 5,000
P14	Failure to submit monthly report	BND 500
P15	Failure to report major incident	BND 1,000
P16	Failure to implement approved traffic management	BND 1,000

P17	Obstruction of emergency access route	BND 2,000 per occurrence
P18	Failure to provide required traffic marshal	BND 500 per shift
P19	Failure to maintain animal-control measures	BND 500
P20	Failure to coordinate stray dog removal	BND 500 per occurrence
P21	Failure to complete handover	Deposit retained until completion + actual costs

APPENDIX E – TRAFFIC FLOW MANAGEMENT PLAN REQUIREMENTS

E1 The Traffic Flow Management Plan shall be submitted prior to commencement and updated when traffic conditions or hospital operations materially change.

- site-wide traffic circulation plan;
- entry and exit management;
- peak-period traffic management;
- queue management;
- traffic marshal deployment;
- emergency and ambulance access routes;
- fire access routes;
- pedestrian movement and crossings;
- traffic diversion arrangements;
- construction and event traffic management;
- accident and breakdown response;
- obstruction removal procedures;
- communication and escalation matrix;
- traffic monitoring and reporting;
- temporary signage and barrier arrangements;
- performance monitoring indicators.

APPENDIX F – MINIMUM SECURITY MANPOWER AND PATROL REQUIREMENTS

F1 The Tenderer shall submit a manpower deployment plan identifying posts, shifts, numbers, duties, qualifications and relief arrangements.

F2 Security coverage shall be provided 24/7 unless otherwise approved.

F3 Physical patrols shall be conducted at least once every two (2) hours across all allocated parking areas.

F4 Patrols shall be documented through a Security Patrol Log and, where approved, electronic patrol verification.

APPENDIX G – MONTHLY OPERATIONAL REPORT FORMAT

NO.	REPORT ITEM	MINIMUM INFORMATION
G1	Revenue / Collection	Daily and monthly transaction totals; reconciliation
G2	Parking Utilization	Vehicle counts, utilization trends and peak periods
G3	System Performance	Downtime, failures, LPR performance, boom-gate issues
G4	CCTV	Availability, incidents and faults
G5	Security	Patrols, incidents and manpower
G6	Traffic Flow	Congestion, incidents, traffic marshals and corrective actions
G7	Maintenance	Preventive/corrective works
G8	Cleaning	Inspections, issues and corrective actions
G9	Complaints	Number, category, response and closure
G10	Safety	Accidents, hazards and corrective actions
G11	Animal Control	Stray dog incidents and authority coordination
G12	Outstanding Actions	Open corrective actions and target completion

APPENDIX H – EQUIPMENT SCHEDULE AND ELECTRICAL LOAD SCHEDULE

Equipment	Manufacturer	Model	Qty	Rated Power	Voltage	Phase	Frequency	Max Current	UPS	Network Requirement
To be completed by Tenderer										

H1 The completed schedule shall be submitted to the Estate Division for electrical-load and infrastructure assessment prior to installation.

APPENDIX I – EXIT, TRANSITION AND HANDOVER REQUIREMENTS

I1 The handover shall include, where applicable:

- Car Park Management System;
- access-control system;
- LPR system;
- CCTV system;
- system configurations;
- software licences;
- administrator credentials;
- user accounts;
- databases;
- historical transaction records;
- equipment inventories;
- maintenance records;
- drawings;
- network configurations;
- warranties;
- manuals;
- SOPs;
- training records; and
- other relevant operational information.

SECTION 3

FORMS TO BE USED

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SCHEDULE A

TENDER FORM

To :

TENDER REFERENCE NO: KK/269/2026/UPP(TC)

INVITATION TO TENDER FOR THE MANAGEMENT AND OPERATION OF CAR PARK FOR RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF FIVE (5) YEARS

TENDER OF ***(name of tenderer)*** _____

Company/Business Registration No : _____

Tender Closing Date : _____

i. Business Proposal complete with the proposed enhancement of the appearance of the car park facilities, services to be offered include the parking control system/equipment to be used and the operation, maintenance and cleaning program for the car park (based on the checklist of the specifications and requirements)

ii. Price quote for the monthly rental fee for both the car park facilities

(To be attached with this tender form)

CHECKLIST OF THE SPECIFICATIONS AND REQUIREMENTS FOR THE MANAGEMENT AND OPERATION OF CAR PARK FOR MAIN BUILDING, OPEN CAR PARKS, PUBLIC CAR PARKS AND CAR PARKS AT WOMEN AND CHILDREN CENTRE OF RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF THREE (3) YEARS

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
A	**ENHANCEMENT OF CAR PARK FACILITIES AND APPEARANCE**		
A1	9.2.1. At the commencement of operations, the Operator shall assess the condition of the relevant facilities and undertake necessary structural and cosmetic maintenance with the Operator's scope.	☐ Offer ☐ Not Offered	
A2	9.2.2. The Operator shall paint car park floor surfaces using suitable high-quality, durable and non-slip car park coating, with an attractive and appropriate design.	☐ Offer ☐ Not Offered	
A3	9.2.3. Where practicable and subject to approval, the Operator may paint walls and propose suitable murals or health-related messages that enhance the environment and appearance of the hospital car park.	☐ Offer ☐ Not Offered	
A4	8.7 The Operator shall provide adequate lighting throughout the car park facilities, including emergency and back-up lighting where required, and shall promptly replace defective lamps or lighting components.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
A	**ENHANCEMENT OF CAR PARK FACILITIES AND APPEARANCE**		
A5	7.10 The Operator shall install reflective rubber guards or equivalent protective measures on each side of basement columns to improve visibility and reduce vehicle impact risk.	☐ Offer ☐ Not Offered	
A6	11.5 The Operator shall provide decorative plants, recycling bins and other appropriate green features at Basements 1 and 2 of the Women & Children Centre and open-space parking areas, subject to the approval of RIPAS Hospital.	☐ Offer ☐ Not Offered	
A7	10.2 The Operator shall maintain traffic signs, parking bay markings, directional signs, informational signs and other approved signage within the managed car park facilities.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
A	**ENHANCEMENT OF CAR PARK FACILITIES AND APPEARANCE**		
A8	10.3 The Operator shall provide clear and appropriately sized displays indicating available parking spaces at strategic locations. Such displays shall be positioned so that they are visible to approaching motorists from a suitable distance, including, where practicable, at least 100 metres before the relevant entrance.	☐ Offer ☐ Not Offered	
A9	7.6.1. Notices, advertisements, health information and public messages may be displayed only with prior approval from the Ministry of Health or RIPAS Hospital, as applicable, and shall use suitable and up-to-date display methods.	☐ Offer ☐ Not Offered	
B	**CAR PARK MANAGEMENT SYSTEM AND TECHNICAL EQUIPMENT**		
B1	7.6.5. All costs associated with the supply, installation, configuration, commissioning, operation, maintenance and replacement of the system shall be borne entirely by the Operator.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
B	**CAR PARK MANAGEMENT SYSTEM AND TECHNICAL EQUIPMENT**		
B2	7.4.1. Equipment shall include, but not be limited to, barrier/boom gates, entry and exit stations, ticket dispensers, cashier / payment terminals, attendant booths, payment stations, machine shelters, directional signage and displays indicating available parking spaces, as required.	☐ Offer ☐ Not Offered	
B3	7.5.1. The Operator shall provide, install, operate and maintain a reliable License Plate Recognition (LPR) System at all designated vehicle entry and exit points and other locations specified by RIPAS Hospital.	☐ Offer ☐ Not Offered	
B4	7.5.2. The Operator shall ensure that the LPR camera system incorporates appropriate technology, camera positioning, illumination, exposure control, high dynamic range (HDR), infrared illumination or equivalent technology to minimize recognition failures caused by headlight glare, DRL glare and other lighting conditions.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
B	**CAR PARK MANAGEMENT SYSTEM AND TECHNICAL EQUIPMENT**		
B5	7.7.1. The Operator shall provide CCTV coverage at all parking areas, access points, boom gates, payment areas and locations specified by RIPAS Hospital.	☐ Offer ☐ Not Offered	
B6	16.1 The Operator shall provide authorized representatives of RIPAS Hospital with appropriate access to the car park management system, including relevant operational dashboards, transaction records, access-control information, equipment status and system reports.	☐ Offer ☐ Not Offered	
B7	7.2.2. The car park control system shall include anti-pass-back functionality and other appropriate access-control features.	☐ Offer ☐ Not Offered	
B8	7.2.3. The Operator shall provide, install, operate and maintain a Remote-Controlled Car Park System at parking locations designated by RIPAS Hospital which are located outside the existing boom-gated car park areas.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
B	**CAR PARK MANAGEMENT SYSTEM AND TECHNICAL EQUIPMENT**		
B9	Appendix C6 Provision of reliable payment systems and accurate transaction records.	☐ Offer ☐ Not Offered	
B10	Appendix C7 & C8 Provision of UPS, backup systems, network connectivity and manual override arrangements where required.	☐ Offer ☐ Not Offered	
B11	7.2.3. The complete equipment schedule shall be submitted to the Estate Division, RIPAS Hospital for assessment of the electrical load and available electrical infrastructure prior to installation.	☐ Offer ☐ Not Offered	
B12	7.2.4. The Operator shall provide appropriate earthing and lightning protection.	☐ Offer ☐ Not Offered	
B13	7.7 The Operator shall be responsible for civil works associated with installation, including building modifications where required, subject to prior approval.	☐ Offer ☐ Not Offered	
B14	Appendix G7 Provision of technical support, preventive maintenance, corrective maintenance and equipment replacement.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
C	**CAR PARK OPERATIONS AND SERVICE DELIVERY**		
C1	8.1 The Operator shall operate the car park twenty-four (24) hours a day, seven (7) days a week, including public holidays.	☐ Offer ☐ Not Offered	
C2	8.3 The Operator shall provide suitably qualified, experienced and competent supervisors and technicians appropriate for the operation of a general hospital car park.	☐ Offer ☐ Not Offered	
C3	7.4.1. Equipment shall include, but not be limited to, barrier/boom gates, entry and exit stations, ticket dispensers, cashier/payment terminals, attendant booths, payment stations, machine shelters, directional signage and displays indicating available parking spaces, as required.	☐ Offer ☐ Not Offered	
C4	8.5 The Operator shall provide a twenty-four (24) hour, seven (7) day immediate-response arrangement for access-system failures or malfunctions, including a clearly communicated means for RIPAS Hospital and users to contact the responsible operator.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
C	**CAR PARK OPERATIONS AND SERVICE DELIVERY**		
C5	6.7 Parking charges shall be clearly and accurately displayed at all relevant entry points, payment counters and other appropriate locations.	☐ Offer ☐ Not Offered	
C6	8.8 The Operator shall submit a monthly operational report to the Chief Executive Officer (CEO), RIPAS Hospital no later than the first week of the following month.	☐ Offer ☐ Not Offered	
C7	16.1 The Operator shall provide authorized representatives of RIPAS Hospital with appropriate access to the car park management system, including relevant operational dashboards, transaction records, access-control information, equipment status and system reports.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
C	**CAR PARK OPERATIONS AND SERVICE DELIVERY**		
C8	8.11.1. The Operator shall maintain a Business Continuity Plan covering: a. parking system failure b. power failure c. network failure d. LPR failure e. CCTV failure f. boom-gate failure g. payment system failure h. traffic congestion i. major accidents j. fire k. flood l. mass-casualty incidents m. hospital emergencies n. major public events o. evacuation & temporary closure 8.11.2. The Business Continuity Plan shall identify alternative procedures, manual controls, emergency contacts, escalation arrangements, recovery priorities and responsibilities. 8.11.3. The Operator shall test its Business Continuity Plan periodically and participate in relevant emergency exercises when requested.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
C9	8.6 Where necessary, the Operator shall provide and construct temporary site office and/or security-post facilities, subject to approval by RIPAS Hospital.	☐ Offer ☐ Not Offered	
D	**TRAFFIC FLOW MANAGEMENT**		
D1	3.2 Traffic Flow Management Provide comprehensive traffic flow management within RIPAS Hospital premises to ensure safe, orderly and efficient movement of vehicles and pedestrians.	☐ Offer ☐ Not Offered	
D2	15.2.6. Management of traffic movement during peak periods;	☐ Offer ☐ Not Offered	
D3	15.2.8. Deployment of traffic marshals or other appropriate personnel where required;	☐ Offer ☐ Not Offered	
D4	15.2.5. Ensuring that emergency access routes, ambulance routes, fire access routes and other designated critical access routes remain unobstructed at all times	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
D	**TRAFFIC FLOW MANAGEMENT**		
D5	15.2.1. The Operator shall be responsible for the effective management and control of traffic flow within the RIPAS Hospital premises and shall ensure that vehicle and pedestrian movements are maintained in a safe, orderly and efficient manner at all times.	☐ Offer ☐ Not Offered	
D6	15.2.7. Management of traffic during hospital events, public events, construction activities and other activities that may affect normal traffic flow;	☐ Offer ☐ Not Offered	
D7	Appendix E1 Establishment of communication and escalation arrangements with Hospital Representatives.	☐ Offer ☐ Not Offered	
D8	Appendix E1 Monitoring and reporting of traffic conditions and traffic management performance.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
E	**SECURITY, MANPOWER AND PATROL**		
E1	14.1 The Operator shall provide adequate, trained and appropriately certified security personnel through a certified security agency, together with suitable security equipment, twenty-four (24) hours a day, seven (7) days a week.	☐ Offer ☐ Not Offered	
E2	14.6.2. Security personnel shall conduct physical patrols of all allocated parking areas at least once every two (2) hours including during night-time, weekends and public holidays.	☐ Offer ☐ Not Offered	
E3	14.6.3. The Operator shall ensure that patrols are conducted in a systematic manner and shall maintain a Security Patrol Log recording, at a minimum: a. date and time of patrol; b. name/identification of security personnel; c. area or zone patrolled; d. condition and observations; e. incidents or irregularities identified; and f. action taken.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
E	**SECURITY, MANPOWER AND PATROL**		
E4	14.3 The Operator shall be responsible for monitoring and preventing unauthorized entry to and exit from the managed car park facilities, subject to applicable laws and the authority granted under this contract.	☐ Offer ☐ Not Offered	
E5	14.7.1. The Operator shall provide sufficient well-trained, competent and appropriately certified security personnel for all parking areas, access points, boom gates, payment areas, security posts and other allocated areas	☐ Offer ☐ Not Offered	
NO	**DESCRIPTION**	**OFFERED/NOT OFFERED**	**OFFER DESCRIPTION**
F	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
F1	9.1 The Operator shall ensure that the appearance, cleanliness, safety and overall condition of the car park facilities contribute positively to the image of RIPAS Hospital.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
F	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
F2	9.3.3. Car park areas and surrounding areas, including drains, shall be cleaned using appropriate equipment and methods at frequencies appropriate to the condition and usage of each area and as directed by Hospital Facility Management.	☐ Offer ☐ Not Offered	
F3	9.3.6. The Operator shall provide an adequate number of covered rubbish bins, with at least four (4) units at each car park facility, including open car parks.	☐ Offer ☐ Not Offered	
F4	9.3.7. The Operator shall collect and dispose of waste generated within the managed car park areas and shall ensure disposal at an approved designated government dumping/disposal site.	☐ Offer ☐ Not Offered	
F5	9.3.8. All drains within the paid car park areas shall be cleaned daily, including the removal of unwanted organisms, leaves, rubbish and other waste. Appropriate cleaning chemicals shall be used at least weekly or as otherwise required.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
F	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
F6	9.3.4. The Operator shall trim and prune existing plants and flower beds within the paid car park areas and promptly remove dead branches, diseased foliage, insects and disease-affected plant material.	☐ Offer ☐ Not Offered	
F7	9.4.4. Structural Defects and Roadway Damage Any structural defects or damage to internal road surfaces, including broken concrete, structural deterioration or other defects affecting the integrity of the roadway, shall be promptly reported by the Operator to the Hospital Representative for referral to the Estate Division for inspection, assessment and necessary rectification. The Operator shall not undertake structural repairs without prior written approval from RIPAS Hospital. Where such defects pose a safety risk, the Operator shall immediately implement appropriate temporary safety measures, including cordoning off the affected area and installing warning signage, and promptly notify the Hospital Representative.	☐ Offer ☐ Not Offered	

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F	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
F8	9.4.5. Road Surface and Marking Maintenance The Operator shall be responsible for the maintenance and repair of non-structural surface defects, including damaged surface coatings, undercoat, directional arrows, road markings and other traffic guidance markings within the parking areas and internal roadways. Such maintenance and repairs shall be carried out promptly to ensure that all surfaces and markings remain safe, clearly visible and fit for purpose, subject to the approval of Hospital Management where required.	☐ Offer ☐ Not Offered	
F9	8.7 The Operator shall provide adequate lighting throughout the car park facilities, including emergency and back-up lighting where required, and shall promptly replace defective lamps or lighting components.	☐ Offer ☐ Not Offered	

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F	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
F10	9.6.1. The Operator shall take reasonable and appropriate measures to ensure that the car park facilities and surrounding areas are maintained in a safe condition and are not adversely affected by stray or roaming animals including stray dogs.	☐ Offer ☐ Not Offered	
F11	9.6.4. The Operator shall liaise and coordinate with the Bandar Seri Begawan Municipal Department, Ministry of Home Affairs for the appropriate handling, collection and removal of stray dogs.	☐ Offer ☐ Not Offered	
G	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
G1	1.3 The Services shall cover the designated paid parking, staff parking, public/open parking and associated access-control locations within the RIPAS Hospital premises, as specified in this Section and Appendix A.	☐ Offer ☐ Not Offered	
G2	1.7.1 Provision, operation and maintenance of automated boom gates at all designated controlled access points listed in Appendix B.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
G	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
G3	13.7.1. An authorized parking user shall use the allocated parking space strictly in accordance with the conditions imposed by RIPAS Hospital and the Operator. 13.7.2. For clarity, misuse shall include, but shall not be limited to: a. allowing another person who is not authorized by Hospital to use the allocated parking space or access pass; b. lending, sharing, transferring or otherwise allowing another person to use an entry pass or parking privilege; c. parking a vehicle in a manner that obstructs traffic flow, pedestrian access, emergency access, fire access, ambulance routes or other designated access routes; d. using a parking space allocated to another staff member; e. using a staff parking facility without a valid authorisation; f. using a parking pass after its expiry or after the parking privilege has been revoked; g. tampering with, bypassing / attempting to circumvent the car park access-control system; h. providing false / misleading information in relation to a parking application; or i. any other act or omission which Hospital determines to constitute misuse of the parking facility.	☐ Offer ☐ Not Offered	

NO	DESCRIPTION	OFFERED/NOT OFFERED	OFFER DESCRIPTION
G	**CLEANING, MAINTENANCE AND ENVIRONMENTAL MANAGEMENT**		
G4	11.4 The Operator shall comply with RIPAS Hospital directions concerning temporary closure, traffic diversion, reserved use or changes to parking arrangements.	☐ Offer ☐ Not Offered	

1. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.

2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.

3. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation To Tender together with such further terms and conditions, if any, agreed between the Government and us.

4. OUR OFFER IS VALID FOR **SIX (6) CALENDAR MONTHS** FROM THE TENDER CLOSING DATE.

5. When requested by you, we shall extend the validity of this offer.

6. We further undertake to give you any further information which you may require.

Dated this day of 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:

- ***Management and Operation of Car Park***

(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

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

SCHEDULE D

COMPANY'S BACKGROUND

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

SCHEDULE E

REFERENCES

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

Table 5.1 References of previous customers

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

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

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

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

SCHEDULE F

DECLARATION

Tenderers shall complete and submit the Declaration form below.

PENGAKUAN PENENDER
TENDERER'S DECLARATION