TENDER REF. NO.: KK/271/2026/HTD(TC)

MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM

THE PROVISION OF MAINTENANCE SERVICES FOR ALCON EQUIPMENT FOR THREE (3) YEARS

TENDER FEE : $10.00

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

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SPECIFICATIONS FOR THE PROVISION OF MAINTENANCE SERVICES FOR ALCON EQUIPMENT FOR A PERIOD OF THREE (3) YEARS

1. INTRODUCTION

- Tenderers are sought from suitably qualified contractors who wish to be considered for the provision of maintenance services (hereinafter referred to as "Maintenance Services") for Alcon Equipment (hereinafter referred to as the "Equipment") for a period of three (3) years.
- The purpose of this Tender are:
    - To improve the Equipment's uptime;
    - To minimise and prevent Equipment breakdown during operation;
    - To maintain the quality of results; and
    - To prolong the Equipment's lifespan.
- The Equipment is currently being used in all Government hospitals, health centres and clinics in Brunei Darussalam daily during Government working hours of 7.45am – 12.15pm and 1.30 pm – 4.30 pm. The Equipment is also used after such working hours.

2. LOCATION

- The location of the Equipment is as listed out in Schedule A "LIST OF EQUIPMENT AND SITE LOCATION".

3. SCOPE OF WORK

- The Tenderer shall provide Maintenance Services for the Equipment inclusive of all necessary spare parts, replacement parts and material to ensure that the Equipment is kept in good working order and condition.
- The Maintenance Services consist of the following:
    - Preventive maintenance
    - Corrective maintenance
- The Tenderer is also required to carry out "Special Service Calls" at no additional charge, when requested by the Government. Special Service Calls shall be carried out at any time and required the Tenderer to check that the Equipment at a specified site is in good working order and condition. The Tenderer is also required to be on stand-by during these Special Service Calls.

3.1 Preventive Maintenance

- Scheduled or planned preventive maintenance on the Equipment during Government working hours [7:45 am – 12:15 pm, 1:30 pm – 4:30 pm].
- Preventive Maintenance shall include cleaning, lubricating, inspecting, calibration and safety procedures designed to help in reducing product failure

and to verify good and safe operating condition. The Tenderer will endeavour to rectify any identified problems.

- Preventive Maintenance shall be performed every six (6) months in accordance with the procedures specified in the manufacturer's service manuals. Preventive maintenance shall be completed within one (1) day from the time the service engineer arrives at the specified site.
- The successful Tenderer shall submit to the Government a maintenance servicing schedule in accordance with these manuals, which may be amended from time to time, by mutual agreement, in writing. The schedule shall be submitted two (2) weeks within signing the Agreement in Section 4 of this Invitation to Tender.
- If the Tenderer fails to perform the Preventive Maintenance according to the servicing schedule, there shall be a deduction charge from the annual Maintenance Service charges of five percent (5%) for the affected Equipment for each week of delay of failure and pro-rata for parts of a week.

3.2 Corrective Maintenance

- The Tenderer shall also perform corrective maintenance on the Equipment including its accessories.
- This service shall be provided free of charge to the Government with unlimited breakdown calls per year.
- Corrective maintenance shall be performed **AT ANY TIME (inclusive of public holidays)** upon notification by the Senior Biomedical Engineer / Medical Equipment Maintenance Officer or his representatives.
- The Tenderer shall dispatch his service engineer to a site specified by the Senior Biomedical Engineer / Medical Equipment Maintenance Officer or his representative **within 30 minutes for Brunei-Muara and Tutong districts** and **within 90 minutes for Kuala Belait and Temburong districts** after being notified in writing or telephone that the Equipment is inoperative. The service engineer shall complete any repair or replacement of parts within one (1) day from the time the service engineer arrives at the specified site.
- If the Tenderer fails to perform the Corrective Maintenance for any of the Equipment listed out in Appendix A within the specified downtime, there shall be a deduction charge from the annual Maintenance Services charges of five percent (5%) for the affected Equipment for each week of delay or failure and pro-rata for parts of a week.

4. EXCLUDED SERVICE

- The following services shall not be included in the scope of Maintenance Services:

  - Painting or refinishing of the Equipment or supplying materials thereof;
  - Repairs of equipment, accessories or facilities other than the Equipment listed in Schedule A, or supervision thereof.

- Supply of storage media or consumables.

5. REPLACEMENT OF PARTS

- Where any of the Equipment in Schedule A is found or reported to be in need of repairs, the Tenderer shall seek the replacement parts from, and with the approval of, Biomedical Engineering Section. The technical officer in-charge of that particular Equipment may issue written approval for the replacement of any part of the equipment after the Tenderer has submitted the Service Reports of that particular Equipment.

6. SPARE PARTS

- The Tenderer shall submit a list of all parts or items recommended by the manufacturer to be replaced during Preventive Maintenance in the format set out in **FORM I** of **Section 3** in this Invitation To Tender. These parts or items shall be free of charge to the Government.
- The Tenderer shall also quote the prices of the most common spare parts expected to be needed during breakdowns in the format set out in **FORM J** of **Section 3** in this Invitation To Tender. This list shall be quoted in Brunei Dollars inclusive of duties and taxes, and to be maintained for a period of three (3) years. However, the Government is not obliged to purchase these parts from the Tenderer.

7. RESPONSE TIME

- The Tenderer shall guarantee a response time of:
  - **30 minutes or less** for Brunei Muara and Tutong districts; and
  - **90 minutes or less** for Belait and Temburong districts

  to arrive on-site for locally stationed service personnel. On receipt of a request for breakdown service call, the Tenderer shall dispatch a suitably qualified Service Engineer to the specified site and will complete any repair or replacements of parts within one (1) day from the time the Service Engineer arrives at the site.
- Where the Tenderer requires a more specialised personnel who is located outside Brunei Darussalam, the Tenderer shall dispatch a suitably Service Engineer to the specified site within 72 hours upon receipt of a request for breakdown service call and complete any repair or replacement of parts within two (2) days from the time the Service Engineer arrives at the site.
- In the event the Tenderer fails to meet the response time, a deduction charge will be made at the rate of fifty Brunei dollars ($50.00) for each hour of delay or failure.

8. SERVICE PERSONNEL

- The Maintenance Services must be performed by qualified factory trained service personnel. Training certificate(s) or a letter of certification from the manufacturer must be attached during submission of tender documents.
- The Tenderer shall list out the personnel to be engaged to perform the Maintenance Services in the format set out in **FORM F** of **Section 3** of this Invitation To Tender.
- The Tenderer shall ensure that his workers possess the necessary employment passes if they are employed outside Brunei Darussalam.
- The Government reserves the right to remove, reject or replace any persons employed by the Tenderer, who in the opinion of the Government is not competent to execute the Maintenance Services, and shall direct the Tenderer to replace such person/s.
- All costs of airfare and accommodation of the Tenderer's personnel not locally stationed shall be borne by the Tenderer.
- **ALL** personnel employed by the Tenderer shall be neatly and properly attired in uniforms.
- The Tenderer, its employees, agents and sub-contractors shall be required to carry and wear their identification names / passes when performing the Maintenance Services.

9. ENGINEERING IMPROVEMENTS AND MODIFICATIONS

- The Tenderer shall make engineering improvements and modifications to the Equipment as recommended by the manufacturer. Such changes will be at no charge to the Government if they are done at the same time as preventive maintenance or coincident with corrective maintenance services.

10. CONTRACT PRICE AND PAYMENT

- The Tenderer shall quote the cost of an annual service contract which shall consist of the maintenance services charges and the cost of parts replaced (if any), upon receipt of:
    - One (1) original invoice;
    - One (1) duplicate invoice; and
    - A detailed Maintenance Service Report, inclusive of test and measurement results, in accordance with the maintenance procedures/standards specified in the Equipment service manuals.
- The Tenderer shall submit the invoice of the previous month **on the first week of each month**. All claims shall be addressed to:

  THE PERMANENT SECRETARY
  MINISTRY OF HEALTH

BRUNEI DARUSSALAM

- Payment will be made within forty-five (45) days after submission of the invoice and other related documents, subject to any deduction under the Contract and satisfactory certification by the Government during the preceding month.

11. LOG BOOKS AND REPORTS

- A record of the work done on each maintenance visit shall be noted in a maintenance and repair log book ("the Log book") by the Tenderer for each of the Equipment listed out in Schedule A.
- The Log book must show the following information:
    - document each incident of Equipment defect or malfunction;
    - date, time and duration of work performed on the Equipment; and
    - a description of the reason for the work down (whether preventive maintenance or corrective maintenance)
- Completion of the maintenance visit shall be confirmed in writing by the Biomedical Engineer or Medical Equipment Maintenance Officer.
- The Log book must be available for inspection by the Government at any time.
- The Tenderer shall also submit Maintenance Service Reports in a format acceptable to the Government and shall include the following information:
    - the Equipment's reference number;
    - the job number;
    - the date the job was completed;
    - date, time and total time the Equipment is made unavailable to the Government;
    - the name of Tenderer's technician/personnel responsible for carrying out the job; and
    - the comments of the person requesting the Maintenance Service.

12. LOCAL TRANSPORTATION

- It is the responsibility of the Tenderer to arrange his own transport for his service engineers.

13. INSURANCE

- The Tenderer shall warrant that he will maintain at his own expense, comprehensive general liability, errors and omissions, workers' compensation, public liability, property damage and automobile liability insurance. Upon request by the Government, the Tenderer shall furnish certificates showing that such insurance is in effect and will not be cancelled or changed in the absence of a prior 30-days' written notice to the Government.

14. ADDING OR DELETING EQUIPMENT

- The Government reserves the right to add or delete any Equipment listed in Schedule A as it may purchase or dispose of some equipment from time to time during the period of the agreement. Any changes to the list shall be notified in writing to the Tenderer.

SCHEDULE A – LIST OF EQUIPMENT AND SITE LOCATION

No.	Description	Brand	Model	S/N	Location
1	Phacoemulsifier	Alcon	Centurion	1403781401X	RIPASH
2	Vitrectomy machine	Alcon	Constellation	1802981701X	RIPASH

Section 3

FORMS TO BE USED

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FORM A – TENDER FORM

TENDER FORM

To:

TENDER REFERENCE NO: KK/271/2026/HTD(TC)

INVITATION TO TENDER FOR THE PROVISION OF MAINTENANCE SERVICES FOR ALCON EQUIPMENT FOR THREE (3) YEARS

_____

TENDER OF *(name of tenderer)*
Company/Business Registration No: _____
Tender Closing Date _____

No.	Description	Total Price B$ (Per Year)	Total Price B$ (For Three Years)
1	Preventive Maintenance Services		
2	Others:		

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 no 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 **TWELVE (12)** CALENDAR MONTHS FROM THE TENDER CLOSING DATE.

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

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

Dated this day of 2026

Tenderer's official stamp

_____

Signature of authorised officer of Tenderer
Name:
Designation:

FORM B – INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

(a) Management summary

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

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

- *Provision of maintenance services for Alcon Equipment*

(d) Other information which is considered relevant

FORM C – SUB-CONTRACTS

3.1 Tenderers shall complete Table 3.1 with information about all the companies involved in the provision of the services and items specified in this tender. This shall include details about the Contractor and each sub-contractor involved, as well as their respective responsibilities.

3.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

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

FORM 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).

FORM 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.

FORM F – LIST OF MANPOWER ALLOCATION

Tenderers are required to complete this form.
If personnel nominated below should become unavailable at any time during the contract, the Tenderer will provide a person of equivalent qualification/experience as a substitute.

1. Project Manager

Nominate the person who will have direct control of the project. The project manager is expected to attend all meetings and to handle all communications with other parties regarding the project.

Name: ……

Qualification: ……

Experience: ……...……

Languages: ……..……..

2. Engineer/Supervisor

Nominate the principal person who will be full-time on site when the work is carry out.

Name: ……

Qualification: ……

Experience: ……...……

Languages: ……..……..

3. Manpower Requirements

Estimate the minimum manpower requirements for this project and will be full-time on site when the work is carry out.

Position	***No. of Men***

LIST OF PERSONNEL AND TELEPHONE NUMBERS

The Tenderer shall list below the names, IC numbers, trade classification/description, qualification and experience of engineers/supervisors and workmen who will be available to carry out preventive and corrective maintenance, repairs and other works as specified in tender documents.

Name	IC Number	Trade	Qualification	Experience

The following telephone numbers shall be used for reporting faults between 7.45 am to 4.30 pm as specified in these documents:-

Monday to Thursday and Saturday: …….

Public Holidays: ……..……

Other Means of Contact: ……..…….

Signed: ……..……

Name: ……...…….

For: ……...…….

Address: ……

…….....

Date: ……..

FORM G – DECLARATION

7.1 Tenderers are required to complete and submit the Declaration form below.

DECLARATION FORM

TENDER REFERENCE : _____

TENDER TITLE : _____

_____

_____

That I, …….. The owner / one of the Owners of …….. Company which Participates in the above mentioned tender, hereby declare that I or any member of my family do not have any interest in other companies competing for the same tender.

_____

Signature & Company Stamp

FORM H – LIST OF EQUIPMENT, SITES AND PREVENTIVE MAINTENANCE CHARGES

No.	Description	Brand	Model	S/N	Location	PRICE B$ (per PPM)	PRICE B$ (2x PPM)
1	Phacoemulsifier	Alcon	Centurion	1403781401X	RIPASH		
2	Vitrectomy machine	Alcon	Constellation	1802981701X	RIPASH		

FORM I – LIST OF PPM KITS

Tenderers are required to list out Parts or PPM Kits for the equipment referred to in Form H, which are recommended by the manufacturer to be replaced during the preventive maintenance. All Parts or PPM Kits shall be **free of charge** to the Ministry of Health.

No.	Part Name	Part Number	Quantity

FORM J – LIST OF SPARE PARTS AND PRICE

Tenderers are required to provide a list price of the most common spare-parts expected to be needed during breakdowns. The price list shall be quoted in **BRUNEI DOLLARS** and maintained for a period of three **years.**

No.	Part Name	Part Number	Unit Cost B$