

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 2.00PM	FOCAL PERSON
KK/210/2024/JPK(TC)	<p>THE PROVISION OF SECURITY SERVICES FOR PEKAN TUTONG HEALTH CENTRE, LAMUNIN HEALTH CENTRE, SUNGAI KELUGOS HEALTH CENTRE AND TELISAI HEALTH CENTRE DEPARTMENT OF HEALTH SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE(3) YEARS</p> <p>Eligibility For Tenderers: Registered with Ministry of Health and and the Royal Brunei Police Force in the Licensing Division of the Security Control Agency</p>	3 YEARS	DEPARTMENT OF HEALTH SERVICES	\$50.00	22 ND OCT 2024	<p>Procurement Officer Department of Health Services Ministry of Health Negara Brunei Darussalam Contact No: 2381640</p>

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO: KK/210/2024/JPK(TC)

INVITATION TO TENDER

THE PROVISION OF SECURITY SERVICES FOR PEKAN TUTONG HEALTH CENTRE, LAMUNIN HEALTH CENTRE, SUNGAI KELUGOS HEALTH CENTRE AND TELISAI HEALTH CENTRE DEPARTMENT OF HEALTH SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

1. GENERAL

- 1.1. The Ministry of Health (hereinafter referred to as 'MOH') in its continuous effort to improve and enhance the safety and security in the handling of Government assets as well as its staff and the public from any threats and risks such as theft, fire, sabotage and invasions intends to procure security services in the hope to give assurance that such threats and risks can be avoided.
- 1.2. Tenderers are sought from suitably qualified security service companies who wish to be considered for the provision of security services (hereinafter 'the Services') at Pekan Tutong Health Centre, Lamunin Health Centre, Sungai Kelugos Health Centre and Telisai Health Centre, Department of Health Services, Ministry of Health (hereinafter referred to as "the Site").
- 1.3. The duration of the Services is for **THREE (3) YEARS**.
- 1.4. Tenderers shall observe and consider the Scope of Work in this **Section 2 "Specifications"** of this Tender document before submitting the offer to tender.

2. SCOPE OF WORK

The successful Tenderer (hereinafter referred to as 'the Vendor') shall observe and consider the following:

2.1. Supply of Security Guard(s)

The Vendor shall provide the number of guards as per required:

2.1.1. Office hours

2.1.1.1	Pekan Tutong Health Centre	One (1) Guard per shift
2.1.1.2	Lamunin Health Centre	One (1) Guard per shift
2.1.1.3	Sungai Kelugos Health Centre	One (1) Guard per shift
2.1.1.4	Telisai Health Centre	One (1) Guard per shift

2.1.2. Non-office hours and public holidays

2.1.2.1	Pekan Tutong Health Centre	One (1) Guard per shift
2.1.2.2	Lamunin Health Centre	One (1) Guard per shift
2.1.2.3	Sungai Kelugos Health Centre	One (1) Guard per shift
2.1.2.4	Telisai Health Centre	One (1) Guard per shift

- 2.1.3. The Vendor hereby warrants that all security guard(s) assigned or tasked by the Vendor to carry out the Services are properly trained and well equipped to perform the Services.
- 2.1.4. In addition to the number of security guard(s), the Vendor shall at **no extra charge** to Department of Health Service, Ministry of Health (DHS, MOH) appoint a supervisor (hereinafter referred to as the "Vendor Supervisor") whose responsibilities shall include:
 - 2.1.4.1. Monitoring and reviewing the performance of the security guard(s);
 - 2.1.4.2. Identifying recurring problems and recommending replacements of security guard(s) when necessary;
 - 2.1.4.3. Liaising with the Superintending Officer with regards to the performance of the Services by the Vendor.
- 2.1.5. DHS, MOH may require the Vendor to replace the Vendor Supervisor and/or any security guard(s) assigned or tasked by the Vendor to perform the Services if DHS, MOH reasonably considers the performance of that person is unacceptable or his attitude is incompatible with the proper and successful performance of the Services or good personnel relations within MOH's organization.
- 2.1.6. The Vendor shall ensure that the Vendor Supervisor and all security guard(s) assigned or tasked by the Vendor to perform Services:
 - 2.1.6.1. are equipped with the appropriate communication devices (e.g., walkie-talkies) to ensure that the Superintending Officer can easily reach them; and
 - 2.1.6.2. are neatly and properly attired in uniforms; and
 - 2.1.6.3. The Vendor shall comply with all statutory requirements applicable to the employment of the Vendor Supervisor and the security guard(s).

2.2. Provision of Security Services

- 2.2.1. The Vendor shall carry out the Services in accordance with the specifications, requirements and methodology set out in the Vendor's Services Specification in **Schedule 2** of Contract.

2.3. WORKING HOURS

- 2.3.1. The Vendor shall provide the Services on a 24-hour daily basis, including Friday, Sundays and public holidays, for all premises of the Site.
- 2.3.2. The Vendor shall ensure all his personnel comply with the working days and hours set out by DHS, MOH.
- 2.3.3. The Vendor shall ensure that his personnel are present at their designated work areas during such working hours.
- 2.3.4. Immediate steps shall be taken by the Vendor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of DHS, MOH.
- 2.3.5. Any updates or changes on duty roasters of deploying the security guards shall be submitted to the Health Centre Management.

- 2.3.6. Within prescribed notice time, Department of Health Services reserves the right to:
- 2.3.6.1. Increase or reduce the number of hours or timing of requirements at any location.
- 2.3.6.2. To rotate / deploy security guard to any location within the service wherever required.

2.4. SECURITY GUARD

- 2.4.1. Name list of guards shall be submitted to the Health Centre Management, prior commencement of service.
- 2.4.2. Replacement must be sought **immediately** in the event/s the security guard falls ill/ personal emergency or on leave.
- 2.4.3. The security guard must able to communicate effectively with staff, patients and general public.
- 2.4.4. The security guard shall be professional, courteous, friendly, tactful and helpful at all time must be firm in executing their duties.
 - 2.4.4.1. The vendor shall employ Brunei Citizen or Permanent Citizen only as the security guards and their supervisors.
 - 2.4.4.2. The vendor shall ensure that all his security guard are free from any criminal record or law offences that may deter their duties to perform the Service.
 - 2.4.4.3. The vendor shall ensure that all his security guard appointed for the provision of the services have undergone background screening and deemed medically fit to perform the services.

2.5. INSPECTIONS

- 2.5.1. The Supervisor shall carry out joint inspection or meeting with the DHS, MOH on an agreed schedule if required. Records of inspection or meeting to be submitted immediately to the DHS, MOH

2.6. GENERAL DUTY & RESPONSIBILITY OF THE SECURITY GUARDS

- 2.6.1. To ensure physical integrity and safety of the Health Centre's premises and assets.
- 2.6.2. Protect the Health Centre properties and employees against act of harassment, threat, vandalism, theft or sabotage.
- 2.6.3. Monitor and inspect buildings regularly as per agreed schedule for security and safety purposes in accordance with a list of buildings supplied by Health Centre.
- 2.6.4. To monitor the electric supply for Pharmaceutical Fridges and report to the Nurse In charge in the event of power outage, which may lead to the '*break in cold chain*' procedure.
- 2.6.5. Patrol the public areas, in and around Health Centre, car park and other public areas before, during and after operational hours.
- 2.6.6. Prevent and detect signs of intrusion and ensure security of doors, windows, gates and rooftop access by ensuring all windows, doors and gates are locked after operational hours.

- 2.6.7. Be vigilant of any person trespassing to the restricted area by ensuring all security lights are functioning properly.
- 2.6.8. Direct traffic flow by ensuring all emergency entrances or exits are not obstructed and are operational, if required.
- 2.6.9. Control pedestrian and vehicular traffic at entrances during Emergency procedures, by ensuring all emergency entrances or exits are not obstructed and are operational, if required.
- 2.6.10. Provide a courteous information service to the public, as required.
- 2.6.11. Maintain order to the general public.
- 2.6.12. Lock and unlock doors/gates when required.
- 2.6.13. Assist patients with disabilities or movement difficulties by offering wheelchair or walker if required.
- 2.6.14. Assists staff to handle violent and unruly patients/residents/clients.
- 2.6.15. Assists Health Centre in other ad-hoc duties if given direction by the Health Centre Management.
- 2.6.16. Submit a written report to the Health Centre Management for any incidents as stated below: -
 - a) Observe and record the occurrence for any/all security breaches (for example – fence holes, gates broken, etc.)
 - b) Recognize and report any signs of attempted and/ or successful unauthorized entries, persons or vehicles.
 - c) Fire, electrical and/ or safety hazards. Where possible, immediately rectify those hazards.
 - d) Ensure all fire suppressants equipment (hoses, extinguishers, smoke detectors, etc) are not tampered with and report any defects to the Health Centre Management.
 - e) Immediately report to Law Enforcement / Authority for any evidence of crime, if applicable.

2.7. ACCESS CONTROL

- 2.7.1. Ensure any visitors and contract workers report to Security Check Point before being allowed access to the premises.
- 2.7.2. The Security Guard shall issue Visitor's access card and record the Visitor's particulars in the Visitors Register.
- 2.7.3. The parking areas should be controlled and regularly monitored.
- 2.7.4. Ensure no individuals without valid reason to park within the health center's compound at any time of the day;
- 2.7.5. Report to Police for any unidentified vehicles parked within the health center's compound exceeding 12-hours;

- 2.7.6. Record and report all suspicious vehicles park in close proximity of the health center's premises.
- 2.7.7. Any individuals requiring access afterhours, weekends and public holidays must register to the security post.

2.8. LOST AND FOUND

- 2.8.1. Every lost and found item and monies discovered within the health center premises, irrespective of whether they are valuable or non-valuable items must be registered in the Lost & Found Register and notify Health Center Management.
- 2.8.2. Report to Police for any unidentified and unclaimed valuables items for more than 24-hours.

2.9. TRAFFIC CONTROL AND CROWD MANAGEMENT

- 2.9.1. Ensure road safety are consistently maintained;
- 2.9.2. Ensure parking areas remain in order and free from obstacles that can endanger lives or property;
- 2.9.3. Investigate traffic accidents (only within the health centers perimeter);
- 2.9.4. Cordon off parking areas or any spaces when required by the health center;
- 2.9.5. Supervising parking areas in major events i.e. official visits, conventions, conferences, or events;

2.10. REGULATION, LICENSES AND PERMITS

- 2.10.1. The Vendor must be registered and licensed from Security Guard Agency Licensed Division (*'Bahagian Perlesenan Agensi Pengawal Keselamatan'*), Royal Brunei Police Force, Negara Brunei Darussalam.
- 2.10.2. The Vendor is responsible for obtaining and maintaining all necessary licenses, permits, and approvals, and must consistently comply with all legal and regulatory requirements related to the provision of the Services.
- 2.10.3. The Vendor must comply with the employment laws and regulations of Negara Brunei Darussalam, which include:
 - a) Employment Order, 2009
 - b) Employment Agencies Order, 2004
 - c) Workplace, Safety and Health Order, 2009
 - d) Employment Information Act, 1974
- 2.10.4. In the event of any change in legal or regulatory requirements during the contract period, the Vendor must promptly take the necessary actions, at its own expense, to ensure compliance.
- 2.10.5. The Vendor must follow best practices as suggested or recommended by relevant industry bodies. Additionally, the quality of the Services provided must meet or exceed the standards generally recognized as acceptable in the industry.

2.10.6. The Vendor must comply with the rules and regulations set by DHS, MOH.

2.11. WAGES AND WELFARE

2.11.1. The successful Tenderer is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his workers in accordance with the requirements as stated in Clause 2.10.

2.11.2. The Tenderer is obligated to give minimum basic salary of **B\$500.00** to the workers exclude TAP, SCP & allowance.

2.12. VENDOR'S WARRANTIES

2.12.1. The Vendor warrants and undertakes to DHS, MOH that:

2.12.1.1. The Vendor is able to perform the Services and that it does not have any understanding or agreement with anyone else which restricts its ability to perform the Services or restricts proper exercise of its obligations to MOH;

2.12.1.2. The Vendor will possess the required skills and expertise to deliver the Services according to the specified terms;

2.12.1.3. The Services will be provided in a timely and professional manner and in accordance with the Vendor's Services Specification in **Schedule 1 of Contract**;

2.12.1.4. The Services will meet the commonly accepted standards for similar services in the industry and will be delivered with appropriate skill and care.

2.13. GOVERNMENT WARRANTIES

2.13.1. MOH warrants and undertakes to ensure the safety and health of the Vendor's security guard assigned or tasked to carry out the Services at the Site to include:

2.13.1.1. Providing and maintaining a working environment that is safe, without risk to health; and

2.13.1.2. Providing, maintaining and keeping clean, sufficient and suitable sanitary conveniences for the Vendor's security guard at the Site.

2.14. DAMAGE AND INJURIES TO PERSONS AND PROPERTY

2.14.1. The Vendor shall:

2.14.1.1. Indemnify and ensure that DHS and MOH are fully protected upon request against all costs, claims, demands, expenses, and liabilities of any kind arising from any claims of personal injury or death caused by the negligent acts or omissions of the Vendor, its employees, agents, or subcontractors in relation to the Vendor's duties and responsibilities.

2.14.1.2. Take responsibility for, restore, and satisfactorily repair any injury or damage to MOH's property or rights, or provide appropriate compensation for such injury or damage, if it arises from or is related to the Vendor's performance of its duties and obligations.

2.15. CONTRACT PRICE

- 2.15.1. The MOH must not bear any Tenderer's business operational costs (such as Personnel Costs, Rent and Utilities, Supplies and Materials, Insurance, etc.) associated with the delivery of the Services. There must be no additional financial obligations or unforeseen expenses placed on the MOH throughout the contract term outside of force majeure factor.
- 2.15.2. The Vendor shall submit a breakdown of the contract price in the format set out in **Section 3** in this Tender Document.
- 2.15.3. MOH reserves the right to reduce or extend the contract according to rate set out in the Contract Price.
- 2.15.4. Payment claims will be verified based on Satisfactory Notes received from Health Centre's in charge in the monthly report.
- 2.15.5. The Vendor shall submit the invoice of the previous month on the first week of each month. All claims shall be addressed to:

*Chief Executive Officer
Department of Health Services
Ministry of Health
Commonwealth Drive, Jalan Menteri Besar
Bandar Seri Begawan BB3910
Negara Brunei Darussalam*

2.16. SUBMISSION OF OFFER

- 2.16.1. The document including the Tender Form in Section 3 and all other accompanying documents such as Copy of Business Registration and Miscellaneous License are to be put in an envelope, sealed and must be submitted in **TWO (2) copies** made up of one (1) original and one (1) duplicate. All sets shall be bound and clearly labelled as ORIGINAL and DUPLICATE. Respectively, all Tenders must be addressed to: -

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

SECTION 3
FORMS TO BE USED

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SCHEDULE 1

TENDER FORM

TENDER REFERENCE NO: KK/210/2024/JPK(TC)

INVITATION TO TENDER

THE PROVISION OF SECURITY SERVICES FOR PEKAN TUTONG HEALTH CENTRE, LAMUNIN HEALTH CENTRE, SUNGAI KELUGOS HEALTH CENTRE AND TELISAI HEALTH CENTRE DEPARTMENT OF HEALTH SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

ITEM	PREMISE	MONTHLY RATE (\$)	YEARLY RATE (\$)	3-YEARS RATE (\$)
SUPPLY OF SECURITY GUARDS AND PROVISION OF SECURITY SERVICES FOR A PERIOD OF THREE (3) YEARS	a) Pekan Tutong Health Centre, Department of Health Services	\$	\$	\$
	b) Lamunin Health Centre, Department of Health Services	\$	\$	\$
	c) Sungai Kelugos Health Centre, Department of Health Services	\$	\$	\$
	d) Telisai Health Centre, Department of Health Services	\$	\$	\$
TOTAL		\$	\$	\$

USER REQUIREMENTS	WAGE BREAKDOWN
Gross Wage	
Deduction: SPK	
Nett Wage	

USER REQUIREMENTS	PRICE BREAKDOWN
Security Guard's Uniform	
Equipment / Facilities Provided	
Training & Management of Security Guards	

Note:

The Vendor must understand and comply with the employment laws and regulations of Negara Brunei Darussalam, as stated in **Section 2 – Specifications, Clause 2.10.3 (a – e)**.

SCHEDULE 2
INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including Contractor and sub-contractor(s), if any)
- (c) Years of experience (as is the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - ***Provision of Security Services for Government Buildings and/or Health Facilities.***
- (d) Other information which is considered relevant.

SCHEDULE 3

SUB-CONTRACTS

- 1.1 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.
- 1.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

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

SCHEDULE 4

COMPANY'S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and 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 of Certificate of Registration (as the case may be).

SCHEDULE 5 – REFERENCES

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

Table 5.1 References of previous customers

Customers 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 purpose.

SCHEDULE 6 – DECLARATION

PENGAKUAN PENENDER
SUPPLIER'S DECLARATION