

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/220/2024/LAB(TC)	THE PROVISION OF PROFESSIONAL LABORATORY FACILITY CLEANING, WASTE MANAGEMENT AND GRASS CUTTING SERVICES FOR THE CLINICAL MOLECULAR DIAGNOSTIC LABORATORY FOR INFECTIOUS DISEASES (CMDLID) BUILDING, DEPARTMENT OF LABORATORY SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE(3) YEARS USAGE	3 YEARS	DEPARTMENT OF LABORATORY SERVICES	\$50.00	22 ND OCT 2024	<p>Dr HjH Nor Azian binti Haji Hafneh National Mycobacteria Reference Laboratory Department of Laboratory Services Ministry Of Health Negara Brunei Darussalam email : norazian.hafneh@moh.gov.bn Contact No: 2221821 ext 136</p>

NOMBOR TAWARAN: KK/220/2024/LAB(TC)

**KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF PROFESSIONAL LABORATORY FACILITY
CLEANING, WASTE MANAGEMENT AND GRASS CUTTING SERVICES
FOR THE CLINICAL MOLECULAR DIAGNOSTIC LABORATORY FOR
INFECTIOUS DISEASES (CMDLID) BUILDING, DEPARTMENT OF
LABORATORY SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF
THREE(3) YEARS USAGE**

YURAN TAWARAN: \$50.00

NOMBOR RESIT :

TARIKH TUTUP : HARI SELASA, 22HB OKTOBER 2024

JAM : 2.00 PETANG

KEPADA :

**PENGERUSI LEMBAGA TAWARAN KECIL
PETI TAWARAN, TINGKAT BAWAH
BANGUNAN KEMENTERIAN KESIHATAN
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB 3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2

SERVICES SPECIFICATION

TENDER REFERENCE NO: KK/220/2024/LAB(TC)

INVITATION TO TENDER

THE PROVISION OF PROFESSIONAL LABORATORY FACILITY CLEANING, WASTE MANAGEMENT AND GRASS CUTTING SERVICES FOR THE CLINICAL MOLECULAR DIAGNOSTIC LABORATORY FOR INFECTIOUS DISEASES (CMDLID) BUILDING, DEPARTMENT OF LABORATORY SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS USAGE

1. GENERAL

- Tenderers are sought from professional contractors who wish to be considered for the provision of cleaning and waste management services for the Clinical Molecular Diagnostic Laboratory for Infectious Diseases (CMDLID) building on Lot 4054, Kampung Bukit Bendera in Tutong (hereinafter as 'Department of Laboratory Services').
- The CMDLID building is a three level building with mezzanine ceiling (mechanical flooring) in between the 1st and 2nd floor. The ground floor will house a Biosafety Level 3 (BSL3) laboratory with supporting Biosafety Level 2 (BSL2) laboratories for the National Mycobacteria Reference Laboratory (NMRL) services. The 1st floor will house BSL2 laboratories for molecular activities and also the administrative offices. In addition, the 2nd floor will be facilitated with a meeting room and M & E housing.
- The contractor should have at least five (5) years of previous work contract for cleaning and waste management services in any healthcare facility in Brunei.
- The duration of the provision of Services is for **THREE (3) YEARS**.

2. JOB SCOPE

- The Contractor shall provide these services to the Department of Laboratory Services for a period of **THREE (3) YEARS** including the surrounding area and compound as set out in **Schedule A**.
- These services include typical cleaning services and professional waste management. General guidelines and requirements of the cleaning services are provided for in **Schedule B**.
- The Contractor is expected to meet or exceed the quality standards required for each for the functioning areas set by the Department of Laboratory Services as provided for in **Schedule C**, and cleaning frequency required.
- Joint inspection by the Department of Laboratory Services representatives and contractor representative (Contract Manager) shall be conducted from time to time to ensure that these standards are met.

3. WARRANTY

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

4. CONTRACT PRICE AND PAYMENT

- The Contractor shall submit a breakdown of the contract price.

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

Director of Laboratory Services
Ministry of Health
RIPAS Hospital
Bandar Seri Begawan BA1710
Negara Brunei Darussalam

- Payment will be made within forty- five (45) days after submission of the invoice and other related documents.
- Payment claims will be verified based on the checklist forms submitted by the Contractor and the monthly reports received from the Chief/Senior Scientific Officer or Scientific Officer-in-charge for three (3) consecutive months.
- Written warnings will be sent to the Contractor if the quality of work is proven to be unsatisfactory. The Laboratory Services is entitled to make deductions or penalty charges impose upon unsatisfactory works (following advice from the Ministry of Health), with regards to the amount payable to the Contractor. The deductions will be based on the following categories:

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

5. CONDITION OF PREMISES

- The Contractor is required to inspect the Department of Laboratory Services. Site visit forms shall be filled up and endorsed by the project administrator-site visit forms will be attached and fully acquaint itself with the premises in respect of the conditions, accessibility, working space, storage accommodation and other limitations imposed on access to the premises.
- All costs arising from or in connection with such conditions or limitations are deemed to be included in the contract price.
- Contractor claims for any additional charges will not be entertained and as such no additional variation order within this contract.

6. ACCESS TO PREMISES

- Authorise access shall be provided by the Facility Manager, Chief/ Senior Scientific Officer, or Scientific Officer-in-charge to the Contractor's personnel for the purpose of providing the cleaning services.
- Prior approval shall be sought from the Chief/ Senior Scientific Officer or Scientific Officer-in-charge to conduct these services to be carried out after office hours.
- For this purpose, the Contractor shall be responsible for collecting and returning any keys promptly to the security office.
- The Contractor shall inform any replacement of its personnel to the Chief/ Senior Scientific Officer or Scientific Officer-in-charge of the Department of Laboratory Services.

7. WORKING HOURS

- The Contractor shall provide the services for the Department of Laboratory Services on a daily basis excluding Fridays, Sundays and public holidays as specified in **Schedule D**.
- The Contractor shall ensure all their personnel comply with the working days and hours set out by the Department of Laboratory Services.
- The Department of Laboratory Services reserves the right to amend the working hours without prior notice to the Contractor.
- The Contractor shall ensure that their personnel are present at their designated work areas during such working hours.
- Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Chief/Senior Scientific Officer or Scientific Officer-in-charge.
- Replacement must be made not later than two (2) hours before commencement of the shift with approval from the Chief/Senior Scientific Officer or Scientific Officer-in-charge. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:

Contract Manager	:	\$50.00 per contract manager/shift
Supervisor	:	\$25.00 per supervisor/shift
Worker	:	\$15.00 per worker/shift

- Weekly duty rosters for deploying the number of workers shall be submitted by the Contractor to the Chief/Senior Scientific Officer or Scientific Officer-in-charge for approval. Any changes made to the roster must be immediately notified to the Chief/Senior Scientific Officer or Scientific Officer-in-charge.
- The Contractor is also required to make allowance for any additional expenses which may be incurred due to the work which his employees may be required by the Department of Laboratory Services outside the working hours.
- The Contractor may be required to perform floor polishing outside office hours to avoid causing any inconvenience to the public.

8. PERSONNEL

- To ensure the proper and efficient execution of the Services, the Contractor shall provide and employ an adequate number of qualified workers to perform the Services.
- The Contractor shall be given one month to recruit and train his staff to ensure that the Department of Laboratory Services requirements and standards are met. Training of the Contractor's staff to commence immediately upon recruitment.
- A list of workers shall be submitted on a monthly basis to the Chief/ Senior Scientific Officer or Scientific Officer-in-charge for monitoring and security purposes.

8.1 CONTRACT MANAGER AND SUPERVISORS

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

8.2 MEDICAL SCREENING

- The Contractor shall ensure that all personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services.

8.3 REMOVAL OF PERSONNEL

- The Chief/ Senior Scientific Officer or Scientific Officer-in-charge reserves the right to remove or replace any of workers employed by the Contractor from the Department of Laboratory Services premises, who in the opinion of the Chief/ Senior Scientific Officer or Scientific Officer-in-charge has misbehaved or is incompetent or negligent in the performance of his/ her duties.
- The Chief/ Senior Scientific Officer or Scientific Officer-in-charge will inform the contractor director upon dismissal of the misconduct staff in written notice.

8.4 WAGES AND WELFARE

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

8.5 EMPLOYMENT OF ILLEGAL WORKERS

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

8.6 UNIFORM

- The Contractor must ensure that **all** his personnel are neatly and properly attired in uniforms with required Personal Protective Equipment (PPE) and safety closed-toe footwear. No slippers, flip flops, or sandals are allowed.
- Uniforms and safety closed-toe footwear are to be provided by the Contractor at their own cost. Design, colour and materials of the uniform and footwear must also be approved by the Department of Laboratory Services.

9. TRAINING AND DEVELOPMENT

- The Contractor is to provide basic cleaning and safety training for their personnel in accordance with the Department of Laboratory Services requirements before assigning them to the provision of the Services.
- All cleaners and supervisors have prior basic safety training provided by a competent organization.
- The Contractor shall provide on-the-job training and orientation, at their own expense, to all his personnel as follows:
 - All cleaners : minimum 2 weeks
 - Supervisors : 3 weeks
- The relevant training shall be conducted by the Contractor at the Department of Laboratory Services premises.
- The Contractor shall employ a qualified trainer to train all personnel on basic laboratory and safety cleaning.
- The Contractor shall also provide and maintain at their own cost all training equipment and manuals necessary for this purpose.

- The Department of Laboratory Services reserves the right to send any of the Contractor's personnel for retraining if deemed incompetent.
- The Contractor shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

10. **SAFETY STANDARDS AND HYGIENE**

- The Contractor shall observe and comply at all times with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure safety on the Department of Laboratory Services premises of their own staff and personnel, the laboratory staff, the general public and the property of the Department of Laboratory Services.
- Proper safety signage and barriers shall be erected and maintained during the progress of the Services which may endanger the safety of the Department of Laboratory Services staff and the general public. The safety signage and barriers must be sufficiently large and visible to attract attention and shall include words such as "DANGER" or "BAHAYA", "CAUTION WET FLOOR" or "AWAS LANTAI BASAH", as appropriate.
- The Contractor shall comply with all instructions, policies and regulations as may be issued by the Department of Laboratory Services from time to time in relation to safety and hygiene in the provision of the Services.

11. **EQUIPMENT AND CHEMICALS TO BE USED**

- The Contractor is responsible to procure and provide at their own expense all necessary equipment, cleaning tools and materials, as listed out in **Schedule E**, for the efficient provision of the Services.
- A list of the proposed equipment to be used in the provision of the Services, together with the manufacturer's brochure/s, shall be submitted.
- The Contractor shall ensure that an adequate supply of consumables shall be provided in the pantries, toilets and other specified areas in the Department of Laboratory Services. The Contractor is also required to submit a list indicating the brand/quality and quantity of products/materials they intend to provide including the Material Safety Data Sheet (MSDS).
- All equipment, cleaning tools and materials must be approved by the Department of Laboratory Services prior to use for the provision of the Services.
- The Contractor undertakes and warrants that all equipment, tools and materials utilized for the Services shall be free from all defects, patent or latent, and fit and suitable for the purpose of providing the Services and shall be compliant with relevant industry standards.
- The Contractor is responsible for the safe storage of the equipment, tools and materials at their own expense.
- The Contractor shall use only certified electrical appliances and circuit breakers.
- All chemicals used in the provision of the Services must meet the following standards:
 - Disinfectant for laboratory rooms – BS. EN 1276:1997 requirements against HIV, Hepatitis B and other bacteria;
 - A neutral detergent is recommended for general cleaning of Department of Laboratory Services- for non-laboratory areas or premises;
 - Toilet cleaners – BS.EN 13967:2011 requirements. pH level must be appropriate to the drainage pipe system of the laboratory building of the Department of Laboratory Services;
 - Multi-purpose cleaners – BS.EN 1276:1997 requirements pH level must be applicable to all hard floor surfaces and vinyl floor surfaces. The contractor will ensure that the appropriate chemical is used as any damages to the flooring surfaces will affect the warranty of the flooring surfaces.
 - Strippers be specifically used for vinyl floor surfaces and hard floor surfaces to prevent staining or discoloration of the floor polishes;
 - Floor polishes must be emulsion polish suitable for vinyl and hard floor surfaces;
 - Stainless steel cleaners must be suitable for all metals or chrome fitting with an acceptable pH level to prevent corrosion to steel fitting.
- The standards required for the provisions in the toilet requisites are as follows:

- Toilet roll – pulp 3 ply;
- Automated air freshener dispensers include battery replacement
- Air refresher refills
- The Contractor shall provide black polythene bags or any other similar approved containers for the collection and deposit of rubbish (non- hazardous wastes).
- To avoid cross contamination, the identification and labelling of tools and equipment utilized in the different areas of the Department of Laboratory Services is **essential**. In this respect, clear identification by colour coding and labelling of the cleaning items are the most effective method of ensuring segregation of these items used in the two services.
- All tools and equipment used in the following areas shall be colour-coded according to the following:

National Mycobacteria Reference Laboratory (BSL3 laboratory)	Red
BSL2 laboratories	Blue
Toilets	Yellow
Other common areas	Green

12. **WATER AND ELECTRICITY**

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

13. **MAINTENANCE AND REPAIR WORKS**

- The Contractor shall call directly to the Chief/ Senior Scientific Officer or Scientific Officer-in-charge to report any fault detected during the housekeeping process.
- The Contractor shall report any damage (due to negligence of the workers) of any cleaning element of the Department of Laboratory Services property immediately to the Chief/ Senior Scientific Officer or Scientific Officer-in-charge and also the Contract Manager.
- Cost of any repair/ replacement for the damaged equipment or property belonging to the Department of Laboratory Services caused by the Contractor's personnel shall be borne by the Contractor.

14. **JANITOR ROOM**

- The Department of Laboratory Services shall provide the Contractor space for storage of all equipment, machinery, tools and consumable items to be used in the provision of the Services.
- The room is located on the 2nd floor of the laboratory building.

15. **SECURITY ARRANGEMENT**

- The Contractor's personnel shall immediately leave the Department of Laboratory Services premises if requested by the Chief/ Senior Scientific Officer or Scientific Officer-in-charge and acknowledgement notice or letter will follow up directed to company director.
- The Contractor shall at their own expense provide identification passes (ID cards) for all their personnel as specified by the Department of Laboratory Services. Any damaged pass shall be replaced by the Contractor at their own cost.

- Any lost or damaged passes must be reported immediately to the Chief/Senior Scientific Officer or Scientific Officer-in-charge and upon approval from the Chief/Senior Scientific Officer or Scientific Officer-in-charge, replace such lost/stolen pass at the Contractor's own costs.
- The Contractor shall ensure that their personnel do not, at any time, enter into areas which are not part of the Department of Laboratory Services premises except as directed by the Chief/Senior Scientific Officer or Scientific Officer-in-charge.
- For security purposes, the Contractor will provide the Chief/ Senior Scientific Officer or Scientific Officer-in-charge with the following particulars of his workers at least two (2) month before the commencement of the Services:
 - ✓ Name
 - ✓ Address
 - ✓ Identity Card Number / Passport Number
 - ✓ Gender
 - ✓ Citizenship
 - ✓ Expiry date of work pass (for foreign workers)

16. INSURANCES, REGULATIONS, LICENCES AND PERMITS

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

17. SCHEDULE, CHECKLIST AND INSPECTIONS

- The Contractor is required to update, record daily and periodic cleaning works in a format acceptable to the Department of Laboratory Services. These checklist forms will be used as a basis for performance evaluation.
- The Supervisor must ensure that these checklist forms are duly completed and signed by the Chief/Senior Scientific Officer or Scientific Officer-in-charge after completion of the cleaning services at the month. These forms shall be submitted on the first day of the following month in which they are completed and signed.
- The checklist forms shall be graded by the Chief/Senior Scientific Officer or Scientific Officer-in-charge.
- The Contractor will also carry out joint inspections with the Department of Laboratory Services on an agreed schedule in addition to the monthly housekeeping and performance evaluation meetings. Records of such meetings are to be provided to the Department of Laboratory Services.

SCHEDULES

SCHEDULE A	:	AREAS TO BE CLEANED
SCHEDULE B	:	GENERAL GUIDELINES TO CLEANING
SCHEDULE C	:	QUALITY STANDARDS
SCHEDULE D	:	WORKING HOURS
SCHEDULE E	:	LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY CONTRACTOR
SCHEDULE F	:	PAYMENT SCHEDULE

SCHEDULE A

AREAS TO BE CLEANED

- Ground Floor- All and non- laboratory areas except the BSL3 facility
- First Floor- All areas including BSL2 Laboratory
- Second Floor- Meeting room, Pantry and toilets except M&E area
- Staircases
- Compound / Surrounding Area
 - This area includes the car parks, driveways, the grass (inside/outside the gate - **3 meter from the gate – exception perimeter surrounding to National Isolation Centre**), the drains, the garden, the roof and all surrounding buildings
 - Include security posts
- BSL3 facility and M&E area are to be cleaned as according to predetermined schedule or as appropriate.

SCHEDULE B

GENERAL GUIDELINES

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

B1. CLEANING SERVICES:

- **BSL3 laboratory suite is not permitted for entry when it is in operation.** Entry is only permitted under the approval of the Facility Manager for scheduled cleaning such as annual cleaning.
- All rooms and surrounding areas including waste holding room except the BSL3 laboratory premises for daily and routine cleaning.
- All washrooms and sinks and replenish supplies on a daily basis except the BSL3 laboratory premises.
- All supply carts are stored in units, shelves and frames.
- All refrigerators (in pantries) and appliances except laboratory equipment unless supervised.
- Offices including office furniture such as desk, chairs, phone and computer screens including wall fixtures.
- Shelves, ledges and vents.
- All areas in the building and its compound including security posts except the BSL3 laboratory premises.
- All exterior glass windows and screens on ALL floor levels.
- Window coverings, blinds and exchange cubicles, security grilles and window curtains.
- All interior and exterior including building signages.
- Provide daily floor cleaning using 1% household bleach or other approved disinfectant by the Department of Laboratory Services with assigned mop in all approved laboratory areas/ premises.
- Provide **monthly** comprehensive vinyl, tile flooring and carpet care program (scrub/ polish/ topcoat/ strip/ finish):
 - All scrubbing shall be done with a heavy-duty scrubbing machine
 - Burnishing of floors shall be done with a high-speed burnishing machine
- Provide **scheduled or yearly** comprehensive cleaning services as below. This is scheduled during the scheduled or yearly BSL3 facility closed down for maintenance and service work. This is the only time the contractors are allowed to enter the BSL3 facility with supervision.
 - Epoxy coated or vinyl flooring care programs for the BSL3 laboratory premise such as polishing and/or buffing as appropriate.
 - Mechanical floors between the different floors of the building.
 - Mechanical, Electrical and HVAC System (Top floor)
 - External cleaning of windows and glass surfaces on all floors.
- Move furnishings from rooms when performing project cleaning.
- All cleaning utensils including mops and buckets for toilet cleaning shall be segregated and shall not be used to clean laboratory and office premises.
- All cleaning utensils including mops and buckets used for cleaning the laboratories shall be segregated according to the laboratory services and shall not be used to clean other parts of the laboratories and office premises
- All mops must be rinsed and soaked in 1% household bleach after each use.
- Clean car parks (both public and staff car parks), roads and drains within and surrounding the laboratory building.

B2. PROFESSIONAL WASTE MANAGEMENT SERVICES

- Transportation of laboratory waste shall comply with the Ministry of Health- Guideline of Healthcare Waste Management, 2019.
- **Onsite Transport of Waste**
 - Collect all non- hazardous general waste (non-clinical) from all rooms and dispose of the segregated waste bin located in the waste holding room twice daily or whenever required.
 - Collect all autoclaved biohazard wastes (already deemed non-hazardous waste) and discard in the segregated waste bin located in the waste holding room twice daily or whenever required.
 - All onsite transportation of biological waste shall be performed using a designated trolley bin or trolley and shall not be carried by hand.
 - Any other infectious waste shall not be handled by the contractors.
- **Offsite Transport of Waste and Incinerator Services.**
 - All general waste collection from the waste holding room shall be transported daily to the General Waste Station daily. No waste shall be left in the building by the end of working day.
 - All laboratory waste shall be sent for incineration shall be transported daily in a designated clinical waste vehicle. Offsite incineration is to a private offsite incinerator service company. It is the responsibility of the contractor to source another private offsite incinerator service company if the latter is out of order.
 - The vehicle used to transport laboratory waste should fulfill several design criteria:
 - The body of the vehicle should be of a suitable size commensurate with the design of the vehicle
 - There should be a bulkhead between the driver's cabin and the vehicle body, which is designed to retain the load if the vehicle is involved in a collision
 - There should be a suitable system for securing the load during transport
 - Empty plastic bags, suitable protective clothing, cleaning equipment, tools and disinfectant, special kits for dealing with liquid spillages, should be carried in a separate compartment in the vehicle. The internal finish of the vehicle should allow it to be steam-cleaned and internal angles should be rounded to eliminate sharp edges to permit more thorough cleaning and prevent damage to waste containers
 - The vehicle should be marked with the name and address of the waste carrier
 - An international hazard sign should be displayed on the vehicle and containers, as well as an emergency telephone number
 - The driver should be provided with details of the waste being carried and that a consignment or waste tracking record is prepared and carried by the driver.
 - The driver of the vehicle carrying laboratory waste should have training about risks and handling of hazardous waste. The training records should be provided by the tenderer and copies shown for evaluation that includes:
 - Waste classification and risks
 - Safe handling of hazardous waste
 - Labeling and documentation
 - Emergency and spillage procedures
 - Provide appropriate polythene bags for non-clinical waste and storage bins.
 - Provide gloves, surgical masks, waterproof aprons and visors/ face shield for handling and disposal of waste. Use of closed-toe footwear is mandatory.
 - Exchange/empty and cleaning of all waste bins in the waste storage rooms with 1% household bleach.

B3. FACILITIES MANAGEMENT

- Move heavy furniture or equipment
- Report all facility conditions that affect the cleaning operation, present as a safety hazard, or is detrimental to the image of a visually pleasing environment

B4. LANDSCAPING SERVICES

- Includes cleaning of landscape and drains
- Grass Cutting (Once a month or as required) and removal any unwanted shrubs & etc.
- Maintenance of plants and/or flowers within surrounding area of building include car park

SCHEDULE C
QUALITY STANDARDS

A. IDENTIFYING RISKS

I HIGH RISK FUNCTIONAL AREAS

Required standard- In the functional area designated as high risk, the contractors shall not cover the scope of cleaning as this is entry for authorized users deemed by the Facility Manager.

Functional areas

- Biosafety Level 3 facility premises.

II. MODERATE RISK FUNCTIONAL AREAS

Required standard- In the functional areas designated as moderate risk are the laboratories, the required standards are critically important. The outcomes should be maintained through daily early morning cleaning.

Functional areas

- Ground Floor laboratories (National Mycobacteria Reference Laboratory)
 - Specimen Receiving Room
 - BSL2 Entry/ Exit Room
 - Molecular Assay 1 Room
 - Molecular Assay 2 Room with Anteroom
 - Reagent/ Media Preparation Room
 - BSL2 Work Area
 - Corridor
 - IGRA/ Serology Room
- Waste Holding Room
- Waste Storage Room
- Specimen/ Waste Lift
- 1st Floor Laboratories (Microbial Genomic Services)
 - BSL2 Entry & Supply Room
 - Reagent Preparation Room
 - Reaction Assembly Room
 - Master Mix Room
 - Equipment Room
 - BSL2 Work Area and control corridor

III. MINIMAL RISK FUNCTIONAL AREAS

Required standard- The required standards are important for cleanliness, hygiene and aesthetic reasons. The outcomes should be achieved through daily cleaning, with a capacity to spot clean in between.

Functional areas (all non- laboratory rooms/ area)

- Supply Room
- Cold Room
- Lobby
- Security / Control Room
- Non- laboratory corridors
- Lift, Dumb waiter and its surrounding
- Staircase of the building
- Surau
- Offices

- Tea Room
- Filling Rooms
- Meeting Room
- Pantry Room
- Ablution Rooms
- Toilets
- Security Guard Post/ House

B. REQUIREMENTS AND STANDARDS FOR THE FUNCTIONAL AREAS

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

1. Building
2. Fixtures
3. General environment

B1. BUILDING

i. External features, fire exits and stairwells

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

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings and signage are free of dust, grit, dirt, leaves, cobwebs, rubbish, and animal (example bird and lizard, etc).
- Handrails are clean (free of stains) and regularly surface decontaminated with disinfectant.

ii. Walls, skirtings and ceilings

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

Required standard

- Internal and external walls and ceilings are free of dust, grit, lint, soil, cobwebs and animal (example bird and lizard), etc..
- Walls and ceilings are free of marks caused by furniture, equipment or staff.
- Light switches are free of fingerprints, scuffs and any other marks.
- Light covers and diffusers are free of dust, grit, lint and cobwebs.
- Polished surfaces are of a uniform luster.

iii. Windows

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

Required standard

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

iv. Doors

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

Required standard

- Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs.
- Doors and doorframes are free of marks caused by furniture, equipment or staff.
- Door tracks and door jambs are free of grit and other debris.
- Door handles are regularly wiped with disinfectant.
- Polished surfaces are of a uniform luster.

v. Hard floors

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

Required standard

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

- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.
- Polished or buffed floors are of a uniform luster.
- Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors.

vi. Soft floors

Includes: carpet tiles

Required standard

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

vii. Ducts, grills and vents (only in non- laboratory areas)

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

Required standard

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

B2. FIXTURES

i. Electrical fixtures and fittings

Includes: computer equipment, printers, fax, refrigerators, microwaves, dryers, TVs and associated fittings, light fittings, telephones, and light switches (if available).

Required standard

- Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs.
- Electrical fixtures and appliances are kept free from signs of use or non-use.
- Hygiene standards are satisfied where the fixture or appliance is used in food preparation which are in the tearoom and pantry.
- Motor vents etc. are clean and free of dust and lint.

ii. Furnishings and fixtures

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

Required standard

- Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages.
- Soft furniture is free from stains, soil, film and dust.
- Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.
- Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
- All high surfaces are free from dust and cobwebs.
- Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use.
- Equipment is free of tapes/plastic, etc, which may compromise cleaning.
- Furniture has no odour that is distasteful or unpleasant.
- Shelves, benchtops, cupboards and wardrobes/lockers are clean inside and out and free of dust and litter or stains.
- Internal plants are free of dust and litter.
- Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.
- Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.

iii. Toilets and bathroom fixtures

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

Required standard

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

B3. ENVIRONMENT

i. General tidiness

Required standard

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

ii. Odour control

Required standard

- The area smells fresh.
- There is no odour which is distasteful or unpleasant.
- Automated Room deodorizers are in place at the front lobby, office area, surau room, meeting room, ablution and toilet rooms which are always functional.

SCHEDULE D
WORKING HOURS

Day:	Morning Session:	Afternoon Session:	Evening Session:
Monday	7.00 am – 2.00 pm	2.00 pm – 4.30 pm	NA
Tuesday	7.00 am – 2.00 pm	2.00 pm – 4.30 pm	NA
Wednesday	7.00 am – 2.00 pm	2.00 pm – 4.30 pm	NA
Thursday	7.00 am – 2.00 pm	2.00 pm – 4.30 pm	NA
Friday	NA	NA	NA
Saturday	7.00 am – 2.00 pm	2.00 pm – 4.30 pm	NA
Sunday	NA	NA	NA

Areas Inside Building – Office Hours only OR if required any time

Areas Outside Building – Office hours OR Friday/Sunday/Public Holidays, as if required)

Office hours : 7.00 am – 4.30 pm

SCHEDULE E

LIST OF EQUIPMENT AND SUPPLIES TO BE PROVIDED BY CONTRACTOR

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

NO.	MACHINES	QUANTITY
1	Carpet shampooing machine	1
2	Vacuum cleaners	
	▪ Wet Vacuum Machine	1
	▪ Dry Vacuum Machine	1
3	Polishing machine	1
4	Scrubbing machine	1
8	Water jet	1
	Chemical	
1	Floor polish	} Adequate when used
2	Toilet cleaner	
3	Disinfectants	
4	Replacements of room refresher refill	
5	Household bleach	
6	Multipurpose cleaners as indicated in No.11	
	Other Equipments / Materials	
1	Brooms	
2	Mops	
3	Garbage trolleys	
4	Dustpans	} Adequate when used
5	Cleaning Signage	
6	Toilet Tissues	
7	Garbage Plastics	
8	Automated air freshener dispensers for the offices, meeting room, lobby entrance, surau, ablution room & toilets - To include replenish air fresheners	16

**SCHEDULE F
PAYMENT SCHEDULE**

NO.	DESCRIPTION	PRICE (B\$)	
1	MONTHLY CHARGES FOR:		
	1.1	CLEANING SERVICES	
	1.2	WASTE MANAGEMENT SERVICES	
	1.3	GROUND MAINTENANCE WITHIN THE DEPARTMENT'S AREA AND 2.5 METERS: <ul style="list-style-type: none"> ▪ Grass cutting ▪ Landscaping ▪ Cleaning of car park/drain/road within the department's areas 	
TOTAL CHARGES PER YEAR			
TOTAL CHARGES FOR THREE (3) YEARS			

SECTION 3
FORMS TO BE USED

CONTENTS

SCHEDULE 1 - TENDER FORM

SCHEDULE 2 - INFORMATION SUMMARY

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SCHEDULE 8 – LIST OF CHEMICALS

**SCHEDULE 1
TENDER FORM**

To:

TENDER REFERENCE NO: KK/220/2024/LAB(TC)

INVITATION TO TENDER

THE PROVISION OF PROFESSIONAL LABORATORY FACILITY CLEANING, WASTE MANAGEMENT AND GRASS CUTTING SERVICES FOR THE CLINICAL MOLECULAR DIAGNOSTIC LABORATORY FOR INFECTIOUS DISEASES (CMDLID) BUILDING, DEPARTMENT OF LABORATORY SERVICES, MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS USAGE

TENDER OF (name of tenderer) _____

Company/Business Registration No _____

Tender Closing Date _____

NO.	DESCRIPTION	PRICE (B\$)
Monthly charges for cleaning services for: THE CLINICAL MOLECULAR DIAGNOSTIC LABORATORY FOR INFECTIOUS DISEASES (CMDLID) BUILDING		
1	MONTHLY CHARGES FOR CLEANING SERVICES	
2	MONTHLY CHARGES FOR GRASS CUTTING SERVICES	
3	TOTAL MONTHLY CHARGES	
4	TOTAL CHARGES FOR ONE (1) YEAR	
5	TOTAL CHARGES FOR THREE (3) YEARS	

1. We offer and undertake on your acceptance of our Tender to supply and deliver the above mentioned goods 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 **TWELVE (12)** CALENDER 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_____

[Signature of authorised officer of Tenderer]

Name:

Designation:

Tenderer's official stamp:

SCHEDULE 2 - INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including Contractor and sub-contractor(s), if any)
- (c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **Provision of Cleaning Services**
- (d) Other information which is considered relevant

SCHEDULE 3 – SUB-CONTRACTS

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

Table 3.1 Responsibility Table

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

SCHEDULE 4 – COMPANY’S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and 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 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

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

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

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

SCHEDULE 6 - DECLARATION

- 6.1 Tenderers are required to submit **declaration forms** containing a declaration by the Tenderer that the Tenderer or any member of the Tenderer's family does not have any interest in other companies competing for the same tender.

SCHEDULE 7 - LIST OF EQUIPMENTS

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

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

SCHEDULE 8 - LIST OF CHEMICALS

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

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