

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/223/2024/TUT(TC)	THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH HOSPITAL (PMMPMHAMB) FOR A PERIOD OF FIVE (5) YEARS	5 YEARS	PMMPMHAMB HOSPITAL TUTONG	\$500.00	8 TH OCT 2024	<p><i>Rais bin Haji Talip</i> Unit Pembelian dan Perbekalan Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital PMMPMHAMB, Tutong Negara Brunei Darussalam Contact No: 4221010 ext 542 Fax: 4260750 email: rais.talip@moh.gov.bn</p>

NOMBOR TAWARAN: KK/223/2024/TUT(TC)

**KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT
PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE
BILLAH HOSPITAL (PMMPMHAMB) FOR A PERIOD OF FIVE (5)
YEARS**

YURAN TAWARAN: \$500.00

NOMBOR RESIT :

TARIKH TUTUP : HARI SELASA, 08HB 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)

TABLE OF CONTENT

1. GENERAL
2. SCOPE OF WORK
3. WARRANTY
4. WORKING HOURS
5. EMPLOYEES / PERSONNEL
6. SUPERVISOR
7. MEDICAL SCREENERING
8. REMOVAL OF PERSONNEL
9. WAGES AND WELFARE
10. EMPLOYMENT OF ILLEGAL WORKERS
11. TRAINING AND DEVELOPMENT
12. SAFETY AND HYGIENE
13. EQUIPMENT AND TOOLS USED
14. OFFICE
15. SECURITY ARRANGEMENT
16. UNIFORM
17. COMMUNICATIONS
18. REGULATIONS, LICENCES AND PERMITS
19. REPORTS AND INFORMATION
20. WORK PROGRAM
21. COMPLIANCE
22. RIGHT TO APPOINT OTHER VENDORS
23. DAMAGE TO PERSONS AND PROPERTY
24. AUTHORISED REPRESENTATIVE
25. DOCUMENTS TO SUBMIT

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO.: KK/223/2024/JPKAS(TC)

INVITATION TO TENDER

THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT PENGIRAN MUDA MAHKOTA PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH HOSPITAL (PMMPMHAMB) FOR A PERIOD OF FIVE (5) YEARS

1. GENERAL

- 1.1 Tenderer(s) are sought from suitably qualified patient care assistant services Tenderers who wish to be considered for the provision of the services (hereinafter 'theServices') at the:
- 1.1.1 Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital (PMMPMHAMB)
 - 1.1.2 National Isolation Center (NIC) & National Isolation Center Extension (NICE)
- 1.2 The duration of the provision of Services is for **FIVE (5) YEARS**.
- 1.3 The Tenderer shall be responsible for complying with regulations of all local, state, and federal agencies having jurisdiction over any portion of the work to be performed under this contract.
- 1.4 The successful Tenderer is also required to observe the following guidelines issued by the Ministry of Health:
- 1.4.1 Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
 - 1.4.2 Disinfection and sterilization policy and practice of the Ministry of Health;
 - 1.4.3 Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
 - 1.4.4 Universal Infection Control Precautions (Ministry of Health).

2. SCOPE OF WORK

- 2.1 The Tenderer shall provide the Services to the said areas for a period of FIVE (5) YEARS.
- 2.2 Work includes, but is not limited to, providing all labour / manpowers and services required to provide full professional Patient-Care Assistant (PCA) Services.
- 2.3 It is the responsibility of the Tenderer to provide sufficient workers to perform the services.
- 2.4 The Services include;
- 2.4.1 **Assist Nurses in The Wards / Clinics**, including but not limited to the following:
 - Assisting in patient care especially providing care for patients in need such as those who are injured, disabled, bedridden and those who are mentally or physically ill. Patient care, *inter alia*, includes helping in moving the patients' position for their comfort, changing patient diapers, providing hot water, etc.

- Bed-making of patients' beds.
 - Assisting cleaning medical equipment.
 - Assisting organizing medical equipment & sundries.
 - Reporting any broken / damage of equipment to the Nurse-In-Charge.
- 2.4.2 **transferring** patients (including deceased) from wards to designated location using bed trolleys or wheelchairs including inter-hospital transfer;
- 2.4.3 assist in **sending specimens** to the Laboratory Department with proper compliance to Standard Operating Procedures (SOP)/ Guidelines;
- 2.4.4 assist in **collecting** patients' **medication** from **inpatient pharmacy**;
- 2.4.5 assist in **collecting and delivery** all sterile items (surgical items, linen & soft packs) **from and to** Centre Sterile Service Department (CSSD) (upon request).
- 2.4.6 assist in **delivering medical equipment(s)** to and from required location within Hospital compound upon instructed by Manager / Supervisor / Hospital Officer / Ward in charge (as required).
- 2.4.7 assist in **delivering medical consumable(s)** to and from PMMPMHAMB Medical Store.
- 2.4.8 **assisting carrying patients when needed** (upon request) such as moving from bed to wheelchair, bed to trolley, etc.
- 2.4.9 **collecting and replacing empty medical gas cylinder** from wards to Estate Department.

ELEMENT	SCOPE OF WORKS
General / typical Patient-Care Assistant services	<ul style="list-style-type: none"> • Conducts routine checking and organize all the blanket/linen at the linen room. • Conducts routine checking, ensuring all stations are clean and organize before patient entering. • Prepare station according to the given SOPs after patient discharge/transfer. • Bed/chair making (including changing of bed/chair linens) • Assist patients who use wheelchairs to enter the ward room to start the x-ray session and take out to the waiting room after the x-ray session, and if necessary, bring the patient to their respective vehicles. • Assist in carrying patients' belongings to and from transport to treatment area vice versa. • Lifting and transferring patients from one place to another if required using trolleys or wheelchairs, and vice versa. E.g. from PMMPMHAMB to RIPAS • Accompanying patient(s) from home to designated location • Assist patients during weighing pre & post haemodialysis treatment. • Report to the nurse if any patient needs help. • Collecting and sending patients' medication from and to pharmacy if required. • Collecting and sending all type of patients' specimens from ward to lab. • Collecting / sending X-ray folder from/to PMMPMHAMB • Collecting / send letters / documents from/to the PMMPMHAMB Administration. • Assist in delivering/transferring medical equipment(s) to and from required location upon instructed authorised officer (as required). • Distribution of patient dialysis cards. • Ensure patients safety at all times and understands the requirement for reporting Safety hazards and/or violations. • Performs other duties as directed by the nurse manager.

ELEMENT	SCOPE OF WORKS
Furnishings, fittings, utensils and equipment	<ul style="list-style-type: none"> • Clearing notice boards and posters (out of date) • Providing labour support across the Centre's premises for planned tasks and requests.
Handling Medical Consumables, Non-Medical Consumables & Stationary Supplies	<ul style="list-style-type: none"> • To assist in the stocking of goods in the store room and replenishment of medical consumable items for daily usage. • To assist in unloading and sorting of consumables received from the Medical Store. • Receive, unload and shelf supplies. • Unpack and arrange consumables/supplies as required. • Top-up consumables/supplies from main store. • Distribute consumables/supplies to every patient's station. • Providing labour support across the Centre's premises for planned tasks and requests. • Manage, collect and/or send consumables/supplies from/to PMMPMHAMB

2.5 Patient-Care Assistant work placement:

NO.	LOCATION	NO. OF PATIENT-CARE ASSISTANT REQUIRE
1	Supervisor	2
2	ED	10
3	NIC	10
4	NICE	10
5	Male Ward	8
6	Female Ward	8
7	Paediatric Ward	8
	TOTAL	56

2.6 The Tenderer is expected to meet or exceed the quality standard required for each of the functional areas set by the Hospital Management, specifications should be provided by Tenderer upon the Hospital approval.

3 WARRANTY

3.1. The Tenderer warrants that it has the requisite manpower/personnel, equipment, machinery, material, skill and expertise to the satisfactory provision of the patient-care assistant services for the Hospital.

4 WORKING HOURS

4.1 The Tenderer shall provide the Services for 24 hours on shift work basis (except for office hour patient-care assistant). Any exceptions will require the written approval from the Hospital.

4.2 The Tenderer is expected to meet or exceed the quality standard required for each of the functional areas set by the Hospital Management, specifications should be provided by Tenderer upon the Hospital approval.

5 WARRANTY

- 5.1. The Tenderer warrants that it has the requisite manpower/personnel, equipment, machinery, material, skill and expertise to the satisfactory provision of the patient-care assistant services for the Hospital.

6 WORKING HOURS

- 6.1 The Tenderer shall provide the Services for 24 hours on shift work basis (except for office hour patient-care assistant). Any exceptions will require the written approval from the Hospital.
- 6.2 The Tenderer shall ensure all his personnel comply with the working days and hours set out by the Hospital.
- 6.3 The Hospital Management reserves the right to amend the working hours without prior notice to the Tenderer.
- 6.4 The Tenderer shall ensure that his personnel are present at their designated work areas during such working hours.
- 6.5 Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Hospital.
- 6.6 The Tenderer is also required to make allowance for any additional expenses which may be incurred due to the work if his employees are required by the Hospital Housekeeping Manager outside the working hours in the event of emergencies or disasters.
- 6.7 The Tenderer may be required to perform some works after office hours or weekend to avoid causing any inconvenience to the hospital day-to day work activities.
- 6.8 In the event of shortage of worker, the contractor will take immediate steps to provide temporary workers. Such replacement/s must be informed to the CEO office not later than two (2) hours before the commencement of any shift. Failure to provide such replacements will result in the imposition of a penalty on the contractor according to the following scale:-

POSITION	SCALE
Worker	\$15.00 per worker/day
Supervisor	\$20.00 per supervisor/day

7 EMPLOYEES / PERSONNEL

- 7.1 The Tenderer shall provide list of workers to perform the Services.
- 7.2 The Tenderer shall ensure all employees are of **100% local content**.
- 7.3 All employees are subject to further security assessment and free from any criminal record before employment.
- 7.4 The Tenderer shall ensure that all employees are of age between **20 years old to 45 years old** at start of employment (provided with medical fitness report for all).
- 7.5 To ensure the proper and efficient execution of the Services, the Tenderer shall provide and employ an adequate number of qualified workers to perform the Services.

7.6 The Tenderer shall ensure that training of his staff will commence immediately upon recruitment. Training must be completed before commencement of the Services.

8 MANAGER & SUPERVISOR

8.1 The Tenderer shall appoint Manager and Supervisor with the approval from the Hospital Management. The Supervisors shall work exclusively for the Tenderer.

8.2 The Manager and Supervisor must be able to make decisions on behalf of the Tenderer.

8.3 Approval for replacement of the Manager and Supervisor must be sought in the event she/he falls ill (on medical leave) or is due to go on leave.

8.4 The Tenderer shall provide experienced and competent language-speaking supervisors and be deployed exclusively for the provision of the Services.

8.5 The Tenderer's Manager and Supervisor shall be on the premises at all times during working hours and in charge of the work on behalf of the Tenderer. The Tenderer shall enforce strict discipline and good order among the Tenderer's employees. The Tenderer shall exercise the necessary supervision and control to prevent Tenderer's employees from violating any rules and regulations.

8.6 The Tenderer shall submit the CVs, basic duties and responsibilities of the Manager and Supervisor and Housekeeper, taking into account the requirements of the Hospital's job descriptions for each role.

8.7 The Tenderer shall ensure that all Manager and Supervisor respond to any call by the Hospital Officer / Ward in Charge / Housekeeping Manager (within 5 minutes).

9 MEDICAL SCREENING

9.1 The Tenderer shall ensure that all his personnel appointed for the provision of the Services have undergone medical screening and deemed medically fit to perform the Services (Please provide copy of the report to the hospital).

10 REMOVAL OF PERSONNEL

10.1 The Hospital Management reserves the right to remove or replace any of workers employed by the Tenderer from the said premises, who in the opinion of the Hospital Management has misbehaved or is incompetent or negligent in the performance of his/her duties.

11 WAGES AND WELFARE

11.1 The Contractor is responsible for the wages, insurance (workmen compensation and medical insurance), medical and welfare of his workers in accordance with the requirements of the Labour Department, Brunei Darussalam.

11.2 The Contractor is obligated to give minimum basic salary of B\$450.00 to the workers **exclude** TAP, SCP & other allowance.

11.3 The Contractor shall take out, at its own expense, with an insurance approved in writing by the Hospital a policy or policies each specifically endorsed to provide indemnity to the Contractor and to the Hospital against any liabilities arising out of claims by any personnel for payment of compensation under the Workmen's Compensation Act (Cap 74 of the Laws of Brunei).

12 EMPLOYMENT OF ILLEGAL WORKERS

- 12.1 The Tenderer undertakes to the Hospital management that he will not employ, and will ensure that all of its sub-Tenderers will not employ, any illegal foreign workers.
- 12.2 The Tenderer will ensure that any foreign workers employ possess valid employment passes.

13 TRAINING AND DEVELOPMENT

- 13.1 The training shall be conducted by the Tenderer at the Hospital premises.
- 13.2 The Tenderer shall employ a **qualified trainer at its own cost** to train all personnel on basic hospital housekeeping and familiarization of premises.
- 13.3 The Tenderer shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.
- 13.4 The Tenderer shall bear the expenses incurred to retrain or replace his personnel during the retraining period.
- 13.5 The Tenderer shall be given a probationary / grace period of maximum to 6 months only to fulfill all necessary training.
- 13.6 The Contractor shall comply with all instructions, policies and regulations as may be issued by the Hospital Management from time to time in relation to safety and hygiene in the provision of the Services.
- 13.7 In case of injuries in the work place, the Contractor is required to bare for any treatment cost.
- 13.8 Any damage/ pilferage to hospital property due to mishandling, carelessness of the Contractor or its Employees will be recoverable from the Contractor's bill and all materials issued to the Contractor shall be sole responsibility of the Contractor during the period of the given contract.
- 13.9 All accidents and incidents must be reported to the Hospital Housekeeping Manager. All reported accidents and incidents must be investigated by the Contractor, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the work place. Regular inspections shall be conducted by the Contractor's supervisors to ensure a safe working environment is maintained.
- 13.10 A basic first aid kit (as a minimum) must be provided for each work site, at the contractor's own cost.

14 SAFETY AND HYGIENE

- 14.1 The Tenderer shall instruct its employee(s), agent(s) or sub-Tenderer (s) accordingly, and ensure that its employee(s), agent(s) or sub-Tenderer(s) shall take all reasonable steps to safeguard their own safety and the safety of other persons who may be affected by their actions or omissions.
- 14.2 The Tenderer shall observe and comply at all times with all current prevailing laws and regulations relating to safety and hygiene in carrying out the Services, and take all necessary and prudent precaution to ensure the safety on the said premises of his own staff and personnel, the staff and property of the premises and the general public.
- 14.3 The Tenderer shall protect its Employees at the work place from risks resulting from factors

adverse to health and take appropriate measures to minimise the risk of its Employees by:

- 14.3.1 Establishing safe work practices and a safe environment;
 - 14.3.2 Ensuring Employees injured at work have access to medical attention and rehabilitation;
 - 14.3.3 Ensuring Employees are placed in jobs and work places suited to their physiological capabilities;
 - 14.3.4 Providing Employees with personal protective equipment (PPE); and
 - 14.3.5 Ensuring that Employees are medically covered.
- 14.4 The Tenderer's Employees have the responsibility to work towards eliminating work place hazards and risks.
- 14.5 Hospital Management shall not be liable for any action, omission, negligence or misconduct of the Tenderer's employees, agents, servants, or sub-Tenderers nor for any insurance coverage which may be necessary or desirable for the purpose of the given contract, nor for any costs, expenses or claims associated with any illnesses, injury, death or disability of the employees, agents, or sub-Tenderers performing work or services in connection with the given contract.
- 14.6 The Tenderer shall comply with all instructions, policies and regulations as may be issued by the Hospital Management from time to time in relation to safety and hygiene in the provision of the Services.
- 14.7 In case of injuries in the work place, the Tenderer is required to bare for any treatmentcost.
- 14.8 During execution of work, the Tenderer shall follow all standard norms of safety measures/ precautions to avoid accidents/ damages to man, machines, buildings *etc.* On non-adherence to this clause, the Government shall send a written warning to the Tenderer.
- 14.9 Any damage/ pilferage to hospital property due to mishandling, carelessness of the Tenderer or its Employees will be recoverable from the Tenderer's bill and all materials issued to the Tenderer shall be sole responsibility of the Tenderer during the period of the given contract.
- 14.10 All accidents and incidents must be reported to the Hospital Housekeeping Manager. All reported accidents and incidents must be investigated by the Tenderer, to ensure safe work practices are followed. Ongoing proactive approach shall be taken to ensure safety in the work place. Regular inspections shall be conducted by the Tenderer's supervisors to ensure a safe working environment is maintained.
- 14.11 A basic first aid kit (as a minimum) must be provided for each work site, at the Tenderer's own cost.

15 EQUIPMENT AND TOOLS USED

- 15.1 The Tenderer is responsible to procure and provide on its own expenses of all necessary equipment, tools and materials for the efficient provision of the Services.
- 15.2 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.

16 OFFICE

- 16.1 Space on the said premises shall be provided by the Hospital Management as an office for the Tenderer's administrative purpose.
- 16.2 Space on the said premises shall be provided by the Hospital Management as a common room for the Tenderer's personnel purposes.

17 SECURITY ARRANGEMENT

- 17.1 The Tenderer's personnel shall immediately leave the said premises if requested by the Hospital Housekeeping Manager or any of its staff.
- 17.2 The Tenderer is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Tenderer must ensure that such records are maintained daily.
- 17.3 The Tenderer undertakes to inform the Hospital Housekeeping Manager of any lost or stolen security pass. Any security pass to be reissued will require the approval of the Hospital.
- 17.4 The Tenderer shall ensure that his personnel do not, at any time, enter into areas which are not part of the Hospital premises except as directed by the Hospital.
- 17.5 For security purposes, the Tenderer will provide the Hospital's Housekeeping Department with the following particulars of his workers at least one (1) month before the commencement of the Services:
 - 17.5.1 Name
 - 17.5.2 Address
 - 17.5.3 Identity Card Number / Passport Number
 - 17.5.4 Gender
 - 17.5.5 Citizenship
 - 17.5.6 Expiry date of work pass (for foreign workers)
- 17.6 The Tenderer shall at its own expense, issue "Break Time" passes to the Employees. Such passes must be worn by the Tenderer's Employees ONLY during their break time, with prior approval from the Housekeeping Manager on the set time.

18 UNIFORM

- 18.1 The Tenderer must ensure that all his personnel are neatly and properly attired in clean and neat uniforms.
- 18.2 Uniforms are to be provided by the Tenderer at his own cost. Design, color and materials of the uniform must also be approved by the Hospital.

19 COMMUNICATIONS

- 19.1 The Tenderer shall ensure that the personnel are equipped with appropriate **telecommunication devices** (e.g., walkie-talkie, wireless phone) so that they can easily contact each other, Supervisors and by the Hospital Housekeeping Manager or Hospital officers.

20 REGULATIONS, LICENCES AND PERMITS

- 20.1 The Tenderer is responsible to procure and maintain all necessary licences, permits and approvals, and shall at all times comply with all legal and regulatory requirements applicable to the provision of the Services.
- 20.2 In the event of any change in legal or regulatory requirements during the contract period, the Tenderer shall promptly and at its own expense take any necessary action for complying with the same.
- 20.3 The Tenderer 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.

21 REPORTS AND INFORMATION

- 21.1 The following documents shall be submitted by the Tenderer to the Hospital Housekeeping Manager in formats to be provided by the Hospital Management following commencement of the Services:
- 21.1.1 Monthly Assessment Report on the standard Services provided;
- 21.1.2 Any other feedback from time to time.
- 21.2 Exchange of information between the Tenderer and the Hospital Management on the latest technology and processes relevant to the Services provided is recommended.

22 WORK PROGRAM

- 22.1 The Tenderer shall implement a work program to ensure that:
- 22.1.1 An efficient and effective roster system is in place so that necessary patient-care assistant standards can be complied with and necessary staffs are available;
- 22.2 The Supervisors shall submit Monthly reports by the first week of each month. Such reports shall list out among others, staff strength, analysis and recovery services (if necessary), training utilization and Quality Improvement project update, safety and waste statistic.
- 22.3 The Supervisors shall carry out daily random inspections in addition to the joint inspection carried out with Hospital Housekeeping Manager or representatives. These must be recorded and submitted to the Hospital.

23 COMPLIANCE

- 23.1 The Tenderer shall comply with the provisions of this Contract and all applicable laws and regulations.
- 23.2 The non-compliance with provisions set out in the Contract or within the license shall lead to regulatory measures, to remedy the failure within a specified period of time and/or penalties.
- 23.3 Repetitive failure (Final 3rd warning letter) to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.
- 23.4 The Government shall be entitled to make deductions on the monthly Charges based on the following categories:

MONTHLYGRADE	PAYMENTDUE	PAYMENT DUE AFTER 3rd WARNING (cumulative)
91 - 100%	100 %	-
81 - 90%	90 %	90 %
71 - 80%	80 %	80 %
61 - 70%	70 %	70 %
51 – 60 %	60 %	60 %
41 – 50 %	50 %	50 %
0 < 40 %	0 %	0%

23.5 Once the contract come into force, the Tenderer shall be given a period of three months to comply with the provisions within the Contract or as expressly agreed in writing by the Government.

24 RIGHT TO APPOINT OTHER VENDORS

24.1 The Hospital reserves the right to engage other vendors to provide the Services if the Tenderer fails to perform in full compliance with the contract.

24.2 All expenses incurred shall be recoverable in full from the Tenderer by the Hospital Management.

25 DAMAGE TO PERSONS AND PROPERTY

25.1 The Tenderer shall reimburse/indemnify for any loss or damage to any property caused by any negligent act or omission by the Tenderer or its employees.

26 AUTHORISED REPRESENTATIVE

26.1 For the purpose of the provision of the Services, the Hospital will be represented by the Housekeeping Manager, who will be the authorized Hospital representative.

26.2 All communication and notices shall be directed to the attention of:

*Chief Executive Office Grade I
Administration Section
Pengiran Muda Mahkota Pengiran Muda Haji Al-Muhtadee Billah Hospital, Tutong
(PMMPMHAMB)
Negara Brunei Darussalam
Contact No.: 4221010 ext. 500*

27 DOCUMENTS TO SUBMIT

27.1 The following documents shall be submitted, and labeled accordingly, together with the documents listed out in Section 3 of this Invitation To Tender:

- 27.1.1 Proposed Standard Operation Procedures
- 27.1.2 CV of Contract Manager
- 27.1.3 JDs (Job Descriptions) of Tenderer's Staff
- 27.1.4 Proposed Training Programme for Tenderer Staff
- 27.1.5 List of Safety Measures
- 27.1.6 Security Plan
- 27.1.7 Staff Medical Fitness Report
- 27.1.8 Any other relevant supporting documents

TABLE OF CONTENTS

1. SCHEDULE A - TENDER FORM 3

2. SCHEDULE B - INFORMATION SUMMARY 5

3. SCHEDULE C – SUB CONTRACTS..... 6

4. SCHEDULE D - COMPANY’S BACKGROUND 7

5. SCHEDULE E – REFERENCES 8

6. SCHEDULE F – DECLARATION 9

SCHEDULE A

TENDER FORM

To:

TENDER REFERENCE NO.: KK/223/2024/TUT(TC)

INVITATION TO TENDER

**THE PROVISION OF PATIENT CARE ASSISTANT SERVICES AT PENGIRAN MUDA MAHKOTA
PENGIRAN MUDA HAJI AL-MUHTADEE BILLAH HOSPITAL (PMMPMHAMB) FOR A PERIOD OF
FIVE (5) YEARS**

TENDER OF (name of tenderer) : _____

Company/Business Registration No : _____

Tender Closing Date : _____

NO.	DESCRIPTION	QUANTITY	RATE (B\$)	MONTHLY (B\$)	1 YEAR (B\$)	5 YEARS (B\$)
1	Price quoted for providing manpower					
	a) Provide manpower that are physically fit and can perform the services assigned to them.	2				
	b) Carry out Patient Care Assistant Services daily for every service at Hospital PMMPMHAMB	54				
	c) Working Hours for <u>shift duty</u> patient care assistant: <ul style="list-style-type: none"> ▪ (7.00AM – 2.00PM) – SHIFT MORNING ▪ (2.00PM – 10.00PM) – SHIFT AFTERNOON ▪ (10.00PM – 7.00AM) – SHIFT NIGHT Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday	56				
TOTAL AMOUNT (B\$)						

1. We offer and undertake on your acceptance of our Tender to provide the above ~~me~~ 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 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 2024.

Signature of authorised officer of Tenderer
Name
Designation:

Tenderer's official stamp:

COMPULSORY REQUIREMENT			
DESCRIPTION	YES	NO	REMARK
<ul style="list-style-type: none"> • Experience at least one year on Patient Care Assistant. 			
<ul style="list-style-type: none"> • Please state or letter any location or ministry. 			
<ul style="list-style-type: none"> • Salary Minimum \$ 450.00 Including SPK (Skin Persaraan Kebangsaan) 			
Manpower; <ul style="list-style-type: none"> • Supervisor (2 Pax) • 54 (Patient Care Assistant) 			
<ul style="list-style-type: none"> • Working 3 Shift (Morning, Afternoon & Night) 			

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) Other information which is considered relevant

SCHEDULE C

SUB CONTRACTS

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

Table 3.1 Responsibility Table

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

SCHEDULE D

COMPANY'S BACKGROUND

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

SCHEDULE E

REFERENCES

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

Table 5.1 References of previous customers

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

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

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

**SCHEDULE F
DECLARATION**

Tenderers shall 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

DECLARATION

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