

| 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/290/2022/JPR(TC) | THE PROVISION OF LAUNDRY SERVICES FOR RIMBA DIALYSIS CENTRE AND KIARONG DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES FOR A PERIOD OF THREE (3) YEARS | 3 YEARS | DEPARTMENT OF RENAL SERVICES | \$10.00 | 22 nd November 2022 | Hjh Wan Aslina binti Haji Ibrahim Act. Chief Executive Officer Department of Renal Services Ministry of Health Negara Brunei Darussalam Contact No.: 2451010 Fax: 2450488 e-mail: aslina.ibrahim@moh.gov.bn |

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SECTION 2

SPECIFICATION

TENDER REFERENCE NO: KK/290/2022/JPR(TC)

INVITATION TO TENDER

PROVISION OF LAUNDRY SERVICES AT RIMBA DIALYSIS CENTRE AND KIARONG DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES FOR A PERIOD OF THREE (3) YEARS

1 GENERAL

- 1.1 A qualified laundry Tenderer is sought to provide a safe, reliable, effective and efficient management of the laundry services (hereinafter 'the Services') for Rimba Dialysis Centre and Kiarong Dialysis Centre, Department of Renal Services (hereinafter "the Centre") under Ministry of Health (MOH), Brunei Darussalam.
- 1.2 The duration of the provision of the Services is **three (3) years**.
- 1.3 The aim of the Services is to provide adequate supply of clean linen for the comfort and safety of the patient and personal appearance of the personnel. The goal of is to provide regular and timely supply of clean Linen to the satisfaction of patients and staff. Laundry should be able to provide adequate quantity of right quality linen to patients and other areas of the Centre for the personnel engaged in providing health care.
- 1.4 All type of linens used by the Centre require laundry services. Classifications of category of linens are as follows: -
 - 1.4.1 **Patient Linen:** This consists of patient bed clothing such as bed sheets, pillow covers, blankets used by the patient.
 - 1.4.2 **Staff Linen:** This includes items such as scrubs, towels etc. worn by healthcare workers or items required for the procedure room.
 - 1.4.3 **General Purpose linen:** This includes prayer mats, curtains, drapes, table clothes and similar items commonly used in all parts of the Centre. This is the linen which is not used for patient care.
- 1.5 The Tenderer shall provide laundry services which include but are not limited to the following:
 - 1.5.1 Collection and receipt of dirty linen;
 - 1.5.2 Collection and receipt of soiled and infected Linen;
 - 1.5.3 Sorting, Sluicing, Disinfecting, Washing, Ironing and Folding of Linen;
 - 1.5.4 Minor Repair of damaged Linen;
 - 1.5.5 Assembling and packaging of specialty Items;
 - 1.5.6 Distribution to user location; and
 - 1.5.7 Other related articles such as furnished all equipment utilities, supplies, labelling and storage spaces.
- 1.6 The Tenderer shall collect and deliver linens to **the Centre**.
- 1.7 The Tenderer shall provide laundry services not limited as in **Scope of Services**.
- 1.8 The Tenderer shall submit three (3) complete sets of all the Standard Operation Procedures' (SOPs) manuals applicable to the management of the Provision of Laundry Services to **the Centre** which the manuals shall comply with the requirements of MOH, Brunei Darussalam as set out in:
Schedule 1: -
Schedule 1A - Laundry Services.
Schedule 1B - Laundry Processing Cycle.
Schedule 2: -
Schedule 2A - Disinfection Policy in Laundry Services
- 1.9 The successful Tenderer shall be required to comply the following guidelines issued by the MOH, Brunei Darussalam as set out in **Schedule 2: -**
Schedule 2A – Disinfection Policy in Laundry Services, MOH
Schedule 2B – Guidelines on the Control of Centre-Acquired Infection, MOH.
Schedule 2C – Management of Occupational Sharps Injury Body Fluid Exposure, MOH.

- 1.10 The MOH reserves the right to perform health inspections of each Tenderer's facility before and after the tender has been awarded or during the period of the contract. Each Tenderer's facility shall be compliance with local Government and industry acceptable standards. Tenderer who does not pass the health inspection in compliance may have their contract terminated.
- 1.11 The Tenderer shall fill in the form as in **Schedule 3**.

2 SCOPE OF SERVICES

- 2.1. The Tenderer shall provide the Laundry Services, and ensuring that adequate quantities of clean linen delivered to and dirty/contaminated linen are collected from the Centre for a period of **three (3) years**.
- 2.2. The Tenderer shall expect to meet or exceed the quality standards stated in the general guidelines and requirements of the laundry services as set out in **Schedule 2A and 2B**.
- 2.3. The Tenderer shall deliver the clean linen to the allocated area at the Centre.
- 2.4. The Tenderer shall use the folding method required by user and deliver as it is every time.
- 2.5. Joint inspections by MOH with the Tenderer employee(s) shall be conducted from time to time to the related areas of services that include the Tenderer's Laundry facility.
- 2.6. The Tenderer shall provide the following requirements for Laundry Services of the linen provided as set out in **Schedule 1A and Schedule 1B**:
 - 2.6.1. The Tenderer shall collect all soiled and contaminated linen as stipulated by the location.
 - 2.6.2. The Tenderer shall clean and process such items, including occasional heavily soiled and contaminated linen requiring special separate handling and washing cycle.
 - 2.6.3. The clean linen shall be delivered to the **Centre** in accordance to the schedules, amount (by piece), frequency and routes, and additional delivery in case of emergency.
 - 2.6.4. The Tenderer shall provide **management** and **supervisory employee(s)** with the appropriate training to ensure a smooth running of laundry management.

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 Services for the Centres.

4. FACILITIES

- 4.1. The Tenderer shall provide its own Laundry facility for the purpose of this tender and according to standard physical layout and maintenance procedures to ensure efficiency, minimize environmental contamination, and protect the material and hygienic integrity of the processed linens.
- 4.2. The Tenderer shall adhere to the highest standards of cleanliness and sanitary practices, and shall insure continual sanitation in all functions and matters related to the provision of the Laundry Services in the Tenderer's Laundry facility.
- 4.3. Under no circumstances can any alcohol and tobacco products to be allowed in the Laundry facility. Smoking is also prohibited in the Laundry facility at all times. No cooking/lodging shall be allowed in the Laundry facility at any time.
- 4.4. The Tenderer shall provide a functional separation of areas that receive, store, or process soiled linens from areas that process, handle, or store clean linens. Functional separation may be obtained by any one or more of the following methods:
 - 4.4.1. The dirty linens shall **not be mixed together** between the **contaminated linens and the dirty linens**. These linens are to be put in **separate Laundry Trolley** prior to washing.
 - 4.4.2. Exhaust fan to be installed in the soiled linens area; and/or

- 4.4.3. Positive air flow from the clean linens area through the soiled linens area with venting directly to the outside.
- 4.5. Clean linens shall be stored in **clean storage areas** with the following specifications:
 - 4.5.1. Free of Vermin;
 - 4.5.2. Devoid of lint;
 - 4.5.3. Temperatures ranging from 20°C – 26°C;
 - 4.5.4. Properly ventilated to prevent accumulation of dust and lint (i.e. positive air exchange rate of 6 – 10 per hour);
 - 4.5.5. Positive air pressure relative to adjacent spaces; and
 - 4.5.6. No drains or hot water pipes placed in this area.
- 4.6. The Tenderer shall **provide shelves** for storing clean linens to be placed as per the following standards:
 - 4.6.1. Shelves shall be approximately 1 – 2 inches from the wall for accessible cleaning;
 - 4.6.2. The bottom shelf shall be 6 – 8 inches from the floor;
 - 4.6.3. The top shelf shall be 12 – 18 inches below the ceiling.
- 4.7. The Tenderer shall **provide warning signs** about the presence of **contaminated linens** and the **need to follow Standard Precautions**. Precautions shall be posted in work areas where potentially contaminated linens are stored or sorted prior to processing.
- 4.8. The Tenderer shall **provide traffic patterns** to be planned and posted to minimize the potential for contaminated linens are handled. Hand hygiene resources (i.e. hand washing facilities or antiseptic hand cleaner/ cleaner dispensers) shall be provided by the Tenderer in or around all work areas and in employees support areas.
- 4.9. The Tenderer shall **provide emergency eyewash/shower equipment** to be available with **unobstructed access** (i.e. requiring no more than 10 seconds to reach) for immediate emergency use in all areas where soiled linens are being processed, chemicals are used and/ or stored, or where there is a potential for contact with blood or other potentially infectious material.
- 4.10. Upon completion of processing, clean linens shall be maintained as clean as possible until delivered to the Centre's storage area.
- 4.11. The Tenderer shall ensure that the physical environment (e.g. floors, walls, ceilings, vents, working surfaces, and installed equipment) to receive scheduled cleaning appropriate for the respective surfaces. The Government reserves the right to conduct random inspection to the laundry premises.
- 4.12. The Tenderer shall ensure the Environmental surfaces (e.g., floors, walls, ceilings, vents, and equipment) be subjected to periodic blow-down processes to minimize the build-up of dust and lint.
- 4.13. The Tenderer shall ensure that working surfaces (e.g., counters, bench tops, and table tops) be kept clean of visible soil, dust, and lint through use of a detergent/cleaner and water.
- 4.14. Working surfaces that become contaminated with blood or Other Potentially Infectious Materials shall be decontaminated, cleaned, and disinfected using certified disinfectants or registered germicides and follow label instructions.
- 4.15. When disinfecting working surfaces that may be contaminated with patient body substances other than blood or Other Potential Infectious Material, the Tenderer shall use disinfectant in accordance with infection control requirement and the manufacturer's instructions.
- 4.16. Contaminated work surfaces shall be decontaminated with disinfectant after completion of procedures; immediately or as soon as feasible when surfaces are visibly contaminated or after any spill of blood or other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.

5. DELIVERY AND COLLECTION OF LINENS

- 5.1. The Tenderer shall deliver the clean linens within the following hours: -
 - Morning : 9.00 am – 10.00 am**
 - Afternoon : 2.00 pm – 3.00 pm**
- 5.2. The Tenderer shall collect the dirty/contaminated linens within the following hours: -
 - Morning : 6.00 am – 7.00 am**
 - Afternoon : 5.00 pm – 6.00 pm**
- 5.3. The Tenderer shall ensure all the Tenderer's employee(s) comply with the delivery/collection schedules (days and hours) set out by MOH as set out in **Schedule 3A** and **Schedule 3B**.

- 5.4. The Tenderer shall provide an adequate number of employees and contact numbers or a help line for any request -to deliver linens when needed during outside working hours.
- 5.5. The MOH reserves the right to amend the schedules without prior notice to the Tenderer.
- 5.6. The Tenderer shall ensure all the Tenderer's employees to be present at their designated work areas according to their schedules.
- 5.7. Immediate steps shall be taken by the Tenderer to provide temporary replacement/relief to make up with the full strength of the employees required to provide the services to the satisfaction of MOH.
- 5.8. Replacement shall be made on time before commencement of the shift so as not to disrupt the provision of services.
- 5.9. Monthly duty rosters for deployment of employees responsible for delivery and collection of linens at the Centre shall be submitted by the Tenderer to the MOH. Any changes made to the roster shall be immediately notified to the MOH.

6. THE AREA OF LOADING / UNLOADING

- 6.1. The Tenderer shall comply the location for loading / unloading area during delivery and storing of clean linen and collecting dirty/contaminated linen as follows:

| TYPE OF LINEN | AREA | BUILDING | REMARK |
|---------------|----------------------|---|---|
| Clean | Allocated Linen Area | Rimba Dialysis Centre and Kiarong Dialysis Centre | Delivery to Clean Linen Store |
| Dirty | | | Dirty linens separated from contaminated linens |
| Contaminated | | | Contaminated linens separated from dirty linens |

7. QUANTITY OF LINEN

- 7.1. All the provision of linen involved in this tender shall be provided by the MOH.
- 7.2. The Tenderer shall ensure that the quantity of clean linen delivered meets the requirement of the Centre, in term of linen type, size and quantity agreed. Request for additional quantity of laundry to be done by the Tenderer will be possible.
- 7.3. The shelf stock level shall be at least **(3) three par-levels**.

8. LAUNDRY EQUIPMENT

- 8.1. The Tenderer is responsible to procure and provide at its own expenses of all necessary machines for the efficient of laundry services.
- 8.2. The Tenderer shall list and submit together with manufacturer's brochure for all type of machines will be used in the laundry services as below:

Laundry and Linen Machinery

 - 8.2.1. Hygienic Washer
 - 8.2.2. Washer Extractors and Continuous Batch Washer – (Using Hot Water; Temp between 60°C – 85°C)
 - 8.2.3. Tumble Dryers – Steam / Electric
 - 8.2.4. Flat Ironer / Steam Heated Press Irons
 - 8.2.5. Other machineries that usually used in standard healthcare laundry services (e.g.- Ozone Treatment)
- 8.3. Storage Rack /Shelves/Cabinet
 - 8.3.1. Storage Rack

The Tenderer shall provide and finance towards the cost of supplying, installing, commissioning and maintenance for any additional Storage Rack at Clean Linen Storage Room in three above mentioned locations.

8.4. Laundry/Linen Carts

8.4.1. The Tenderer shall provide appropriate movable laundry carts each for clean and dirty/contaminated linen to transport to and from the transport area and respective locations.

8.4.2. The linen carts must be clean with disinfectant every day or whenever any dirt or blood stains are visible are to be clean immediately.

9. TRANSPORTATION

9.1. The Tenderer must comply with Brunei Darussalam Land Transport's Rules and Regulations of Vehicles for Commercial Use.

9.2. The Tenderer shall provide different vehicles for transporting dirty/contaminated linens and clean linens.

9.3. The Tenderer is responsible for cleaning and disinfection of the vehicles in order to minimise the risk of infectious diseases to the drivers.

9.4. The frequency of collecting and delivering for dirty/contaminated and clean linens will be dependent on the amount of linens used every day and the agreed schedule between the Tenderer and the MOH.

10. THE PROVISION OF LINEN

10.1. All linen inventories are owned by the Centre. The provision and operation of the linen inventories as set out below shall be provided by the Centre:

10.1.1. Replacement of faded, worn out and poor condition of linen

10.1.2. Additional of new linen

10.1.3. Written-off process of worn out/ major torn linen

10.2. The Tenderer shall aid the Centre to expedite in the operation of current linen services in above **Clause 10.1**, such as frequency of washing while waiting for replacement of new linen

10.3. The Tenderer shall accept full responsibility and be accounted for any missing and damage/torn linens made during the laundry services caused by the negligence of the Tenderer or their employees. The Tenderer shall be responsible for replacing the above including any costs associated with it at their own expenses.

10.4. The Tenderer shall report to the Centre's Administration for any missing and damage linen made during the laundry services.

10.5. In the event of damaged linen due to wear and tear, during laundry services, it will be deducted from the Tenderer's payments. Therefore, it is the Tenderer's responsibility to ensure all linens are in good condition before collection.

10.6. The Tenderer shall list all the damaged linen in the form provided – LIF – **Schedule 3A and Schedule 3B**.

11. DETERGENT USE

11.1. The Tenderer shall list and submit together with manufacturer's brochure for all type of detergents/chemicals to be used in the laundry services as mention in **Schedule 1B - Clause 4.0**.

12. CONTRACT PRICE AND PAYMENT

12.1. The Government shall be entitled to **deduct** payment due to renovation works on the stated cleaning areas or maintain the payment by replacing the related areas with projects or new environment.

12.2. The Tenderer shall submit the invoice of the previous month on the first week of each month, with attendance sheets of their employees and other relevant documents, verified by the

Operational Officer of the Centres. All claims shall be addressed to the **Operational Officer** of the Centres.

Operational Officer
Rimba Dialysis Centre
Simpang 253-56, Jalan Tungku Link
Bandar Seri Begawan BE3119
Negara Brunei Darussalam

12.3. **Non-Conformance Report (NCR)** will be sent to the Tenderer if the quality of work is proven to be unsatisfactory. The Centres are entitled to make deductions based on Joint Inspections and compliance, with regards to the amount payable to the Tenderer. The deductions will be based on the following categories:

| Average monthly performance | Payment Due | Payment Due | |
|-----------------------------|-------------|-------------------------------|-------------------------------|
| | | After 2 nd Warning | After 3 rd Warning |
| 80% - 100 % | 100 % | 80 % | 50 % |
| 70% - 79 % | 100 % | 80 % | 50 % |
| 60% - 69% | 90 % | 70 % | 50 % |
| 50% - 59% | 50 % | 30 % | 15 % |
| Below 50% | 30 % | 10 % | 5 % |

12.4. Deduction of payment will continue and will be adjusted accordingly based on performance and compliance in the quality of works acceptable by the Centres and the allocations of cost as stated in **Clause 13** and **Schedule 3**.

13. COMPLIANCE

- 13.1. The Tenderer shall comply with the provisions of this Contract and all applicable laws and regulations.
- 13.2. The Tenderer shall perform all Laundry service in conformance to all relevant requirements, guidelines, manuals and standards provided.
- 13.3. Laundry performance matrix as in **Schedule 4** is provided for evaluation purposes. The performance of the Tenderer shall be evaluated by Nurse Manager of each facility, twice a month.
- 13.4. The Tenderer shall ensure that the methods, procedures as well as tools and equipment (as per requirements, guidelines, manuals and standards provided) to be used for the Services, meet the required standard of hygiene without causing any accidents, harm, nuisance or interference to the normal functioning of the areas concerned, notwithstanding the normal operating function of the cleaning equipment and processes.
- 13.5. On non-adherence to this clause, the Government shall send a written warning (**NCR**) to the Tenderer. However, if the non-compliance continues, be it of the same or different matter, the Government shall be entitled to make deductions on the overall monthly charges based on the following categories:

| NON-COMPLIANCE (Number of times in a month by location/ area) | PAYMENT DUE (monthly charges) | REMARKS |
|--|----------------------------------|---|
| One | 100% | • Operational officer will send a written warning |

| NON-COMPLIANCE (Number of times in a month by location/ area) | PAYMENT DUE (monthly charges) | REMARKS |
|--|--|---|
| | | <ul style="list-style-type: none"> • Tenderer should still comply to the said agreement from both parties (Government and Tenderer) as of date and time. • If unable to comply with the agreed date and time, then will proceed to second stage, which is to deduct 20% of the charges according to locations/areas specified as per Schedule 3. Nonetheless, the Tenderer should still proceed with the earlier agreement. |
| Two | 80% | <ul style="list-style-type: none"> • Even though Tenderer already rectified within the specified date and time (of the first and second non-compliances), 20% deduction of the overall monthly charges will still apply. • Failure to comply with the agreed date and time for the second time then will proceed to third stage that is to deduct 50% according to locations/areas specified as per Schedule 3. Nonetheless, the Tenderer should still proceed with the earlier agreement. |
| Three or more | 50% | <ul style="list-style-type: none"> • Automatically deduct 50% according to locations/areas specified as per Schedule 3. |

- 13.6. The non-compliance with provisions sets 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.
- 13.7. Repetitive failure to comply within the Contract or license obligations shall lead to suspension or termination of the Contract as may be decided by the Government.
- 13.8. 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.
- 13.9. The Tenderer shall exhaust all possible methods of cleaning of bad or stubborn stains on surfaces to the satisfaction of the Centre's in any cases of stubborn stain could not be removed, the Tenderer shall prepare Condition Appraisal and submit to Operational Officer. However, building finishes shall be preserved with care by using the right chemicals, materials, tools and methods at all times.

14. JOINT INSPECTIONS

- 14.1. The Centres' and Contractor's representative shall carry out joint inspections on an agreed schedule in addition to the monthly performance evaluation meetings. Records of such meetings are to be provided to the Centres.
- 14.2. The areas to be inspected during the Joint Inspections include, but not limited, to the following categories:
- Cleaning;
 - Standard Operating Procedures;
 - Supply of materials and consumables;
 - Management;
 - Surveys; and
 - Number of employees
- 14.3. The inspection shall be done in random areas of different categories, according to the scheduling. The scheduling will be prepared by the Centres.
- 14.4. The Contractor shall be informed on the areas to be inspected, date and time, at least two weeks in advance.
- 14.5. The result of Joint Inspections shall be used for the purpose of ascertaining the payment due. In addition, any non-compliance, the Government shall be entitled to make

15. EMPLOYEES / PERSONNEL

- 15.1. The Tenderer must ensure the proper and efficient execution of the services. The Tenderer shall provide and employ an adequate number of qualified employees to perform the services.
- 15.2. The Tenderer shall provide two (2) teams of personnel for collecting and delivering of dirty/contaminated linens and clean linens for each allocation as accordance to the schedule of delivery and collecting of linen as in **Schedule 3A and Schedule 3B**.
- 15.3. The Tenderer shall propose a manpower planning upon approval by the MOH:
 - 15.3.1 Delegated Personnel responsible for delivering and arranging the linen to the respective areas
 - 15.3.2 Delegated Personnel to collect and sort out the dirty linens from Dirty Utility Room allocated area prior for collection.
 - 15.3.3 Delegated Personnel to install and uninstall the curtain at the respective areas.
- 15.4. The Tenderer shall provide a list of employees to the MOH for monitoring and security purposes.
- 15.5. Contract Manager and/or Supervisor
 - 15.5.1. The Tenderer shall appoint a contract manager and/or Supervisor with the approval from the MOH. The contract manager and/or Supervisor shall work exclusively for the Tenderer and be deployed exclusively for the provision of the Services.
 - 15.5.2. The Contract manager and/or Supervisor shall be able to make decisions on behalf of the Tenderer.
 - 15.5.3. Approval for a replacement of any contract manager and/or Supervisor shall be sought by the Tenderer from MOH, when in the event he/she falls ill (on medical leave) and is due to go on-leave.
 - 15.5.4. The Tenderer shall provide a supervisor who is experience, competent and fluent in English and/or Malay language.
 - 15.5.5. The Tenderer shall submit the CVs, basic duties and responsibilities of the contract manager and/or supervisor.
 - 15.5.6. The Tenderer shall provide on-call staffs after office hour including working days and public holidays to deliver any requested linens or at any emergency case such as major medical emergency and in an event of major disaster.
 - 15.5.7. The Tenderer shall provide a contact number of the scheduled on-call supervisor or staffs.
 - 15.5.8. The Tenderer is to inform the Centre's Administration for any of the Tenderer's resigning employees.

16. EMPLOYMENT OF THE ILLEGAL WORKERS

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

17. UNIFORM

- 17.1. The Tenderer shall ensure that all their employees to be neatly and properly attired with company's Logo provided by the Tenderer at their own expenses.
- 17.2. The Tenderer shall provide all employees to wear dry garments without visible soil or dirt in accordance with the company's policies. For safety reasons, no jewellery shall be worn. Hairs coverings shall be used where deemed appropriate and/or within written company policy.
- 17.3. The Tenderer shall supply all Personal Protective Equipment (PPE) to employees in the workplace. Contaminated disposable PPE (e.g. Apron, gloves) to be discarded into appropriately labelled (e.g., biohazard) waste containers. Any reusable PPE (e.g. cloth aprons or overalls) shall be routinely laundered as per company policy and when soiled or contaminated.

- 17.4. The Tenderer shall ensure all the Tenderer's employees who handle clean or soiled linens to change work garments daily or whenever their garment becomes soiled.
- 17.5. If garment is soiled by blood or other potentially infectious materials, the garment shall be removed immediately and be laundered by the Tenderer. All PPE shall be removed prior to leaving the work area.
- 17.6. The Tenderer shall ensure all their employees responsible for packing, wrapping, storing, or transporting clean linens always be in attire free of visible soil.

18. TRAINING AND DEVELOPMENT

- 18.1. The Tenderer shall provide laundry trainings for all the Tenderer's employees in accordance with the international standard requirements before assigning them (with prior approval from the Operational Officer) to the provision of the Services.
- 18.2. The Tenderer shall schedule refresher courses to all the Tenderer's employees when necessary throughout the contract term.

19. HEALTH, SAFETY AND SECURITY

- 19.1. The Tenderer shall ensure that all of the Tenderer's personnel who have access to or are employed on MOH's premises comply with the MOH's health, safety and security procedures and instructions and complete any additional security clearance procedures required by the Authority before working at the Authority's premises.
- 19.2. 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 Centres of his own staff and personnel, the staff and property of the Centres and the general public.
- 19.3. The Tenderer shall ensure that all their employees appointed for the provision of the services to have undergone medical screening and deemed medically fit to perform the services at their own expenses.
- 19.4. The Tenderer shall protect its employees at the work place from risks resulting from factors averse to health and take appropriate measures to minimize the risk of its employees by:
 - 19.4.1. Establishing safe work practices and a safe environment;
 - 19.4.2. Ensuring employees injured at work have access to medical attention and rehabilitation;
 - 19.4.3. Ensuring employees are placed in jobs and work places suited to their physiological capabilities;
 - 19.4.4. Providing employees with personal protective equipment (PPE); and
 - 19.4.5. Ensuring that employees are medically covered with insurance.
- 19.5. The Tenderer's employees have the responsibility to work towards eliminating work place hazards and risks.
- 19.6. In case of injuries in the work place, the Tenderer is required to bare for any treatment cost.
- 19.7. Any damage/ pilferage to Centres 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.
- 19.8. The Tenderer shall be responsible for the wages, insurance, medical and welfare of all their employees in accordance with the requirements of the Labour Department, Brunei Darussalam.
- 19.9. The Tenderer shall take out, at their own expenses, an insurance coverage approved in writing by the MOH a policy or policies each specifically endorsed to provide indemnity to the Tenderer and to the MOH against any liabilities arising out of claims by employees for payment of compensation under the Workmen's Compensation Act (Chapter 74 of the laws of Brunei).
- 19.10. The Tenderer shall ensure that all of their employees are vaccinated accordingly, as required, at their own expenses. The Tenderer shall provide records to reflect the offering and the acceptance or documented refusal of the employee.
- 19.11. The Tenderer shall provide records to reflect a standing process for post exposure management for blood and/or other Potential Infectious Material.

- 19.12. The Tenderer shall ensure the Tenderer's employees to practice hand hygiene after glove removal, after rest-room use, before and after eating, and when hands become inadvertently contaminated with blood or other body fluids, secretion or excretion.
- 19.13. The Tenderer shall ensure all the Tenderer's employees responsible for packing, wrapping, storing or transporting clean linens to maintain proper hand hygiene at all times.

20. SECURITY ARRANGEMENT

- 20.1. MOH shall provide all identification passes of related Tenderer's employees (with colour photos). Charges of issuing passes to the Tenderer may be applied including immediate replacement of any damaged passes.
- 20.2. The Tenderer shall establish a Security Plan to demonstrate the method of employees' registration and tracking with valid permit. The Tenderer shall ensure all such records are maintained daily.
- 20.3. The Tenderer shall undertake all security measures in the event of any security passes loss, stolen or otherwise unaccounted for and shall inform immediately to the MOH.
- 20.4. The Tenderer shall allow any personnel authorised by MOH to conduct security check and inspection if required.
- 20.5. The Tenderer shall ensure all the Tenderer's employees do not at any time enter into areas which are not specified except as directed by the MOH. The Tenderer's employees shall immediately leave the premises of the MOH's locations/points if he/she had been requested by the Centre's Administration or MOH.
- 20.6. For security purposes, the Tenderer shall provide the Laundry Services with the following particulars of their employees at least **one (1) day** before the commencement of the contract:
1. Name
 2. Address
 3. Identity Card Number / Passport Number
 4. Gender
 5. Citizenship
 6. Expiry date of work pass (for foreign employees)

21. REPORTS AND INFORMATION

- 21.1. The following documents shall be submitted by the Tenderer to the Centre in the formats to be provided by the Centre 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 Centre on the latest technology and processes relevant to the Laundry Service is recommended.

22. AUTHORISED REPRESENTATIVE

- 22.1. For the purpose of the Services, the Centre will be represented by the Nursing Manager (authorized MOH representative of the Centre).
- 22.2. All communication and notices shall be directed to the attention of:

Chief Executive Officer
Department of Renal Services
Rimba Dialysis Centre Building
Simpang 253-56, Jalan Tungku Link
Bandar Seri Begawan 3119
Negara Brunei Darussalam

23. REGULATIONS, LICENSES AND PERMITS

- 23.1. The Tenderer shall be responsible to procure and maintain all necessary licenses, permits and approvals and shall at all times comply with all legal and regulatory requirements applicable to the Services.
- 23.2. In the event of any change in legal or regulatory requirements during the Contract Period, the Tenderer shall promptly take any action for complying with the said legal or regulatory requirement at their own expenses.
- 23.3. The Tenderer shall comply with the Best Practices of the Services as may be proposed or recommended by any relevant bodies in the relevant industry and also ensure that the standards of services provided shall at the minimum be of such quality and standard as is generally regarded as good in the relevant industry.

24. COST INCURRED

- 24.1. The MOH shall not be liable for any cost incurred in replying to this tender.

SCHEDULE 1

1A - LAUNDRY SERVICES

1B - LAUNDRY PROCESSING CYCLE

SCHEDULE 1

1A - LAUNDRY SERVICES

1. Laundry Services to Be Provided

- 1.1. The Tenderer shall provide the laundry services and shall ensure that all linens collected from, cleaned and delivered to all locations under Ministry of Health (MOH) according to the frequencies, volumes, schedules, and routes required by MOH.
- 1.2. The Tenderer shall ensure that all dirty linens are collected from, cleaned and delivered to all locations under MOH according to the frequencies, volumes, schedules and routes required by MOH.
- 1.3. The Tenderer shall ensure that all dirty linens that are delivered to the Tenderer's Laundry Facility are to be cleaned according to the frequencies, volumes and schedules required by MOH.
- 1.1. All the linens referred to in this tender are owned by MOH, Brunei Darussalam.
- 1.2. The Tenderer shall ensure that adequate quantities of cleaned linens are delivered to all locations under MOH according to the frequencies, volumes, schedules and routes required by the Ministry of Health.
- 1.3. The Tenderer shall assist and cross-check with MOH in determining the quantity of linen items required with the quantity as stated in **Schedule 3**. The actual increased or less agreed quantities shall be listed and prepared by the Tenderer. The Tenderer shall document the calculated quantities of the said agreed quantities amounted to price costing into this tender.
- 1.4. The Tenderer shall ensure that the clean linen is counted and recorded on the Linen Issue Form (**Schedule 3**), prior to delivery to MOH's approved location.
- 1.5. The Tenderer shall use a dedicated laundry cart(s) with covered top during delivery of clean linen/ collection of dirty linen.
- 1.6. Upon delivery, the MOH's appointed staff shall verify every receipt of linen item delivered against the daily schedule request or any additional requirement and shall ensure that the actual quantity delivered as requested has been accurately recorded in the Linen Issue Form. The Linen Issue Form must be signed with date and time. The copy of the signed form shall be given to the appointed MOH staff for reference.
- 1.7. The Tenderer shall deliver the clean linens to the specified delivery point(s) as requested by MOH.
- 1.8. The Tenderer shall be required to provide adequate number of employees for every shift to cover the daily delivery and collecting of linen requested. The Tenderer's employee(s) shall also be available when any ad hoc services and locations are required; especially during off hours working time.

1B - LAUNDRY PROCESSING CYCLE

The Tenderer shall handle the laundry according to the laundry processing cycle as below:

1. Handling, Collection and Transportation of dirty/contaminated Linens

- 1.1. All items shall be handled and collected in accordance with MOH's regulations and guidelines thereby minimizing potential exposure of patients, MOH staff or laundry employees to blood-borne and air-borne pathogens or other infectious agents (please refer **Schedule 2**)
- 1.2. All linens that are placed in the alginate water soluble bags unless labelled safe shall be assumed to be contaminated and Standard Precautions (as stated in **Schedule 2**) shall be applied at all times to all employees who handle dirty linens.
- 1.3. Dirty linens shall be collected and handled only as necessary to complete the defined tasks, and in such a way as to minimize microbial contamination of the air and the employees handling the linens. Dirty linens shall not be sorted or rinsed in all patient-care.
- 1.4. All dirty linens shall be collected from specified collection point(s) and sorted according to colour (between labelled yellow bags and transparent white bags) into separate laundry bags and placed directly into trolleys with cover, specific for infectious dirty linens.
- 1.5. All infectious dirty linens placed in water-soluble bag (yellow or white) shall not be opened to avoid aerosolisation and shall be placed directly into trolleys with cover specific for infectious dirty linens.
- 1.6. The laundry bags must not be loaded to capacity, must be leak-proof and must be capable of being closed securely to prevent linens from falling out.
- 1.7. Upon completion of the collection and sorting of the dirty linens, the Tenderer's employee with the appointed MOH's staff shall inspect and verify the number of linens using the Linen Issue Form (**Schedule 3**)

2. Medical Waste

- 2.1. The Tenderer shall have a written plan and submit to MOH detailing the procedures to follow when medical waste is found among dirty linens.
- 2.2. MOH shall provide a dedicated location to receive and return 'Lost and Found' items found among linens that may contain personal patient information.
- 2.3. The Tenderer's employee(s) shall bring the item(s) found among linens to the 'Lost and Found' area with immediate attention.
- 2.4. The use of Personal Protective Equipment (PPE) shall be observed while moving, loading and unloading dirty linens. The PPE is borne by the Tenderer.

3. Sorting

- 3.1. The Tenderer's employee(s) shall sort all dirty linens (except for infectious dirty linens) in the Dirty Linen Room prior to be transported to the Tenderer's Laundry Facility in accordance to guidelines in **Schedule 2**.
- 3.2. The Tenderer shall ensure that the physical environment of the designated sorting area is cleaned and in order every day, especially the Laundry carts, and shall be cleaned with disinfectant detergents.
- 3.3. All employees who handle the dirty linens shall follow the precautions as stated in **Schedule 2** to prevent contact with blood or other potentially infectious or hazardous material.
- 3.4. Dirty linens shall be sorted into appropriate wash loads and by classification such as colour and type of linens.
- 3.5. The Tenderer shall have a written plan and submit it to the MOH, detailing the procedures to follow in handling sharps and in the event of injuries to the Tenderer's employee(s) due to sharps. The plan shall be in accordance with Guidelines issued by MOH's on prevention from needle sticks and/or sharp objects (**Schedule 2B and 2C**).

4. Washing

- 4.1. The Tenderer shall use equipment to ensure the agreed upon quality standard are consistently met. (E.g. Hygienic Washers and Washer Extractors).
- 4.2. The Tenderer must ensure that the following standards are met during and after the washing process before drying: -
 - 4.2.1. Odour; the washed linens must not produce any unpleasant odour.
 - 4.2.2. Level of whiteness; the washed linens must not show any visibility of stains.

If these standards are not met, the linens must be rewashed or the linens are to be rejected and/or written off.

- 4.3. The Tenderer shall ensure that linens are hygienically clean during and after the washing process.
- 4.4. The Tenderer shall submit established standards for the following processes during washing of each classification of linen:
 - 4.4.1 Cycle time: Pre-wash, wash, rinse and final rinse times.
 - 4.4.2 Water levels/usage: Total water usage and/or water levels
 - 4.4.3 Temperature: Wash cycle, bleach cycle and rinse cycle temperatures.
 - 4.4.4 Chemical usage: Types of chemical and detergents are to be use during the laundry processing cycle are as below: -
 - 4.4.4.1 Industrial laundry detergent powder (Laundry suds – Main detergent) -Sodium Carbonate 30%-60%
 - 4.4.4.2 Industrial heavy-duty detergent powder (for blood stains etc) - Sodium Carbonate 10%-30%
 - 4.4.4.3 Industrial white powder bleach (Chlorine bleach-white only) - Sodium Chloro-isocyanurate 10%-30%
 - 4.4.4.4 Industrial oxygen voyage bleach (Oxygen bleach – colour & whites) - Sodium Perborate 10% - 30%
 - 4.4.4.5 Industrial laundry softener (For softening of linens)- Cationic surfactant 15%
 - 4.4.4.6 Industrial laundry sanitizer, deodorizer & disinfectant - Biguani de compound 15%
 - 4.4.4.7 Industrial laundry sour - Acid group
 - 4.4.4.8 Industrial laundry starch pre-cook (Instant corn starch) - Starch 50%

4.5 Damp linens should not be left in the washing machine overnight.

5. Extraction and Drying

- 5.1. The Tenderer shall extract or dry the clean linens in a manner that preserves the integrity of the linen merchandise, minimises the microbial growth after washing and prepares the linens for efficient ironing or folding.
- 5.2. Damp linens shall not be left in the dryer machines overnight.

6. Ironing

- 6.1. During the finishing process of ironing and folding of linens, the Tenderer shall ensure that the linens are maintained in the same clean state after washing. The ironing and folding procedures shall meet the needs and expectations of MOH. If any linens become soiled in the process, it shall be re-washed, as outline in **clause 4.0** (Washing).
- 6.2. Ironing equipment shall be maintained in good operating condition so that the linens are adequately ironed, dried and folded without excessive heat and pressure.
- 6.3. The Tenderer's employee(s) shall take all cautions when operating the ironer and the iron roller.

7. Folding

- 7.1. The linens should be folded immediately after drying or ironing to minimise wrinkles.
- 7.2. The person doing the folding should look for stains, excessive wear or tears and sort out these linens for re-wash or to be written off.
- 7.3. The clean linens are folded and sorted according to the list in **Schedule 3**.

8. Packaging

- 8.1. The Tenderer shall ensure that the packaging of linen shall preserve the linens in a clean state for delivery to MOH's approved location.
- 8.2. During packaging, linens must be handled as little as possible to prevent soiling or contamination.
- 8.3. The clean linen shall be wrapped in using Laundry Bags, suitable plastics or other suitable material, and securely closed and tied during the distribution to the location.
- 8.4. Wrapped linens that are delivered to the Clean Linen Store shall be unwrapped before placing in the clean linen shelves/racks for distribution to other locations.

9. Storage in Clean Linen Store

- 9.1. Wrapped clean linens that are delivered to the Clean Linen Store shall be arranged into the clean linen shelves/racks according to the linen requirements.
- 9.2. Only clean linens shall be stored in the Clean Linen Store.
- 9.3. Clean Linen Store shall only be accessible to appropriate Tenderer's employee(s).
- 9.4. Door must remain closed and locked at all times.
- 9.5. If any linen becomes soiled during storage, they must be reprocessed in accordance with previously stated processing guidelines.
- 9.6. Clean linen shall be transported in clean trolleys arranged by the Tenderer.
- 9.7. If the clean linens are dropped onto the floor, it shall be reprocessed in accordance with previously stated processing guidelines.

10. Delivery of linens

- 10.1. Functional separation of clean from dirty linens shall be maintained during transportation by:-
 - 10.1.1. Bagging dirty linens in fluid-resistant containers.
 - 10.1.2. Anchoring dirty linens in the vehicle, so that it will not spill from their containers.
 - 10.1.3. Training employees regarding proper bagging and placement of linens in the transporting vehicle.
 - 10.1.4. Ensuring that all employees with these responsibilities follow the Standard Precautions at all times.
- 10.2. Clean and dirty linens must **not** be stored in the same container to avoid unnecessary contamination to the linens.
- 10.3. Clean and soiled linens shall not use the same container. Separate containers are required.

11. Vehicle considerations:

- 11.1. The Tenderer shall provide two vehicles to transport clean and dirty linens separately.
- 11.2. Clean and dirty linens shall not be transported in the same vehicle as to protect the clean linens from contact with the dirty linens.
- 11.3. Clean and dirty linens shall be kept in proper containers during transportation.
- 11.4. The interior of the vehicles used to transport linens shall be cleaned on a regular basis as per company policy, or whenever visibly soiled.
- 11.5. Vehicles used to transport linens shall have waterless anti-bacterial hand cleaner, disposable rubber gloves and face mask on board for the purpose of hand hygiene. If visible soil is apparent, driver shall use utility gloves or the disposable rubber gloves to minimise contact with the dirty linens. Hand washing with soap and water is required at the earliest opportunity upon removal of the utility gloves or disposable rubber gloves.

12. Proper use of carts

- 12.1. Different carts shall be used to transport clean linen from vehicle to the Clean Linen Store and dirty linens from Dirty Linen Store to the vehicle.
- 12.2. During the transportation in the carts, clean and dirty linen shall be wrapped securely.
- 12.3. The carts that are used for transporting clean linen and the dirty linen shall be kept clean and sanitised on a weekly basis or whenever visibly soiled.
- 12.4. Clean linen carts shall be kept at the approved area.
- 12.5. Dirty linen carts shall be kept at the approved area.
- 12.6. Carts used for clean and dirty linens shall be labelled accordingly.
- 12.7. Clean linen carts and Dirty linen carts shall be maintained in good working order.
- 12.8. Clean linen carts and Dirty linen carts shall look presentable and approved by MOH.

13. Quality Assurance

- 13.1. The Tenderer's supervisor and the appointed staff from MOH shall do random checks on all related process to the laundry services, to ensure following the requirements set by MOH.

SCHEDULE 2

2A - Disinfection Policy in Laundry Services

2B - Guidelines on the Control of Hospital-Acquired Infection

2C - Management of Occupational Sharps Injury / Body Fluid Exposure

SCHEDULE 2

GUIDELINES ISSUED BY MINISTRY OF HEALTH, BRUNEI DARUSSALAM

A. Disinfection Policy in Laundry Services

B. Guidelines on The Control of Hospital-Acquired Infection

1. Hand washing and antisepsis (Hand hygiene)
2. Use of Personal Protective Equipment (PPE)
3. Prevention from needle stick and/or sharps injuries
4. Environmental cleaning of blood and body fluids spills
5. Collecting, Transporting, Sorting

C. Management of Occupational Sharps Injury / Body Fluid Exposure

2A - Disinfection Policy in Laundry Services

1. All laundry used in healthcare setting facilities are disinfected during laundering and generally rendered hygienically clean but not sterile.
2. A temperature of at least 160°F (71°C) for a minimum of 25 minutes is recommended for hot water washing.
3. A total chlorine residual of 50-150 parts per million (ppm) is usually achieved during the bleach cycle. Chlorine bleach is an economical, broad spectrum chemical germicidal that enhances the effectiveness of the laundering process.
4. Activated oxygen-based laundry detergent should be used as an alternative for chlorine bleach since it provides benefit for fabrics and colour safety in addition to antimicrobial activity.
5. Disinfection of the tubs and tumblers of washing machines is unnecessary when proper laundry procedures are followed; these procedures involve a physical removal of bulk solids (e.g. faeces) before wash/dry cycle.

2B - Guidelines on the Control of Hospital-Acquired Infection

Contaminated laundry generated in healthcare facilities can be a source of substantial pathogenic microorganisms from body substances, including blood, skin, stool, urine, vomitus and other body tissues and fluids.

Occupational Safety & Health Administration (OSHA) defines contaminated laundry as laundry which has been soiled with blood or other potentially infectious materials or may contain sharps.

Standard Precautions

The control of hospital-acquired infections using standard precautions involves work practices that are essential to provide a high level of protection to personnel during collection, handling and sorting.

The use of standard precautions is recommended for handling laundry that may be contaminated with blood, body fluids, secretions, or excretions from suspected or confirmed cases of Highly Infectious Diseases such as SARS, bird flu, influenza A (H1N1), enteric fever, salmonella infections, hepatitis A, hepatitis B, hepatitis C and carriers, open pulmonary tuberculosis, HIV infections and other notifiable diseases.

The principals involved in standard precautions include the following:

1. Hand washing and antisepsis (Hand hygiene)

- 1.1 Handwashing and antisepsis (hand hygiene) can minimise micro-organisms on the hands when there is contact with blood, body fluids, secretions and excretions.
- 1.1 Personnel should wash their hands using soap and water:
 - 1.1.1 After handling, collecting, sorting and transporting laundry
 - 1.1.2 Between contact with contaminated laundry
 - 1.1.3 Immediately after removing gloves
- 1.2 Personnel can also use antimicrobial agents such as alcohol-based hand rub or hibiscrub:
 - 1.2.1 Personnel should not use alcohol-based hand rub more than 10 times at any one time.
 - 1.2.2 After using alcohol-based rub 10 times or more, personnel must wash their hands with soap and water.

2. Use of Personal Protective Equipment (PPE)

- 2.1 The use of PPE provides a physical barrier between the microorganism and the personnel/user.
- 2.2 PPE prevents the hands, eyes, clothing and shoes from contamination of microorganism as well as prevents contact of blood or body fluid that may contain infectious agent.
- 2.3 PPE includes:
 - 2.3.1 Thick Gloves (Rubber) - should be of sufficient thickness to minimize sharps injuries
 - 2.3.2 Protective Eyewear
 - 2.3.3 Mask
 - 2.3.4 Plastic Apron – Must be of single use and fluid repellent
 - 2.3.5 Boots (rubber)/Protective Shoes
- 2.4 Personnel should follow principles guides when using PPE such as
 - 2.4.1 Avoid any contact between contaminated PPE and surfaces
 - 2.4.2 Discard the used PPE in appropriate bags
 - 2.4.3 Do not share personal protective equipment
 - 2.4.4 Wash hands immediately after removing gloves

3. Prevention from needle stick and/or sharps injuries

- 3.1 Personnel should be provided with container (leak proof) specific for sharps disposal.
- 3.2 Personnel must use gloves for the task of sorting laundry.
- 3.3 Personnel must use suitable tools e.g. tongs to pick up needles or visible sharp objects.

4. Environmental cleaning of blood and body fluids spills

- 4.1 Standard measures for cleaning spillage
 - 4.1.1 Cover spills with paper towels or tissue.
 - 4.1.2 Pour chlorine releasing agent (Clorox) onto the spill and leave for 5-10 minutes.
 - 4.1.3 Pick up the soaked towel or tissue with gloved hands.
 - 4.1.4 Dispose the towel or tissue into the biohazard plastic bags.
 - 4.1.5 Remove gloves and dispose into the biohazard plastic bags.
 - 4.1.6 Wash hands with soap and water.
 - 4.1.7 Mop the spillage area with prepared diluted solution of Clorox (1 part Clorox to 10 parts of clean water).

5. Collecting, Transporting, Sorting

- 5.1 Place all soiled laundry directly onto the laundry bags.
- 5.2 For infectious soiled laundry, the Ministry Of Health's personnel shall place the laundry directly into water soluble bags and place at the points of collection.
- 5.3 Contain laundry in a manner that prevents the laundry/water soluble bag from opening or bursting during transport and while at the points of collection.
- 5.4 Do not shake soiled laundry. Handle all laundry with minimum agitation to avoid aerosolization of virus.
- 5.5 For infectious soiled laundry, do not rinse or sort laundry at points of collection.
- 5.6 All infected soiled laundry is to be transferred to the designated washer without opening.
- 5.7 All infected soiled laundry should be transported in a designated trolley specific for infected soiled laundry at the points of collection room.
- 5.8 Trolley used to transport soiled infected laundry should be cleaned after each use

- 5.9 All personnel should use PPE when transporting soiled laundry outside the Points of collection room.
- 5.10 All personnel should use standard precautions and perform hand washing after removal of PPE that has been in contact with soiled laundry.
- 5.11 All personnel need to be aware they are at risk from contaminated soiled laundry, sharps and other instruments.

2C - Management of Occupational Sharps Injury/Body Fluid Exposure

ROLES OF THE RELEVANT PARTIES

1. Role of the exposed worker:
 - 1.1. The exposed worker should stop immediately whatever they are doing and attend the injury.
 - 1.2. The exposed worker should report to their Supervisor/In-Charge of the incident and go to the nearest hospital, Emergency Department, to have their blood taken to establish their Hepatitis B/Hepatitis C & HIV status and for assessment of the need for HIV post-exposure (HIV PEP) or Hepatitis B post-exposure.
 - 1.3. The exposed worker should report to the nearest hospital's Infection Control Unit for investigation of the incident, the next working day and attend follow-up with Occupational Health Clinic within 72 hours of the incident.

2. Role of the Supervisor/In-Charge:
 - 2.1. The Supervisor/In-Charge should identify the patient and take his/her details and inform the Occupational Sharps Injury/Body Fluid Exposure Consultant of the incident.
 - 2.2. The Supervisor/In-Charge should help the exposed worker to get and fill in the 'Accident at work reporting Form' and fill in and sign Part 2 of the form. Hardcopies of the form can be obtained from Occupational Health Unit or downloaded from <http://www.moh.gov.bn/services/occupationalhelthdiv02-03.htm>

SCHEDULE 3A

LINEN ISSUE FORM (LIF)

Rimba Dialysis Centre and Kiarong Dialysis Centre, Department of Renal Services

COLLECTION OF LINEN ITEMS

DATE:

| No | Scheduled Time | Time of Collection | Signature | | Remarks (by MOH) (such as reason of lateness etc) |
|----|------------------------|--------------------|-----------|-----|--|
| | | | Tenderer | MOH | |
| 1. | 6.00 am – 7.00 am (AM) | | | | |
| 2. | 5.00 pm – 6.00 pm (PM) | | | | |

| No | ITEMS | Number of dirty linens collected | Signature | | Number of dirty linens collected | Signature | | Remarks (by Authority) (such as any torn, dirty linen received)- or any pending items |
|----|------------------|----------------------------------|-----------|-----|----------------------------------|-----------|-----|--|
| | | AM | Tenderer | MOH | PM | Tenderer | MOH | |
| 1. | Bedsheet | | | | | | | |
| 2. | Pillow case | | | | | | | |
| 3. | Blanket | | | | | | | |
| 4. | Scrub (Blouse) | | | | | | | |
| 5. | Scrub (Trousers) | | | | | | | |
| 6. | Bath towel | | | | | | | |
| 7. | Prayer mat | | | | | | | |

SCHEDULE 3B

LINEN ISSUE FORM (LIF)

Rimba Dialysis Centre and Kiarong Dialysis Centre, Department of Renal Services

DELIVERY OF LINEN ITEMS

DATE:

| No | Scheduled Time | Time of Delivery | Signature | | Remarks (by MOH) (such as reason of lateness etc) |
|----|-------------------------|------------------|-----------|-----|--|
| | | | Tenderer | MOH | |
| 1. | 9.00 am – 10.00 am (AM) | | | | |
| 2. | 2.00 pm – 3.00 pm (PM) | | | | |

| No | ITEMS | Number of clean linens delivered | Signature | | Number of clean linens delivered | Signature | | Remarks (by Authority) (such as any torn, dirty linen received)- or any pending items |
|----|------------------|----------------------------------|-----------|-----|----------------------------------|-----------|-----|--|
| | | AM | Tenderer | MOH | PM | Tenderer | MOH | |
| 1. | Bedsheet | | | | | | | |
| 2. | Pillow case | | | | | | | |
| 3. | Blanket | | | | | | | |
| 4. | Scrub (Blouse) | | | | | | | |
| 5. | Scrub (Trousers) | | | | | | | |
| 6. | Bath towel | | | | | | | |
| 7. | Prayer mat | | | | | | | |

SCHEDULE 4

PERFORMANCE MATRIX

| No. | Performance Indicators | Expected Level | Measurement protocol | Penalty in case of non-compliance |
|-----|---|--|---|-----------------------------------|
| 1.1 | Collection of dirty linen from Centre between 6.00 am – 7.00 am and 5.00 pm – 6.00 pm (or the time fixed by the authorized officials) | At least 90% of time within a month | To be verified from LIF | 3% of the total monthly invoice |
| 1.2 | Delivering the clean linens from Centre between 9.00 am – 10.00 am and 2.00 pm – 3.00 pm (or the time fixed by the authorized officials) | At least 90% of time within a month | To be verified from LIF | 3% of the total monthly invoice |
| 1.3 | Process of laundry services according to the approved guidelines. | 100% of time | To be verified based on inspections | 5% of the total monthly invoice |
| 1.4 | Machines and chemicals available at all times | 100% | To be verified from monthly (random) inspection by authorized officer | 3% of the total monthly invoice |
| 1.5 | Infected (blood stain) linen to be washed separately | 100% | To be verified based on random inspections by authorized officials/ nurse-in-charge | 5% of the total monthly invoice |
| 1.6 | Odour and Stains | Odour and stain free linen 95% of times | To be measured based on spot inspections and/ or complaints received for stains/ odour against the total linen cleaned in a month | 3% of the total monthly invoice |
| 1.7 | Quantity of Linen | Shelf stock level at least three (3) par-levels. | To be verified from LIF | 5% of the total monthly invoice |

SCHEDULE 5
PERFORMANCE BOND

To:

WHEREAS [insert name of Tenderer] of has entered into an Agreement with the Government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam, represented by Ministry of Health ("the Government") dated for..... (Agreement Ref. No. ("the Agreement") and in this connection a performance bond is required in the sum of [\$......] as security for the fulfillment by [insert name of Tenderer] of its obligations under the Agreement.

NOW we [insert name of the banker] of [insert registered address of the bank], hereby guarantee payment to the Ministry of Health on demand of up to [\$......] in the event of [insert name of Tenderer] failing to fulfill the Agreement, provided that the Ministry of Health claim hereunder is received in writing at this office accompanied by a signed statement that [insert name Tenderer] has failed to fulfill the Agreement, without the Ministry of Health needing to prove or show any grounds(s) or reason(s) for its demand.

Such statement shall be accepted by us a conclusive evidence that the amount claimed is due to the Ministry of Health under this Guarantee.

This Guarantee shall become operative on the date of signing of the AGREEMENT by the GOVERNMENT and the TENDERER and shall expire six (6) months after the expiry of the Agreement.

This Guarantee shall be governed by and construed in accordance with the laws of Brunei Darussalam.

[Name and signature of authorized signatory]
For and behalf of [insert name of the bank].

SCHEDULE 6

UNDERTAKING TO SAFEGUARD OFFICIAL INFORMATION

1. My attention has been drawn to the *Official Secrets Act* (Chapter 153) and in particular to Section 5 thereof which related to the safeguarding of official information.
2. I understand and agree that all official information acquired by me in the course of my work in connection with agreement ref: _____ is of a strictly secret and confidential nature, and is not to be published or communicated by me to any other person in any form whatsoever except in the course of my official duties on a strictly "need-to-know" basis.\
3. I shall ensure that any other person who is authorized by me to have access to any official information shall similarly sign an undertaking to safeguard official information.
4. In undertake to return any document received from the government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam, any other copies made or reproduced from such document or part thereof whenever required by the government.
5. I further understand and agree that any breach or neglect of this undertaking may render me liable to prosecution under the *Official Secrets Act*.

| | | |
|-----------|---------------------|-----------------------|
| Signature | Full Name in BLOCKS | NRIC No./Passport No. |
|-----------|---------------------|-----------------------|

| | | |
|-------------|-----------------|------|
| Designation | Name of Company | Date |
|-------------|-----------------|------|

| | | |
|----------------------|---------------------|-----------------------|
| Signature Of Witness | Full Name in BLOCKS | NRIC No./Passport No. |
|----------------------|---------------------|-----------------------|

Address:

Date: _____

NCR/UPP/JPR/2021

| NON-CONFORMANCE REPORT (NCR) | | |
|--|------------------------|----------------------------|
| SECTION 1 | | |
| 1.Contract Title: | 4.Date : | |
| 2. Contract Reference: | 5.NCR Number/year: / | |
| 3.Company Name: | 6. Department / Area : | |
| SECTION 2 | | |
| 6. Reported from: <input type="checkbox"/> Inspection <input type="checkbox"/> Complaint/Feedback <input type="checkbox"/> On the Spot <input type="checkbox"/> Others: | | |
| 7.Non-Conformance Classification: <input type="checkbox"/> Health & Safety <input type="checkbox"/> Personnel <input type="checkbox"/> Equipment and supplies <input type="checkbox"/> KPI | | |
| 8. Risk Rating: <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low | | |
| 9.Site/place: | | |
| 10.Reported by: | | |
| 11. Description of non-conformance: - | | |
| 12.Photo /video: | | |
| SECTION 3 | | |
| Corrective/Preventive Action | | |
| 13. Description of Immediate Actions /Corrective Actions: | | |
| | | 14.Completion date & time: |
| 15.Description of Preventive Action (to prevent recurrence): | | |
| | | |
| 16.Approved by: | 17. Accepted by: | 18.Date: |
| SECTION 4 (for office used) | | |
| Final Review & Closing Out of Report | | |
| <input type="checkbox"/> Above actions implemented satisfactorily, report is CLOSED. <input type="checkbox"/> New NCR issued. Reasons: | | |
| Other Comments: | | |
| 19. Reviewed by and Signature: | | 20.Date: |

SECTION 3
FORMS TO BE USED

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SCHEDULE 1 - TENDER FORM

To:

TENDER REFERENCE NO: KK/290/2022/JPR(TC)

**THE PROVISION OF LAUNDRY SERVICES FOR RIMBA DIALYSIS CENTRE AND KIARONG DIALYSIS CENTRE, DEPARTMENT OF RENAL SERVICES
FOR A PERIOD OF THREE (3) YEARS**

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

| BILL OF QUANTITIES FOR RIMBA DIALYSIS CENTRE AND KIARONG DIALYSIS CENTRE DIALYSIS CENTRE | | | | | | |
|--|--|---------------|--------------------------|-------------------------|--------------------|------------|
| ITEM NO. | DESCRIPTION | SIZE | RIMBA DIALYSIS CENTRE | KIARONG DIALYSIS CENTRE | RATE PER PIECE B\$ | AMOUNT B\$ |
| | | | ESTIMATION USAGE PER DAY | | | |
| 1 | BEDSHEET Colour -White Material Type - 100% Cotton | 85" X 100" | 65 | 30 | | |
| 2 | PILLOWCASE Colour - Light Blue/white Material Type - 100% Cotton | 19" X 29" | 65 | 30 | | |
| 3 | BLANKET (Hospital Type) Colour - Blue/Peach/Purple/Others Material Type - Waffle Cellular 100% Cotton | 70" X 90" | 65 | 30 | | |
| 4 | BATH TOWEL | Standard size | As per requested | | | |
| 5 | PRAYER MAT | Standard size | As per requested | | | |
| 6 | SCRUB (BLOUSE) | Multi Size | As per requested | | | |
| 7 | SCRUB (TROUSERS) | Multi Size | As per requested | | | |
| | | | | | PER DAY | |
| | | | | | PER MONTH | |
| | | | | | PER YEAR | |
| | | | | | FOR 3 YEARS | |

NOTE: Laundry Services is provided every day except on **Sunday**.

| USER REQUIREMENTS | DETAILS OF THE OFFER |
|--|----------------------|
| Company Registration / Class / Date of Expired | |
| No. of Personnel & The Shift | |
| Personnel Job Description Provided | |
| Personnel Uniform | |
| Personal Protective Equipment (PPE) | |
| Hygienic Washer | |
| Storage Rack | |
| Laundry/Linen Carts | |
| Laundry Equipment | |
| Transportation (collection & delivery) | |
| Training & Management of Personnel | |
| Work Programs / Schedules | |

1. We offer and undertake on your acceptance of our Tender to supply and deliver the above-mentioned services in accordance with your Invitation to Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation to Tender. We have not qualified or changed any of the provisions of your Invitation to Tender.
3. We shall execute a formal agreement in the appropriate form set out in Section 4 - Contract of the Invitation to Tender together with such further terms and conditions, if any, agreed between 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 20

Tenderer's official stamp:

Signature of authorised officer of Tenderer
Name :
Designation :

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 Laundry Services at Rimba Dialysis Centre And Kiarong Dialysis Centre***

- (d) Other information which is considered relevant

SCHEDULE 3 - SUB-CONTRACTOR

- 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 7 - LIST OF EMPLOYEES

7.1 Tenderers are required to provide the number of employees for each occupation working in their premises.

| NO | OCCUPATION | NUMBER | JOB DESCRIPTIONS |
|----|----------------------|--------|------------------|
| 1. | Manager | | |
| 2. | Supervisor | | |
| 3. | Laundryman (Pendobi) | | |
| 4. | Driver | | |

SCHEDULE 9 - LIST OF CHEMICALS & CONSUMABLES

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

| No. | Description | Brand | Country Of Origin | Unit Cost (\$) |
|-----|-------------|-------|-------------------|----------------|
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LINEN ISSUE FORM (LIF)

Rimba Dialysis Centre and Kiarong Dialysis Centre, Department of Renal Services

COLLECTION OF LINEN ITEMS

DATE:

| No. | Scheduled Time | Time of Collection | Signature | | Remarks (by MOH) (such as reason of lateness etc) |
|-----|------------------------|--------------------|------------|-----|--|
| | | | Contractor | MOH | |
| 1. | 6.00 am – 7.00 am (AM) | | | | |
| 2. | 5.00 pm – 6.00 pm (PM) | | | | |

| No. | ITEMS | Number of dirty linens collected | Signature | | Number of dirty linens collected | Signature | | Remarks (by Authority) (such as any torn, dirty linen received)- or any pending items |
|-----|------------------|----------------------------------|-----------|------------|----------------------------------|-----------|----|--|
| | | | AM | Contractor | | MOH | PM | |
| 1. | Bedsheet | | | | | | | |
| 2. | Pillow case | | | | | | | |
| 3. | Blanket | | | | | | | |
| 4. | Scrub (Blouse) | | | | | | | |
| 5. | Scrub (Trousers) | | | | | | | |
| 6. | Bath towel | | | | | | | |
| 7. | Prayer mat | | | | | | | |

LINEN ISSUE FORM (LIF)

Rimba Dialysis Centre and Kiarong Dialysis Centre, Department of Renal Services

DELIVERY OF LINEN ITEMS

DATE:

| No. | Scheduled Time | Time of Delivery | Signature | | Remarks (by MOH) (such as reason of lateness etc) |
|-----|-------------------------|------------------|------------|-----|--|
| | | | Contractor | MOH | |
| 1. | 9.00 am – 10.00 am (AM) | | | | |
| 2. | 2.00 pm – 3.00 pm (PM) | | | | |

| No. | ITEMS | Number of clean linens delivered | Signature | | Number of clean linens delivered | Signature | | Remarks (by Authority) (such as any torn, dirty linen received)- or any pending items |
|-----|------------------|----------------------------------|------------|-----|----------------------------------|------------|-----|--|
| | | AM | Contractor | MOH | PM | Contractor | MOH | |
| 1. | Bedsheet | | | | | | | |
| 2. | Pillow case | | | | | | | |
| 3. | Blanket | | | | | | | |
| 4. | Scrub (Blouse) | | | | | | | |
| 5. | Scrub (Trousers) | | | | | | | |
| 6. | Bath towel | | | | | | | |
| 7. | Prayer mat | | | | | | | |