

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/356/2022/SSBH(TC)	THE PROVISION OF PROVIDING MANPOWER FOR CENTRAL STERILE SERVICE DEPARTMENT OF SURI SERI BEGAWAN HOSPITAL FOR A PERIOD OF TWO (2) YEARS	2 YEARS	SURI SERI BEGAWAN HOSPITAL KUALA BELAIT	\$30.00	24 th JANUARY 2023	Abdul Mu'iz bin Haji Ibrahim Senior Hospital Administrator Suri Seri Begawan Hospital, Kuala Belait Contact No.: 3335331 ext. 3223/3197

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO: KK/356/2022/SSBH(TC)

INVITATION TO TENDER
THE PROVISION OF PROVIDING MANPOWER FOR CENTRAL STERILE SERVICE
DEPARTMENT OF SURI SERI BEGAWAN HOSPITAL FOR A PERIOD OF TWO (2) YEARS

1. GENERAL

1.1 Tenderers are sought from suitably qualified to supply of manpower to do sterilization services who wish to be considered for the provision of the services (hereinafter 'the Services') at the:

1.1.1 Suri Seri Begawan Hospital

1.2 The duration of the provision of Services is for TWO (02) Years.

1.3 The Contractor 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 contractor is also required to observe the following guidelines issued by the Ministry of Health:

- Guidelines on the Control of Hospital-Acquired Infection by the Medical Services Division, Ministry of Health;
- Disinfection and sterilization policy and practice of the Ministry of Health;
- Code of Practice for the prevention of infection and accidents in the hospital, laboratory and post-mortem rooms (Ministry of Health);
- Universal Infection Control Precautions (Ministry of Health).

2. SCOPE OF WORK

2.1 The Contractor shall provide the Services to the said areas for a period of Two (02) Years.

2.2 Work includes, but is not limited to, providing all labor / manpower, tools, and services required to provide full professional Sterilization Services.

2.3 It is the responsibility of the Contractor to provide sufficient workers and tools to perform the services.

2.4 The Services include;

2.4.1 Transporting, Collecting, Inspecting, Cleaning, Packaging, Sorting, Inventorying and Sterilizing all clinical reusable items (Surgical instruments, Linens & Soft packs) from Operation Theatres, Wards and Clinics of SSB Hospital following guideline provide by the Centre Sterile Service Department (CSSD). The scope also includes familiarizing/memorizing all the surgical instruments used in the Operation Theatre, Wards and Clinics.

2.4.2 Receiving, Inspecting, Cleaning, Packaging, Sorting, Inventorying and Sterilizing all clinical reusable items (Surgical instruments, Linens & Soft packs) from all Health Centres, Clinics and Health Office in Belait District.

- 2.5 The service also include the deployment of staffs to work at assigned location required by Hospital management; such location are CSSD SSB Hospital and Endoscopy Unit/Clinic SSB Hospital.
- 2.6 The Contractor 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 Contractor upon the Hospital approval.

3. WARRANTY

- 3.1 The Contractor warrants that it has the requisite manpower/personnel, tools, material, skill and expertise to the satisfactory provision of the Sterilization services for the Hospital.

4. WORKING HOURS

- 4.1 The Contractor shall provide the Services on an office hour basis including Friday and Public Holiday (if required). Any exceptions will require the written approval from the Hospital.
- 4.2 The Contractor shall ensure all his personnel comply with the working days and hours **set** out by the Hospital as follows:-
 - 4.2.1 Monday to Thursday and Saturday : 7.45am to 12.15pm & 1.30pm to 5.00pm
 - 4.2.2 Friday : 7.45am to 11.30am & 2.00pm to 5.00pm
 - 4.2.3 Public Holiday : As instructed by Supervisor CSSD SSB Hospital
- 4.3 The Hospital Management reserves the right to amend the working hours without prior notice to the Contractor.
- 4.4 The Contractor shall ensure that his personnel are present at their designated work areas during such working hours.
- 4.5 Immediate steps shall be taken by the Contractor to provide temporary replacement/relief to make up the full strength of the personnel required to provide the Services to the satisfaction of the Hospital.
- 4.6 The Contractor 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 CSSD Manager outside the working hours in the event of emergencies or disasters.
- 4.7 The Contractor 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.
- 4.8 Weekly duty rosters for deploying the number of workers shall be submitted by the Contractor to the Hospital management for approval. Any changes made to the roster must be immediately notified to the Hospital management.
- 4.9 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

5. PERSONNEL

- 5.1 The Tenderer shall provide list of workers to perform the Services.
- 5.2 The Tenderer shall ensure all employees are of 100% local content.
- 5.3 All employees are subject to further security assessment and free from any criminal record before employment.
- 5.4 To ensure the proper and efficient execution of the Services, the Contractor shall provide and employ an adequate number of qualified workers to perform the Services, age range between 20 – 45 years old.
- 5.5 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.
- 5.6 The Tenderer shall ensure that training of his staff will commence immediately upon recruitment. Training must be completed before commencement of the Services.

6. MEDICAL SCREENING

- 6.1 The Contractor 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.

7. REMOVAL OF PERSONNEL

- 7.1 The Hospital Management reserves the right to remove or replace any of workers employed by the Contractor 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.

8. WAGES AND WELFARE

- 8.1 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.
- 8.2 The Contractor is required to give minimum salary of B\$450.00 to his workers exclude TAP, SCP & other allowance.
- 8.3 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).

9. EMPLOYMENT OF ILLEGAL WORKERS

- 9.1 The Contractor undertakes to the Hospital management that he will not employ, and will ensure that all of its sub-contractors will not employ, any illegal foreign workers.
- 9.2 The Contractor will ensure that any foreign workers employ possess valid employment passes.

10. TRAINING AND DEVELOPMENT

- 10.1 The training shall be conducted by the SSB Hospital's CSSD Manager/ Staffs at the Hospital premises.

10.2 The Contractor shall also provide and maintain at its own cost all training equipment and manuals necessary for this purpose.

10.3 The Contractor shall bear the expenses incurred to retrain or replace his personnel during the retraining period.

11. SAFETY AND HYGIENE

11.1 The Contractor shall instruct its employee(s), agent(s) or sub-contractor (s) accordingly, and ensure that its employee(s), agent(s) or sub-contractor(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.

11.2 The Contractor shall observe and comply at all times with all current prevailing laws and regulations relating to safety, hygiene and sterilization 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.

11.3 The Contractor shall protect its Employees at the work place from risks resulting from factors adverse to health and take appropriate measures to minimize the risk of its Employees by:

- Establishing safe work practices and a safe environment;
- Ensuring Employees injured at work have access to medical attention and rehabilitation;
- Ensuring Employees are placed in jobs and work places suited to their physiological capabilities;
- Providing Employees with personal protective equipment (PPE); and
- Ensuring that Employees are medically covered.

11.4 The Contractor’s Employees have the responsibility to work towards eliminating work place hazards and risks.

11.5 Hospital Management shall not be liable for any action, omission, negligence or misconduct of the Contractor’s employees, agents, servants, or subcontractors 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 subcontractors performing work or services in connection with the given contract.

11.6 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.

11.7 In case of injuries in the work place, the Contractor is required to bare for any treatment cost.

11.8 During execution of work, the Contractor 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 Contractor. 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 (monthly grade)	PAYMENT DUE (monthly charges)	PAYMENT DUE AFTER 3 rd WARNING (cumulative)	REMARKS
86 – 100 %	100%	-	<ul style="list-style-type: none"> • If unable to comply with the agreed date and time, then will proceed to second stage, which is to deduct 20% of the overall monthly charges. Nonetheless, the Contractor should still proceed with the earlier agreement.

NON-COMPLIANCE (monthly grade)	PAYMENT DUE (monthly charges)	PAYMENT DUE AFTER 3rd WARNING (cumulative)	REMARKS
81 – 85%	90%	90%	<ul style="list-style-type: none"> Failure to comply with the agreed date and time for the second time, then will proceed to third stage that is to deduct 10% of the overall monthly charges. Nonetheless, the Contractor should still proceed with the earlier agreement.
71 – 80%	80%	80%	<ul style="list-style-type: none"> Hospital Management will send a written warning letter Contractor should still comply to the said agreement from both parties (Government and Contractor) as of date and time
61 – 70%	70%	70%	<ul style="list-style-type: none"> Even though contractor already rectified within the specified date and time (of the first and second non-compliances), 30% deduction of the overall monthly charges will still apply based on the evaluation report.
51 – 60%	60%	60%	<ul style="list-style-type: none"> Even though contractor already rectified within the specified date and time (of the first and second non-compliances), 40% deduction of the overall monthly charges will still apply based on the evaluation report.
41 – 50%	50%	50%	<ul style="list-style-type: none"> Automatically deduct 50% of the overall monthly charges
0 < 40%	0%	0%	<ul style="list-style-type: none"> Automatically no payment will be given for monthly charges

11.9 The hospital reserves the right to penalize the vendor, based on monthly grade performance **and** shortage of manpower supplied (as stated in the Clause 4.9).

11.10 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.

11.11 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.

11.12 A basic first aid kit (as a minimum) must be provided for each work site, at the contractor's own cost.

12. OFFICE

12.1 Space on the said premises shall be provided at Central Sterile Service Department itself, working alongside Hospital's CSSD Staffs.

13. SECURITY ARRANGEMENT

13.1 The Contractor's personnel shall immediately leave the said premises if requested by the Hospital's CSSD Manager or any of its staff.

- 13.2 The Contractor is required to establish a Security Plan to demonstrate the method of staff registration and tracking with valid permits. The Contractor must ensure that such records are maintained daily.
- 13.3 The Contractor undertakes to inform the Hospital's CSSD Manager of any lost or stolen security pass. Any security pass to be reissued will require the approval of the Hospital.
- 13.4 The Contractor 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.
- 13.5 For security purposes, the Contractor will provide the Hospital's CSSD with the following particulars of his workers at least one (1) month before the commencement of the Services:
- Name
 - Address
 - Identity Card Number / Passport Number
 - Gender
 - Citizenship
 - Expiry date of work pass (for foreign workers)

14. UNIFORM

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

15. REGULATIONS, LICENCES AND PERMITS

- 15.1 The Contractor is 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 provision of the Services.
- 15.2 In the event of any change in legal or regulatory requirements during the contract period, the Contractor shall promptly and at its own expense take any necessary action for complying with the same.
- 15.3 The Contractor is to comply with best practices as may be proposed or recommended by any relevant bodies in the relevant industry, and also ensure that the standard of Services provided shall, at the minimum, be of such quality and standard as is generally regarded as good in the relevant industry.

16. REPORTS AND INFORMATION

- 16.1 The following documents shall be submitted by the Contractor to the Hospital's CSSD Manager in formats to be provided by the Hospital Management following commencement of the Services:
- Monthly Assessment Report on the standard Services provided;
 - Any other feedback from time to time.
- 16.2 Exchange of information between the Contractor and the Hospital Management on the latest technology and processes relevant to the Services provided is recommended.

17. COMPLIANCE

- 17.1 The Contractor shall comply with the provisions of this Contract and all applicable laws and regulations.
- 17.2 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.
- 17.3 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.
- 17.4 Once the contract come into force, the Contractor 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.

18. RIGHT TO APPOINT OTHER VENDORS

- 18.1 The Hospital reserves the right to engage other vendors to provide the Services if the Contractor fails to perform in full compliance with the contract.
- 18.2 All expenses incurred shall be recoverable in full from the Contractor by the Hospital Management.

19. DAMAGE TO PERSONS AND PROPERTY

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

20. AUTHORISED REPRESENTATIVE

- 20.1 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.
- 20.2 All communication and notices shall be directed to the attention of:

*Chief Executive Officer Grade I
Administration Section
Suri Seri Begawan Hospital
Kuala Belait
Negara Brunei Darussalam
Tel: 3335331 ext 3197 Fax: 3335100*

*Head of Operation
Administration Section
Suri Seri Begawan Hospital
Kuala Belait
Negara Brunei Darussalam
Tel: 3335331 Fax 3223*

21. DOCUMENTS TO SUBMIT

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

- Proposed Standard Operation Procedures
- CV of Contract Manager
- JDs (Job Descriptions) of Contractor's Staff
- Proposed Training Programme for Contractor Staff
- List of Safety Measures
- Security Plan
- Any other relevant supporting documents

SECTION 3
FORM TO BE USED

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SCHEDULE A

TENDER FORM

To:

TENDER REFERENCE NO: KK/356/2022/SSBH(TC)

INVITATION TO TENDER
THE PROVISION OF PROVIDING MANPOWER FOR CENTRAL STERILE SERVICE
DEPARTMENT OF SURI SERI BEGAWAN HOSPITAL FOR A PERIOD OF TWO (2) YEARS

TENDER OF (*name of tenderer*) _____

Company/Business Registration No : _____

Tender Closing Date : _____

NO.	DESCRIPTION	QUANTITY	RATE	MONTHLY (PRICE)	1 YEAR (PRICE)
1	<p>All price quoted to be inclusive of:</p> <p>Manpower :</p> <p>a) Provide manpower that are physically fit and can perform the services assigned to them.</p> <p>b) Carry out Sterilization Services daily at Suri Seri Begawan Hospital.</p> <p>Working Hours:-</p> <ul style="list-style-type: none">• Monday to Thursday and Saturday : 7.45am to 12.15pm & 1.30pm to 5.00pm• Friday : 7.45am to 11.30am & 2.00pm to 5.00pm• Public Holiday : As instructed by Supervisor CSSD SSB Hospital <p>The Services include:-</p> <p>Transporting, Collecting, Inspecting, Cleaning, Packaging, Sorting, Inventorying and Sterilizing all clinical reusable items (Surgical instruments, Linens & Soft packs) from Operation Theatres, Wards and Clinics of SSB Hospital following guideline provide by the Centre Sterile Service Department (CSSD). The scope also includes familiarizing/memorizing all the surgical instruments used in the Operation Theatre, Wards and Clinics.</p> <p>Receiving, Inspecting, Cleaning, Packaging, Sorting, Inventorying and Sterilizing all clinical reusable items (Surgical instruments, Linens & Soft packs) from all Health Centres, Clinics and Health Office in Belait District.</p> <p>c) 5.5 days a week</p> <p>Note: The Contractor shall provide suitable uniform or attires for all workers on site</p>	10			
AMOUNT CARRIED FORWARD ONE (1) YEAR					
TOTAL COST FOR TWO (2) YEARS					

1. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does 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 **SIX (06) 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

Signature of authorised officer of Tenderer

Name:

Designation:

Tenderer's official stamp:

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