



**REQUEST FOR TENDER**

**FOR**

**MANPOWER CLEANING SUPPLY**

**AT INTERNATIONAL ISLAMIC**

**UNIVERSITY MALAYSIA (IIUM)**

**KUANTAN CAMPUS**

<b>REF. NO.</b>	<b>DBSB/PROC/KTN/2023/RFT-008</b>
<b>RFT Opening Date</b>	<b>18<sup>th</sup> October 2023</b>
<b>Briefing Date &amp; Location</b>	<b>20<sup>th</sup> October 2023 (Friday)</b> <b>Mahallah Talhah Office, Level 1, IIUM</b> <b>Kuantan</b>
<b>RFT Closing Date</b>	<b>06<sup>th</sup> November 2023</b>

\*Late submissions will be disqualified.

## REQUEST FOR TENDER

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PROPRIETOR : INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)

SERVICES : MANPOWER CLEANING SUPPLY AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS

PROPERTY : INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) – KUANTAN CAMPUS

COMPANY : DAYA BERSIH SDN BHD (DBSB)

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# **SECTION A INSTRUCTION FOR RFT**

## SECTION A, PART 1: INSTRUCTIONS TO BIDDER

This document is prepared for the Bidders to provide the corporate, technical, financial, and commercial information.

For any further information with regards to this Request for Tender ("RFT") Document please contact Daya Bersih Sdn Bhd (hereinafter referred to as "DBSB") Procurement Department:

Name : Nurazuwan Bin Mohamed Yahaya  
Designation : Procurement Executive  
Office : +603-4162 5560 / 5565  
Email : [procurement@dayabersih.com](mailto:procurement@dayabersih.com)/ [azuwan@dayabersih.com](mailto:azuwan@dayabersih.com)

### 1.0 **Definitions**

The words used in this RFT Document shall have the following meaning:

- 1.1 "RFT Document" means all documents listed in this document, including separating pages for Sections.
- 1.2 "Closing Date & Time" shall mean the final date and time the Bidders must submit their Bid. Any Bid delivered and received after the Closing Date & Time shall be disqualified. No correspondences, queries, appeals, or protests shall be entertained.
- 1.3 "Bid" shall mean the reply and submission from the Bidder upon receiving this RFT Document. The Bid consists of but is not limited to, the Submission and other relevant information.
- 1.4 "Submission" shall mean the offer from Bidder or Bidders as proposed to fulfill the requirements of the Services.
- 1.5 "Services" shall mean the services specified in the Appendices of this RFT Document and the supply and provision of all supervision, labor, Takaful, transport, materials, equipment, and other related services for the performance of the said Services, including those which may be instructed by the Services, and/or be inferred from the Services for the Services to be affected.
- 1.6 "Property" means the area where the Services are to be provided.
- 1.7 "Company" means DAYA BERSIH SDN BHD (also spelled out as DBSB in this RFT) (Company No: 639669-P) of MAHALLAH TALHAH OFFICE, LEVEL 1, INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA, JALAN SULTAN AHMAD SHAH, BANDAR INDERA MAHKOTA, 25200 KUANTAN, PAHANG DARUL MAKMUR its agents, and/or it's designated representatives who are appointed by the Proprietor to manage and maintain the Building.

- 1.8 "Bidder" means the individual, partnership, or corporation tendering or offering a Bid to enter into the Service Agreement with the DBSB for this RFT Document.
- 1.9 "Contractor" shall mean the successful Bidder(s) who will be or has been awarded a Service Agreement.
- 1.10 "Service Agreement" shall mean the legal document which shall be entered by both the DBSB and the Contractor. It will contain and refer to the RFT Document, the Bid, and the Services. By a Facility Management Agreement, the Proprietor appointed the DBSB to manage the Property and has authorized the DBSB to execute all Contracts relating to the management of the Property on the Proprietor's behalf.

## **2.0 Intent of Invitation**

The DBSB hereby invites serious and competent Bidders to bid for the provision of Services including the supply and provision of all supervision, labor, materials, and equipment. This RFT Document aims to ensure that Bidder's Bid and Service Agreement is consistent with the DBSB and/or Proprietor's practices, expectations, and key performance indicators upon which the agreement will be based.

## **3.0 Bid**

This original RFT Document is to be completed and returned together with the Submission to form the complete Bid. Bidder's submission shall be as follows:

**All Sections are** to be copied into one (1) thumb drive.

- 3.1 **Section A** of the RFT Document **to be initialed, filled initial, and returned.**
- 3.2 **Section B** for the Technical / Unpriced Submission.
  - (a) To be filled and emailed, and
  - (b) **To attach One Printed Set** of all required submissions in **Section C.**
- 3.3 **Section C** for the Commercial / Priced Submission **to be initialed, filled initial, and returned.**

For submission of pricing, the mandatory template as per "Section C, Part 1 Contract Amount" is to be used. Substitution of this Part with another may disqualify Bidder submission due to non-compliance.

For the avoidance of doubt, the complete bid shall consist of the mandatory item as stated in "Section A, Part 3 - Bid Submission Checklist" herein.

**4.0 Extension of Bid**

Extension of the Closing Date & Time will be at the sole discretion of the DBSB.

**5.0 Compliance with Request for Tender**

Bidder will be evaluated for compliance with the instructions contained within this RFT Document.

**6.0 Type of Request for Tender**

Sealed Submission to tender box, Closed Envelope.

**7.0 Bidder to Inform Himself Fully**

7.1 Bidder shall be deemed to have thoroughly examined and evaluated the Services as specified in the RFT Document, and it is expected that Bidder will visit, inspect and examine the building and surroundings.

7.2 Bidder will fully satisfy yourself as to the form and nature of the Services, materials, equipment, and labor necessary for the completion of the Services and in general shall obtain all necessary information as to the risks, contingencies, and other circumstances which may affect Bidder's Bid.

7.3 It is especially emphasized that it shall be Bidder's responsibility to be self-informed fully of the RFT Document requirements, Service requirements, and Agreement requirements, and familiarize yourself with the prevailing working conditions and environment within and surrounding the building. Thereto any claims relating to additional payment or adjustment of the Contract Amount on the grounds of ignorance of Contractual obligations will not be entertained.

7.4 Any expenses incurred in connection with, or arising from, if any, of the Site Visit(s) and any expenses incurred incidental to or arising from the preparation and submission shall be borne by Bidder.

7.5 Bidder shall inform of proposed Site Visits to the designated person in charge. Bidder shall be made aware and comply with all house rules and by-laws as required.

7.6 Briefing and Site visit for the tender is compulsory to attend AND those who are not attending the briefing and site visit will be disqualified and cannot participate in this tender.

**8.0 Addendum to the RFT Document**

The DBSB may issue addendum(s) as necessary to the RFT Document before the date for the opening of received submissions, to clarify, revise, amend, or modify any part of the RFT Document. Every addendum issued shall be distributed to all and shall become part of the RFT Document.

**9.0 Technical / Unpriced Clarifications**

Technical/ Unpriced related questions and clarifications in connection with, or arising from, if any, the RFT Document, Site Visit(s), and other matters incidental to or arising from the preparation and submission of the Technical Submission shall be requested using a Clarification form per "Section B, Part 2 Technical/ Unpriced Clarification" on/before noon on Monday, 06<sup>th</sup> November 2023.

These clarification emails shall only be sent to [procurement@dayabersih.com](mailto:procurement@dayabersih.com)

**10.0 Commercial / Priced Clarifications**

Commercial / Priced related questions and clarifications in connection with or arising from if any, the RFT Document, and other matters incidental to or arising from the preparation and submission of the Commercial / Priced shall be requested using the Clarification form per "Section C, Part 2 Commercial / Priced Clarification" on/before noon on Monday, 06<sup>th</sup> November 2023.

These clarification emails shall only be sent to [procurement@dayabersih.com](mailto:procurement@dayabersih.com)

**11.0 Confidentiality**

Bidder or Bidders shall treat the details of the RFT Document as Private and Confidential, at all times. The Bidder shall not publish or release any Information relating to the Services except with the prior written consent of the DBSB.

**12.0 Intent of Decline to Bid**

If Bidder do not wish to participate, then the RFT Document must be returned in full, and all copies returned. The reason(s) for declining to bid must be included to ensure the DBSB's due consideration. Failure to provide a reason may disbar or disqualify Bidder from future opportunities with the DBSB.

**13.0 Contract Amount**

Bidder shall price every item in the template as per "Section B, Part 1 - Contract Amount" and quote all- inclusive and non-escalating fixed sum in Ringgit Malaysia. Any item(s) un-priced shall be deemed to have been covered in the prices of other items, as a lump sum. No adjustments whatsoever shall be made to the quoted amount for any arithmetical error.

There shall be no claim for payment in respect of un-priced items. All prices and unit rates are firm and fixed. Any price adjustment(s) due to fluctuation in the cost of wages or any expenses payable to workers, fuel, construction plants, materials or goods prices, fees, charges, currency exchange rates, taxes, import duties, or any other duties, expenditure arising out of any change



in the legislation or other new laws will not be entertained.

#### **14.0 Tender Validity**

The validity of the Bid is Six (6) months from the Closing Date & Time for this RFT.

#### **15.0 Acceptability of RFT in Whole or in Part**

Notwithstanding anything contained elsewhere in this RFT Document and Bidder's Submission, The DBSB reserves the right to accept or reject in whole or in part any Bid whether it be lower or higher or of the same Contract Amount as any other Bid without assigning any reason thereof.

Bidder are advised to take into consideration the DBSB's right to accept whether in whole or in part of Bidder's Bid. Therefore, should only part of the bid be accepted then Bidder shall be bound by such acceptance.

#### **16.0 Takaful**

The Contractor shall be required to submit all necessary Takaful policies as defined in "Section 8, Part 4 - Contract Details" for the duration of the Agreement with a reputable Takaful company before the commencement of Services. Takaful will be arranged to indemnify the Proprietor and DBSB on Damage of Persons/ Property, Third Party, Public Liability, Workman's Compensation, etc.

16.1 As conditions precedent to the commencement of the works, Bidders are required to deposit the following with the DBSB at least one (1) week before the date of commencement of services.

16.2 The actual Takaful Policies for the Services together with receipts of premium paid in respect thereof shall be submitted to the DBSB within one (1) week from the date of commencement of services. The DBSB shall be jointly endorsed to enable the DBSB as affected parties to Takaful claims, if and when necessary.

16.3 SOCSO registration of Bidder's personnel and/ or workmen and Cover Notes of the said registration shall be submitted to the DBSB within one (1) week from the date of commencement of Services.

#### **17.0 Execution of Contract**

17.1 The Terms and Conditions of the Service Agreement are appended herein as "Section C, Part 3 - Standard Service Agreement". All terms and conditions outlined in the Service Agreement are non-negotiable and shall be accepted by Bidder. Participation and submission by Bidder to this RFT shall deem that Bidder has read, understood, and agreed to all terms and conditions of the Service Agreement.

**18.0 Notification**

All Bidders participating in this RFT process will be notified of selection or rejection. Reasons for selection or rejection may not be disclosed.

**19.0 Accuracy**

The RFT Document is not guaranteed to be free from errors, omissions, or deficiencies. In the event such errors, omissions, or deficiencies are discovered, it shall be notified in writing within 48 hours from discovery.

**20.0 Time**

Time wherever mentioned is of the essence.

**21.0 Currency**

The Currency of payment for the Services will at all times be Malaysian Ringgit. Any costs, prices, and sums where silent as to tax will be considered to be excluding Sales & Service Tax unless indicated to the contrary.

**22.0 Obligations Not Covered by The Contract**

All Bidders must not:

- a) Offer or induce to the Proprietor and/or DBSB any benefits in the form of loan, gift, or entertainment;
- b) Offer or induce to Proprietor and/or DBSB any goods and/or services for personal use other than those through which are which has been duly authorized by Proprietor and/or DBSB designated personnel by way of an official purchase order to the company;
- c) Bidders' personnel shall not discuss or disclose the contents of the RFT Document and/ or Bid to or with any other employee of Proprietor and/or DBSB, other than the abovementioned DBSB's personnel for the duration of the Request for Tender.

**SECTION A, PART 2: BID ENVELOPE COVER**

Bidders are required to cut and paste the below format onto two (2) separate plain envelopes which are for Commercial and Technical each. Delete when necessary. There shall be no indication of Bidder's identity.

**RFT SUBMISSION – ENVELOPE (TECHNICAL / COMMERCIAL)**

**Private & Confidential**

**TO:** DAYA BERSIH SDN BHD (Company No.: 200401001166 (639669-P))  
B1-2-3A, LEVEL 2, GAYA COMMERCIAL CENTRE, LORONG SELANGOR,  
PUSAT BANDAR MELAWATI, 53100 KUALA LUMPUR.

**SERVICES:** MANPOWER CLEANING SUPPLY AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS

**PROPERTY:** INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA - Kuantan Campus

**Acknowledgement Copy to Be Completed by Receiver and Returned to Bidder's**

**SERVICES:** MANPOWER CLEANING SUPPLY AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS

**PROPERTY:** INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA - Kuantan Campus

**RFT NO.:** DBSB/PROC/KTN/2023/RFT-008

**Acknowledged by:**

Name of Receiver:

Date of Receipt:

Time of Receipt:

## SECTION A, PART 3: BID SUBMISSION CHECKLIST

Bidders are required to refer to, complete, and return this checklist as part of the Submission.

Bidders are required to submit Bidder's submission according to the below checklist, each Section is to be indicated with the Section Number, and the attachments as requested.

Failure to adhere to these instructions will impact Bidder's submission.

No.	Section Number	Description	Paper copy to be actioned & emailed?	A copy to be submitted on paper and thumb drive?
<b>SECTION A FOR INSTRUCTION TO BIDDERS</b>				
1	Section A, Part 1	Instructions for RFT	Yes	Yes
2	Section A, Part 1	Bid Envelope Cover Page (To be Used on Envelope and Returned)	Yes	Yes
3	Section A, Part 1	Bid Submission Checklist (To be Completed and Returned)	Yes	Yes
<b>SECTION B FOR TECHNICAL / UNPRICED SUBMISSION</b>				
4	Section B, Part 1	Questionnaire (To be Completed and Returned)	Yes, with Attachments	Yes
5	Section B, Part 2	Technical / Unpriced Clarification (To be Completed and Returned)	Yes	Yes
6	Section B, Part 3	List of Buildings of Similar Services / DBSB Testimonial (To be Completed / Attached and Returned)	Yes, with Attachments	Yes
7	Section B, Part 4	Form for Vendor's Info Services Operation	Yes	Yes
<b>SECTION C FOR COMMERCIAL / PRICED SUBMISSION</b>				
8	Section C, Part 1	Contract Amount (To be Completed and Returned)	Yes	Yes
9	Section C, Part 2	Commercial / Priced Clarification (To be Completed and Returned)	Yes	Yes
10	Section C, Part 3	Standard Service Agreement (To be Initialed and Returned)	Yes	Yes
11	Section C, Part 4	Contract Details (To be Completed and Returned)	Yes	Yes
12	Section C, Part 5	Scope of Work (To be Initialed and Returned)	Yes	Yes
13	Section C, Part 6	Key Performance Indicators (To be Initialed and Returned)	Yes	Yes
14	Section C, Part 7	Deduction Mechanism (To be Initialed and Returned)	Yes	Yes

# **SECTION B TECHNICAL / UNPRICED SUBMISSION**

**SECTION B, PART 1: QUESTIONNAIRE**

No	Question	Answer
<b>A</b>	<b>Manpower Arrangement</b>	
1 (a)	Will Bidder be able to commence services with 2 weeks' Notice?	
1 (b)	If No, how soon Bidder can commence service if awarded? <i>Answer in a number of days.</i>	
2	How soon Bidder can provide a quotation for ad hoc services when require? <i>Answer in a number of hours or days</i>	
3	How soon Bidder can deploy manpower and services upon receiving an approved quotation for ad hoc? <i>Answer in a number of hours or days</i>	
<b>B</b>	<b>Standard Operating Procedure ("SOP") and Method of Statement ("MOS")</b>	
1	How does Bidderr company ensure all staff follows SOP and What is the action taken if they fail to follow SOP?	
2	Do Bidder understand that the DBSB reserves the right to decrease or increase the services required when deemed necessary with 1 week of written notice to the Contractor? If yes, do agree to remain at the price quoted per service?	
3	List the Personal Protective Equipment Bidder will provide to Bidder's guard or any of Bidder's personnel during services to follow the SOP implemented as Government's nationwide battle to contain the coronavirus pandemic	1. _____ 2. _____ 3. _____ 4. _____
4	Kindly provide Hazard Identification, Risk Assessment and Control (HIRAC), and Safe Work Method Statement before commencing the works.	
5	Kindly provide a copy of the employee permit/ visas	
<b>C</b>	<b>Support from HQ</b>	
1	What kind of support Bidder's HQ will be providing? (i.e., technical, operation, documentation, etc)	

	2	How frequently Bidder's HQ representative will visit the site? Who will attend the meetings? <i>Kindly provide the frequency in days and designation of the personnel whom will attend.</i>	
	3	Kindly provide a list of Sites/ Buildings with similar services.	1. _____ 2. _____ 3. _____
	4	Kindly provide and attach a sample of the monthly report / Service Sheet.	
	5	Do Bidder agree to purchase the listed Takaful Coverage before the commencement date upon issuance of the Letter of Award?  1. Public Liability Takaful of minimum Ringgit Malaysia depends on contract value. 2. Group Personal Accident Takaful Policy	
<b>D</b>	<b>Value Added Services</b>		
	1	If Bidder are awarded, can Bidder provide an Initial Report of the services? (One (1) month after commencement of service)	
	2	Can Bidder provide a follow-up Improvement Report (three (3) weeks after the Initial Report) of improvement?	
<b>E</b>	<b>Compliance to Law</b>		
	1	Are all Bidder's staff local Malaysia or Foreign Workers with a valid work permit?	
	2	Do Bidder agree to deploy only Personnel whom have tested Covid-19 and the results were negative? Please submit a copy of the results Covid-19 test to DBSB one (1) week prior to commencement.	
<b>F</b>	<b>Financial Capability</b>		
	1	Do Bidder own an active Bank Account? How much is Bidder balance?	
	2	Can Bidder provide us with Bidder's latest 3 months' Certified Copy Bank Account? Please attach the documents under Section B Part 4	

	3	Can Bidder provide us with Bidder's latest 3-year Audited Account for Sdn Bhd or Management Account for Enterprise? Please attach the documents under Section B Part 4	
G	<b>Work Program</b>		
	1	Please attach Bidder's scheduled planned monthly program.	
H	<b>Manpower Schedule</b>		
	1	Since this is a multiple scopes of work job, we would like to see how are Bidder going to manage Bidder's manpower to synchronize with the Plan Monthly Program	

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**SECTION B, PART 2: TECHNICAL / UNPRICED CLARIFICATIONS**

No.	Section No.	Clarifications / Questions from Bidder	Answer from DBSB
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**SECTION B, PART 3: LIST OF CLIENT TESTIMONIAL / REFERENCES**

**List of Client Testimonials/ Reference**

Please provide a minimum of two (2) Client Testimonials (received within the last one (1) year) or a minimum of two (2) job detail in the below table which Bidder's company is currently having a similar service Contract with.

Client Name	Location	Product / Service	Name of PIC, Post	Contact Number / Email
1.				
2.				
3.				

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**SECTION B, PART 4: FORM FOR VENDOR'S INFO SERVICES OPERATION**

In this section, the Bidder is to make available a copy of as per listed below: -

1. Company Profile/ Curricular Vitae,
2. All the licenses register under the Bidder's Company,
3. Records of the previous job with regard to this Scope,
4. All the documents required under Section B, Part 1.
5. Latest 3 years of Audited Accounts for Sdn. Bhd. or Management Account for Enterprise.

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**SECTION C  
COMMERCIAL / PRICED  
SUBMISSION**

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**SECTION C, PART 1: CONTRACT AMOUNT**

Please complete the tables below for the MANPOWER CLEANING SUPPLY AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS. Please note that the DBSB reserves the right to amend the Contract term upon finalizing this Tender, where all terms shall be described in the final Contract to be signed between the DBSB and the Contractor:

I. **BILL OF QUANTITIES**

Please take note that Contractors are required to quote accordingly (as referred to in the Bill of Quantities as per attached Appendix A) based on the following methods: -

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**DECLARATION**

Company	:	
Designation	:	
Name of Authorized Representative	:	
Signature of Authorized Representative	:	
Registered Address	:	
Telephone & Fax	:	
Date	:	
Company Chop/Stamp	:	

**Contract Amount:**

- 1.1 The rates quoted shall include the cost of carrying out all works on-site, which shall be inclusive but not limited to staff salary costs, overtime costs, EPF, SOCSO, allowances, authority licenses, levies, work permits, equipment, uniforms, transportation, head office monitoring, buffer manpower, Takaful, and any other relevant details and costs to efficiently carry out the operations.
- 1.2 No adjustments whatsoever shall be made to the quoted amount for any arithmetical error.
- 1.3 No adjustments whatsoever shall be made due to fluctuation in the cost of wages or any expenses payable to workers, fuel, construction plants, materials or goods prices, fees, charges, currency exchange rates, taxes, import duties or any other duties, expenditure arising out of any change in the legislation or other new laws.
- 1.4 Any tax (where applicable) may be imposed by any Government, statutory or tax authority on the Contract Amount or other fees and charges and will be charged to the DBSB and become payable by the DBSB at the prevailing rate,

provided always that Bidder has taken best efforts within applicable laws to mitigate the incidence of the tax.

- 1.5 Deductions will be imposed in any case of absenteeism, non-performance, etc. subject to the Deduction Mechanism per "Section C, Part 8 – Deduction Mechanism".

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**SECTION C, PART 2: COMMERCIAL / PRICED CLARIFICATIONS**

<b>No.</b>	<b>Section No.</b>	<b>Clarifications / Questions from Bidder</b>	<b>Answer from DBSB</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			



## SECTION C, PART 3: STANDARD SERVICE AGREEMENT

**THIS AGREEMENT** is made this \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_\_\_\_.

**BETWEEN** DAYA BERSIH SDN BHD (Company No: 200401001166 (639669-P)) of MAHALLAH TALHAH OFFICE, LEVEL 1, IIUM, JALAN SULTAN AHMAD SHAH, BANDAR INDERA MAHKOTA, 25200 KUANTAN, PAHANG.

(Hereinafter referred to as "**the DBSB**") of the one part and the party whose particulars are stated in **Section 2** of the First Schedule hereto (hereinafter referred to as "**the Contractor**") of the other part.

### RECITAL

1. By a Property Management Agreement dated \_\_\_\_\_ th \_\_\_\_\_ Year \_\_\_\_\_, the party whose particulars are stated in **Section 1** of the First Schedule hereto (hereinafter referred to as "the Proprietor") entered into an agreement with the DBSB, for the DBSB to manage the Property as defined in **Section 4** of the First Schedule upon the terms and conditions appearing therein.
2. The DBSB has awarded the Contractor the provision of services as defined in **Section 3** of the First Schedule (hereinafter referred to as "Services") subject to the terms and conditions set forth in this Agreement.
3. The Contractor is a company formed and authorized to provide the Services in respect of the Property as defined in **Section 4** of the First Schedule.

**NOW, THEREFORE**, in consideration of the above recital and mutual promises and conditions contained in this Service Contract (hereinafter referred to as "Agreement"), the Parties agree as follows:

### **1.0 DEFINITIONS**

- 1.1 In this Agreement and the Schedules hereto, unless the context or the subject matter otherwise requires, the following words and phrases shall be defined as follows:

"Agreement" means this Agreement as may be amended, varied or extended by the Parties;

"DBSB" means DAYA BERSIH SDN BHD (Company No: 200401001166 (639669-P)) of MAHALLAH TALHAH OFFICE, LEVEL 1, IIUM, JALAN SULTAN AHMAD SHAH, BANDAR INDERA MAHKOTA, 25200

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	KUANTAN, PAHANG.
"Contractor"	means the company as defined in <b>Section 2</b> of the <u>First Schedule</u> ;
"Property"	means the area as defined in <b>Section 4</b> of the <u>First Schedule</u> .
"Proprietor"	means the company as defined in <b>Section 1</b> of the <u>First Schedule</u> ;
"Sales and Service Tax"	means the tax imposed on the supply (or deemed supply) of good and/or services under the Sales Tax Act 2018 and the Service Tax Act 2018 or similar tax imposed by the prevailing government, statutory authority at the material time of this Agreement.
"Services"	means the scope of services or products to be provided by the Contractor defined in <b>Section 3</b> of the <u>First Schedule</u> , and more particularly set out in the <u>Second Schedule</u> .

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## SECTION C, PART 4: SERVICES

### 1.0 SERVICES & SCOPE OF WORK

- 1.1 The Contractor must provide the Services to the DBSB in accordance with the requirement of the Agreement.
- 1.2 The detailed terms and conditions and scope of works are described as per the Second Schedule herein.
- 1.3 The Contractor will report to the DBSB, or to the authorized representative of the DBSB, as and when requested to do so, in respect of the performance of the Services.
- 1.4 The Contractor will comply with all reasonable requests, directions, and instructions of the DBSB.
- 1.5 Other claims for expenses arising/resulting from the Services performed under this Agreement must be prior approved by the DBSB, failing which the Contractor will be liable for all such claims for expenses.

### 2.0 DURATION OF AGREEMENT

- 2.1 This Agreement shall be effective on the Commencement date as defined in **Section 5** of the First Schedule and shall continue until the Completion Date as defined in **Section 6** of the First Schedule.

### 3.0 CONTRACT AMOUNT & PAYMENT TERMS

- 3.1 The DBSB hereby agrees to pay the Contractor, for the aforesaid services, materials and labour, the sum as defined in **Section 7** of the First Schedule.
- 3.2 Payment shall be made upon each successful completion of Service and with an undisputed invoice, complete with relevant supporting documents and paid within a defined number of days from the date of receipt, as defined in **Section 8** in the First Schedule. Notwithstanding the above, there shall be no form of late payment interest.
- 3.3 All invoices are to be issued in accordance to the Invoicing Instructions & Details as defined in **Section 9** of the First Schedule. The DBSB shall not be held responsible for any delays in payment resulting from the delay in submission of invoice by the Contractor.
- 3.4 In the event that the DBSB discovers that the Services performed is unsatisfactory for any reasons whatsoever, the DBSB reserves the right to deduct part of the sum from the payment in accordance to the Deduction Mechanism as defined in the Fourth Schedule.

#### 4.0 REPORTING LINE

- 4.1 The Contractor shall report the delivery in weekly basis of its Services to the DBSB or its representatives or both as advised.
- 4.2 The DBSB or its representative or its agent reserves the right (with reasonable written notice) to audit the Contractor's Services (in terms of documentation and equipment), and the Contractor shall at all times allow the access to the DBSB or its representatives.

#### 5.0 TAKAFUL

- 5.1 The Contractor shall insure, keep insured and pay the premiums for Takaful the classes of which are defined in, but not limited to, **Section 10** of the First Schedule for the duration of the Agreement with a reputable Takaful company indemnifying it against all legal liability for injury, death, and property damage arising from direct negligence, omission or willful act by the Contractor or the Contractor's employees.
- 5.2 The Contractor shall ensure that the DBSB and Proprietor shall be jointly insured within the Takaful policies and related documents.
- 5.3 Where applicable, Contractor's All Risk Takaful will insure the Proprietor's existing property and DBSB as the manager of the property.
- 5.4 The Contractor shall also ensure that the Takaful policies are valid at all times during the duration of the Agreement.
- 5.5 The Contractor is required to submit copies of the aforesaid Takaful policies for the DBSB records prior to the Commencement Date.

#### 6.0 INDEMNITY

- 6.1 The Contractor shall indemnify and keep indemnified DBSB and / or Proprietor and/or its directors, employees, agents, assigns and representatives against all claims, losses, liability for personal injury, accidents or deaths of any person and property damage which is a direct and/or foreseeable result of the negligence, omission wilful act of the Contractor or the Contractor's employees, representatives and or agents in performing the Services, obligations and covenants under this Agreement. This indemnity shall extend to any loss or damage suffered by the DBSB as a result of deductions undertaken by the Proprietor in the payment of any fee due to the DBSB as a result of the conduct or breaches of and by the Contractor in the performance of its' obligations.

**7.0 APPOINTMENT OF PERSONNAL / REPRESENTATIVES**

- 7.1 All the approvals, licenses and permits from the relevant authorities required by law for the appointed personnel, employees or representatives providing the Services to the DBSB have been procured by the Contractor and are valid.
- 7.2 All the employees have the relevant adequate experience and are competent to provide the res to the DBSB.
- 7.3 All employees employed by the Contractor are consistent with prevailing labor law, employment law and any other relevant laws of Malaysia. The Contractor shall submit to the DBSB a copy of valid work permits for any foreign workers deployed to the Building.
- 7.4 All employees have been interviewed and a thorough background investigation has been conducted, including criminal conviction history and are found to be fit and proper persons to provide the Services.
- 7.5 In the event that the DBSB, in its absolute discretion, are not satisfied with the performance of any personnel for any reason whatsoever or any personnel shall be guilty of misconduct, negligence, fraud or any breach of non-observance of any of the conditions of this Agreement, the DBSB may, with written notice:
- 7.5.1 request the Contractor to replace such personnel or
- 7.5.2 request the Contractor to repeat the affected Services of the Agreement (if applicable)

**8.0 COMPLIANCE WITH THE LAWS**

- 8.1 The Contractor agrees that it will comply with all applicable federal, state, and local laws, ordinances, regulations and codes in the performance of its obligations under this Agreement, including the procurement of permits and certificates where required.
- 8.2 The Contractor further agrees to hold harmless and fully indemnify the DBSB against any loss or damages including legal fees that may be sustained by reason of the failure of the Contractor or its employee(s), agent(s) or sub-Contractor(s) to comply with the laws, ordinances, regulations and codes.

**9.0 ACT OF GOD OR FORCE MAJEURE**

- 9.1 Neither party shall be responsible for non-compliance with any of the obligations under this Agreement, if such non-compliance is due to an Act of God or Force Majeure, including but not limited to, invasion, fire, war, terrorism, act of government, laws or regulations, or any other act of nature or man that is outside the control of the parties and for which no blame or fraud can be imputed.
- 9.2 If a party's performance of the services or of its obligations under this

Agreement is affected by Force Majeure, then:

- 9.2.1 the Party shall give written notice to the other party, specifying the nature and extent of the Force Majeure as soon as reasonably practicable;
  - 9.2.2 both parties will use all reasonable endeavors to mitigate the effect of Force Majeure on the performance of this Agreement; and
  - 9.2.3 the date for performance of such Services and obligation shall be deemed to be suspended for a period equal to the delay caused by such Force Majeure.
- 9.3 If the Act of God or Force Majeure continues for more than thirty (30) days, either party may terminate this Agreement by giving the other party a further thirty (30) days written notice.

## **10.0 COVENANTS BY THE CONTRACTOR**

- 10.1 Possess all required material and valid license, authorization, approval or consent by the Local Authorities to carry out its business and Services required of the Property.
- 10.2 Ensure timely delivery of Services.
- 10.3 Ensure timely submission of progress reports, updates and deliverables as per the Agreement with the DBSB.
- 10.4 Maintain close rapport with relevant government authorities.
- 10.5 Ensure that its employees perform their duties in compliance with all statutory safety regulations.
- 10.6 Ensure that its employees shall abide by the Rules of Conduct of the Property.
- 10.7 Enforce discipline and good order among its employees at all times and be fully responsible for the proper conduct and appearance of its employees while at the Property.
- 10.8 Ensure that its employees do not in any manner, cause any interference, annoyance or nuisance to the DBSB and / or Proprietor, tenants, invitees, visitors and customers at the Property.
- 10.9 Its employees assigned to replace and/or cover the duties and responsibilities of the Contractor's regular on-site employees shall have been fully briefed on the provision of services and the Contractor shall ensure that the replacements are made with no or minimal disruption to the Services.
- 10.10 Immediately notify the DBSB if any of its employee is discovered to have been suspected of, charged with and/or convicted of any crime.
- 10.11 Pay its employees their wages and all statutory deductions on time.
- 10.12 Properly supervise and monitor its employees so as to ensure that they carry out their duties diligently.
- 10.13 The Contractor shall liaise with the DBSB or the DBSB's

representative regarding the Services and/ or work schedule(s) which the Contractor intends to carry out.

- 10.14 Immediately notify the DBSB or its representatives of any changes of time in services.

## **11.0 TERMINATION**

### **11.1 Right of Termination**

The DBSB shall be entitled to terminate this Agreement forthwith by giving the Contractor one (1) month prior written notice following the occurrence of any of the following events:

11.1.1 If Contractor enters into liquidation whether compulsory, voluntary (other than for the purpose of amalgamation or construction) or compounds with creditors generally or taken or suffers any similar action consequences of debt or becomes unable to pay debts as they fall due.

11.1.2 If in the opinion of the DBSB and/ or Proprietor, the Contractor has committed an act or has conducted an act in a manner which may damage the DBSB and / or Proprietor's goodwill and reputation;

11.1.3 If the Contractor breaches any term of this Agreement, including failing to provide the Services in accordance with this Agreement.

11.1.4 If the Contractor engages in corrupt or fraudulent practices;

11.1.5 If any material license, authorization, approval or consent required by the Contractor to carry on its business is revoked by any local Authorities or withheld or modified or is otherwise not granted, or does not remain in full force and effect and shall continue to be so for a period of thirty (30) days.

- 11.2 The DBSB shall be entitled to terminate this Agreement, for any breaches of the terms of the Services Contract that is capable of remedy, in the event the Contractor fails and/or neglects to remedy such breach immediately after notice of 30 days to remedy such breach is given to the Contractor by the DBSB.

### **11.3 Termination by Notice**

In the event this Agreement is lawfully terminated:

11.3.1 The Contractor shall conclude the Services in a prompt and orderly manner, discontinue further commitments, obligations and account for any items expended;

11.3.2 The Contractor shall assign to the DBSB and/ or Proprietor or its nominee to the extent required by the DBSB and / or Proprietor, any Contracts in respect of the Services;

11.3.3 The Contractor shall deliver all such documents, accounts, reports and all other documents relevant to the Services as

are in possession of the Contractor to the DBSB and / or Proprietor who shall forthwith be permitted to retain copies of any documents so delivered; and

11.3.4 Any termination under this Clause shall not prejudice any claims which either party hereby may have against the other prior to the termination.

11.4 Termination without Cause

11.4.1 The DBSB and/ or Proprietor shall be entitled to terminate this Agreement without cause by giving the Contractor one (1) month prior written notice.

11.5 Effect of Termination

11.5.1 Upon expiration of any of the above notices, this Agreement shall automatically terminate and be of no further effect. The DBSB shall, in addition to terminating this Agreement:

11.5.1.1 Recover any sums paid to the Contractor on account of any/all Services which have not been fulfilled or performed;

11.5.1.2 Recover from the Contractor the amount of any loss or damage (whether direct or consequential or special losses) sustained as a result of the termination; and

11.5.1.3 Be discharged from any further obligations under this Agreement.

**12.0 TAXES**

12.1 Any tax imposed by the Government, statutory or tax authority on the Contract Amount, shall be made payable by the relevant party liable for the tax payment, and become payable at the prevailing rate as at the date of the delivery of Services.

**13.0 NON-DISCLOSURE**

13.1 The Contractor shall exercise their best efforts to maintain at all times the confidentiality of the contents of the Agreement, all documents and information associated with Services; and shall not make any press release or other publicity with respect to the Services at the Property (as referred to in the First Schedule).

13.2 The Contractor shall not disclose any information developed in connection with the Services or obtained from the DBSB to any third party, except if:

13.2.1 The information is already possessed by the Contractor before being obtained from the DBSB;

13.2.2 The information has already been in the public domain when disclosed by the DBSB;



13.2.3 The information is disclosed to attorneys, tax accountants or the like to whom such disclosure is considered reasonably necessary and in line with commercial practice; and

13.2.4 The information is obtained by the Contractor from a third party who owes no obligation of confidence to the DBSB in respect of such information.

**14.0 PERMITTED HEIRS AND ASSIGNS**

14.1 This Agreement shall be binding upon the successor-in-title permitted assigns personal representatives and heirs of the Contractor.

**15.0 SETTLEMENT OF DISPUTES**

15.1 Any disputes, controversy or claim arising out of or relating to this Agreement, or the breach, termination or invalidity thereof, shall be settled in the courts of Malaysia.

**16.0 MISCELLANEOUS**

16.1 All Schedules hereto shall be taken read and construed as an essential part of this Agreement.

**17.0 EXPENSES AND STAMP DUTY**

17.1 Each party shall bear its own legal costs and expenses with respect to the preparation of this Agreement. The Contractor shall bear the stamp duty thereof.

**18.0 ENTIRE AGREEMENT**

18.1 This Agreement constitutes the entire understanding between the parties in relation to the matters referred to herein and supersedes any previous agreements, whether written or oral, made between the parties.

**19.0 OTHERS**

19.1 In the event of any additional requirement or terms and conditions required to this Agreement, a supplemental agreement is to be executed. In the event of any discrepancy in or divergence between this Agreement and any supplemental agreement, the Supplemental Agreement shall prevail.

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**SECTION C, PART 5: CONTRACT DETAILS**

No.	Item	Description
1.	Contract Period	Twenty-four (24) Months
2.	Commencement Date	1 <sup>st</sup> January 2024
3.	Contract Expiry	31 <sup>st</sup> December 2025
4.	Contract Amount (RM)	To be advised later
5.	Contract Site / Location	IIUM Kuantan Campus
6.	Takaful	<ol style="list-style-type: none"> <li>1. Public Liability Takaful of minimum Ringgit Malaysia depends on contract value.</li> <li>2. Group Personal Accident Takaful Policy</li> </ol>
7.	Performance Bond	Based on contract value
8.	Scope of Works	As stated in the BQ.
9.	Payment Terms	Sixty (60) days from the date of receipt invoice (Complete invoice and related documents)
10.	General Terms & Conditions	<ol style="list-style-type: none"> <li>1. Contractor shall protect the Confidential Information by using the same (but no less than reasonable) degree of care, to prevent the unauthorized use, dissemination, or publication of the Confidential Information. Contractor shall not disclose Confidential Information to any third party and shall limit disclosure of Confidential Information to only those of its employees who have a need to know to carry out the Works. Contractor shall not use the Confidential Information other than for the performance of the Works, or for anything other than the benefit of DBSB. This section shall be</li> </ol>

		<p>read together with any confidentiality agreement that the parties may enter into in relation to the performance of the works.</p> <p>“Confidential Information” means any information owned by, or in possession or control of DBSB, its parents, subsidiaries, suppliers, affiliates, representatives, and partners and provided or made available directly or indirectly by the DBSB to Contractor for the performance of the Works, whether in writing or orally, that is considered by the DBSB to be commercially sensitive, proprietary, confidential or trade secret and whether or not it is marked as confidential.</p> <ol style="list-style-type: none"> <li>2. The Letter of Award shall be governed by the laws of Malaysia.</li> <li>3. In the event where any taxes levies or other imposition of a like nature imposed or chargeable by any relevant authorities, these taxes or levies etc shall be borne by Contractor; whom shall indemnify and keep Contractor fully indemnified in respect of these taxes, levies etc so levied by the relevant authorities.</li> <li>4. The Letter of Award may be varied by agreement between the parties. All such variations, including variations in the cost estimates and in the amount specified, shall be in writing and signed by the duly authorised representatives of the parties.</li> <li>5. Each party shall bear their own in connection with the preparation of this Letter of Award.</li> </ol>
<p>12.</p>	<p>Termination</p>	<ol style="list-style-type: none"> <li>1. DBSB may terminate this appointment at any time by giving not less than prior 30 days’ written notice. Upon receipt of our termination notice, Contractor shall cease performing the works and incurring fees as of the termination date. DBSB shall pay for all and/or part of the Works satisfactorily completed prior to the termination date.</li> <li>2. The contract is automatically ended if there is no further extension made by the IIUM to DBSB (If applicable).</li> </ol>

<p>13</p>	<p>Deduction &amp; Penalty</p>	<ol style="list-style-type: none"> <li>1. 100% attendance is compulsory</li> <li>2. Allowable lateness to be calculated cumulatively for <b>60 minutes per month.</b></li> <li>3. Deduction for lateness:   <math display="block">\text{Price per pax} / 26 \text{ days} = \text{Price per day}</math> <math display="block">\text{Price per day} / 60 \text{ minutes} = \text{Price per minute}</math> <ul style="list-style-type: none"> <li>• Deduction for lateness to be imposed after 60 minutes at <b>Price per minute / minute.</b></li> </ul> </li> <li>4. Absenteeism to be imposed <b>pax/ day.</b></li> <li>5. Not completed In / Out thumbprint to be imposed: <b>Price per day / 2.</b></li> </ol>
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IN WITNESS WHEREOF the parties hereto have executed this Agreement the day and year first stated above.

**For and on behalf:**

**For and on behalf:**

.....  
Name:

.....  
Name:

Position:

Position:

Date:

Date:

Company Stamp:

Company Stamp:

**WITNESS:**

**WITNESS:**

.....  
Name:

.....  
Name:

Position:

Position:

Date:

Date:

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## SECTION C, PART 6: SCOPE OF WORK

### Description of Scope of Work

Following is the summary of the scope of services, duties, and responsibilities of the Contractor. The staff(s) and/or employee(s) of the Contractor who is/are assigned to carry out the Services in the Property is hereinafter referred to as "Personnel".

This shall be used as a minimum guideline on the duties and requirements of the Personnel on duty and shall be subject to changes as and when deemed necessary by the DBSB. The DBSB reserves the right to impose the penalties should the Contractor fail to comply with the Scope of Work and/or General Code of Conduct as stipulated under this schedule. The DBSB reserves the right to decrease or increase the services required when deemed necessary with 1 week's written notice to the Contractor. The Contractor shall note that the finalization of the scope of work and requirements shall be subject to the confirmation and agreement from the Proprietor and Building's end user.

#### 1. Site Visit

The Company is required to conduct a self-site visit for the site where the work is proposed to identify conditions at the site and other possibilities involving the price offer. Kindly be reminded that the site visit for the above-mentioned tender is **compulsory** to attend. Those who are not attending the site visit will be **disqualified and cannot participate** in this tender.

#### 2. Scope of Work

ITEM	DESCRIPTION
1.0	<p><b><u>MANPOWER SUPPLY FOR CLEANING SERVICES</u></b></p> <p><b><u>GENERAL WORKERS</u></b></p> <p>(a) The workers are mentally and physically fit to work. The workers also must be free from any criminal record.</p> <p>(b) The migrant workers must comply with the Malaysian Government's policies on health requirement of migrant workers. All the migrant workers should be free from any communicable diseases.</p> <p>(c) All migrant workers must have valid passport for three (3) years, valid working permit and abide by the Law of Malaysia.</p> <p>(d) The minimum age for the worker is 18 years old and the maximum age of the worker is 50 years old.</p> <p>(e) The workers are well trained and must attend refresh training from the appointed specialist at least once a year. New workers must attend DBSB Environmental Safety &amp; Health induction course</p> <p>(f) The workers must wear uniform at all time during working hour in IIUM Kuantan Campus and comply with requirement set by DBSB</p>

	Environmental Safety & Health Department as well as rule @regulation set by the University. (g) Uniform must be provided by the contractor (h) Certificate of Health from Government or Private Clinic (Surat Keterangan Sihat)	
<b>2.0</b>	<b><u>LOCATIONS AND NUMBER OF WORKERS</u></b>	<b><u>Total Cleaners</u></b>
	<p><b><u>Location: -</u></b></p> <ol style="list-style-type: none"> <li>1. Kulliyah of Pharmacy (KOP) 7</li> <li>2. Office of Campus Director (OCD) 4</li> <li>3. One Stop Student Centre (OSC) 2</li> <li>4. Kulliyah of Dentistry (KOD) 9</li> <li>5. Library 3</li> <li>6. Kulliyah of Allied Health Science (KAHS) 8</li> <li>7. Sports Complex 3</li> <li>8. Kulliyah of Medicine (KOM) 4</li> <li>9. Kulliyah of Science (KOS) 17</li> <li>10. Mahallah Maimunah 5</li> <li>11. Mahallah Talhah 5</li> <li>12. Jalan Hospital Building (JHB) 3</li> <li>13. Kulliyah of Nursing (KON) 3</li> <li>14. Mahallah Attabari 3</li> <li>15. Mosque 4</li> </ol>	
	<b>TOTAL</b>	<b>80</b>

**3. Working Hours**

Days: Monday – Saturday  
 Time: 7.00am - 4.30pm (Mon- Fri)  
 7.00am- 1.00pm (Sat)  
 Attendance: Use DBSB system

**4. Service Reports**

- 4.1. A written service report shall be submitted to the DBSB after each Maintenance Services or inspection complete with photos during the warranty period.
- 4.2. Any onward maintenance or rectification cost Tenders that are beyond the Scope of Work shall be issued separately and is subject to the terms being mutually agreed upon by both parties.

## 5. Documentation

- 5.1. The contractor shall observe safety at all times during servicing and the normal operation and maintenance of every piece of equipment. The contractor is also responsible to make good any damage done to the existing building due to the installation of the proposed system.
- 5.2. The Contractor is required to produce a valid workmen compensation policy for the full number of men employed on the work. The government of Malaysia will not liable for any casualties due to the negligence of the contractor. All costs shall be borne by the contractor and shall be included in the total cost of the contract.
- 5.3. The Personnel to be deployed at the site shall be local Malaysians, holding valid Malaysian nationality and/or any other nationalities as approved by the Local Authorities.
- 5.4. A list of Personal Particulars/biodata (including copies of National Identification Card, Valid Driving License, Vehicle Registration Form are to be submitted to DBSB for safe keeping) of the Personnel to be deployed to the Property are to be submitted at least one (1) week prior to commencement of the Services.
- 5.5. Any changes in Personnel are to be reported in writing immediately to the DBSB. The Contractor is not allowed to remove any Personnel designated for the Property unless this is duly notified to the DBSB with a proper explanation for such action.
- 5.6. The Contractor shall ensure that there is no illegal immigrant employed in the execution of Services at the Property.
- 5.7. The Contractor shall ensure that all foreign workers (if any) have a minimum of 3 months of valid and proper visas and work permits to carry out the services.
- 5.8. Renewal of permit for Personnel deployed at the Property should be done within 3 months prior to the expiry date. Proof of submission to the local authority on renewal of the permit is to be submitted to the DBSB.
- 5.9. If there is no proof of submission of renewal of permit within 1 month prior to the expiry date, the DBSB reserves the right to demand immediate removal of the affected Personnel and to deduct the rate per First Schedule accordingly.
- 5.10. An Operation Meeting shall be conducted between the Contractor and DBSB to resolve any service-related issues. The Operation Meeting will be held at least once a month. The meeting is held to improve cooperation between the DBSB's and Contractor's management and provide updates and suggestions for future improvement on the Scope of Work and Equipment for the Property.
- 5.11. The contractor shall manage, gather, compile and submit all reports related to the contract accurately and adhere to the time stipulated by Daya Bersih Sdn Bhd during the contract period.



- 5.12. Any late submission and inaccurate report shall be deemed as a failure to deliver a quality service delivery.
- 5.13. The Contractor shall submit Hazard Identification, Risk Assessment and Control (HIRAC), and Safe Work Method Statement before commencing the works.

**6. Deployment**

- 6.1. To ensure a smooth transition, the Contractor shall send the key officers to the Property one (1) week before the commencement date at the cost of the Contractor.
- 6.2. The Contractor shall carry out an initial audit to ascertain the service operation within the Property and to highlight critical aspects for improvements. An improvement plan shall be submitted to the DBSB within one (1) month of commencement.
- 6.3. An audit review report shall be submitted to the DBSB by the end of the third (3<sup>rd</sup>) month from the commencement date where this report shall explain the improvement plans carried out at the Property together with the works scheduled planned for the calendar year.
- 6.4. The DBSB reserves the right to instruct for removal of any Personnel in writing to the Contractor. The Contractor shall comply with the instruction and provide a replacement Personnel within 24 hours.
- 6.5. The Contractor shall supervise, train and check all Personnel on a regular basis in order to keep them informed of the latest development and progress.

**7. Standard of Appearance**

- 7.1. Personnel's appearance must be neat, fit, well groomed, and present a professional image at all times while in Property.
- 7.2. Personnel's work clothing must be clean and in well-pressed condition at all times.
- 7.3. Footwear must be in safety shoes at all times.
- 7.4. Personnel who wear safety vests/ holding earpieces must appear professional at all times.

**8. General Code of Conduct**

- 8.1. Personnel must be able to communicate with others in a clear and concise manner both verbally and in writing.
- 8.2. Personnel shall not use coarse, violent, profane, or insolent language or gestures.
- 8.3. Personnel shall not engage in any activity or personal business that may cause them to neglect or be inattentive to their assigned duty.

**SECTION C, PART 7: SCHEDULE OF PRICES – BILL OF QUANTITIES**

**SUMMARY OF TENDER**

**TITLE:** PROPOSED OF MAINTENANCE CONTRACT FOR SUPPLY CLEANER MANPOWER AT IIUM KUANTAN CAMPUS

**REF. NO.:** DBSB/PROC/KTN/2023/RFT-008

ITEM	DESCRIPTION	AMOUNT (RM)
1.0	Supply of Cleaner Manpower	
<b>Total Monthly Amount (RM)</b>		
<b>Total Monthly Amount (RM) x 12 Month</b>		
<b>Grand Total for Two (2) Years</b>		

Remarks:

- 1) The tendered price in this RFT Ref. No. DBSB/PROC/KTN/2023/RFT-008 will be the contract price during the contract period.
- 2) We, DBSB do not hesitate to decrease or cut any value of the contract without any prejudice if the contractor did not follow the specification in the contract. The decreased amount depends on the current value.

THE TOTAL AMOUNT IN WORDS:

**RINGGIT MALAYSIA:**

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I hereby certify that all descriptions are correct and all the offered prices included the costs involved in refining the scope of services required by this tender.

Signature of Tenderer:

Signature of Witness:

.....  
Name:

Designation:

Date:

Company Stamp:

.....  
Name:

Designation:

Date:

Company Stamp:

### BILL OF QUANTITY (BQ) AND SCOPE OF WORK

**TITLE:** PROPOSED OF MAINTENANCE CONTRACT FOR SUPPLY CLEANER MANPOWER AT IIUM KUANTAN CAMPUS

**REF. NO.:** DBSB/PROC/KTN/2023/RFT-008

ITEM	DESCRIPTION	QTY	RATE (RM)	MONTHLY AMOUNT (RM)
1.0	<p><b><u>MANPOWER SUPPLY FOR CLEANING SERVICES</u></b></p> <p>a) The workers are mentally and physically fit to work. The workers also must be free from any criminal record.</p> <p>b) The migrant workers must comply with the Malaysian Government's policies on health requirement of migrant workers. All the migrant workers should be free from any communicable diseases.</p> <p>c) All migrant workers must have valid passport for three (3) years, valid working permit and abide by the Law of Malaysia.</p> <p>d) The minimum age for the worker is 18 years old and the maximum age of the worker is 50 years old.</p> <p>e) The workers are well trained and must attend refresh training from the appointed specialist at least once a year. New workers must attend DBSB Environmental Safety &amp; Health induction course.</p> <p>f) The workers must wear uniform at all time during working hour in IIUM Kuantan Campus and comply with requirement set by DBSB Environmental Safety &amp; Health Department as well as rule @regulation set by the University.</p> <p>g) Certificate of Health from Government or Private Clinic (Surat Keterangan Sihat)</p>	80		
	<b>TOTAL 1.0: MANPOWER FOR CLEANING</b>	80		

**BILL OF QUANTITY (BQ) AND SCOPE OF WORK**

**TITLE:** PROPOSED OF MAINTENANCE CONTRACT FOR SUPPLY CLEANER MANPOWER AT IIUM KUANTAN CAMPUS

**REF. NO.:** DBSB/PROC/KTN/2023/RFT-008

ITEM	DESCRIPTION	CLEANER	COMPLY / NOT COMPLY
2.0	<p><b><u>MANPOWER SUPPLY FOR CLEANING SERVICES</u></b></p> <ol style="list-style-type: none"> <li>1. Kulliyah of Pharmacy (KOP)</li> <li>2. Office of Campus Director (OCD)</li> <li>3. One Stop Student Centre (OSC)</li> <li>4. Kulliyah of Dentistry (KOD)</li> <li>5. Library</li> <li>6. Kulliyah of Allied Health Science (KAHS)</li> <li>7. Sports Complex</li> <li>8. Kulliyah of Medicine (KOM)</li> <li>9. Kulliyah of Science (KOS)</li> <li>10. Mahallah Maimunah</li> <li>11. Mahallah Talhah</li> <li>12. Jalan Hospital Building (JHB)</li> <li>13. Kulliyah of Nursing (KON)</li> <li>14. Mahallah Attabari</li> <li>15. Mosque</li> </ol>	<p>7</p> <p>4</p> <p>2</p> <p>9</p> <p>3</p> <p>8</p> <p>3</p> <p>4</p> <p>17</p> <p>5</p> <p>5</p> <p>3</p> <p>3</p> <p>3</p> <p>4</p>	
	<b>TOTAL 2.0: MANPOWER FOR CLEANING</b>	<b>80</b>	

**SECTION C, PART 8: DEDUCTION MECHANISM**
**Misconduct, Negligence, and Non-Compliance**

No.	Item	Description	Penalty
1	Compliance to Covid-19 regulations by the Government and Building Management.	Failure to comply with Covid-19 regulations.	RM 50.00 per occurrence
2	Smoking or Vaping	Personnel caught smoking within Property.	RM 50.00 per occurrence
3	Using of Phone while On Duty	Personnel caught using phone while on duty.	RM 100.00 per occurrence
4	Sleeping	Personnel caught sleeping while on duty.	RM 100.00 per occurrence.
5	Proper Outfit / Uniform	Allowing anyone to abscond without noticing / stopping.	- 1 <sup>st</sup> and 2 <sup>nd</sup> Incidents: Issuance of Warning Letter
6	Compliance with Property's Standard Operating Procedure	Failure to comply with Property's SOP including way of access, loading procedure and etc.	- 3 <sup>rd</sup> Incident: Issuance of Final Warning Letter and Dismissal of said Personnel
7	Consumption of Alcoholic Beverages of Illegal Substances	Personnel caught consuming alcoholic beverages or illegal substances within Property, especially while on duty.	RM 100.00 per occurrence and dismissal of personnel within the end of current shift by Contractor.
8	Disturbance and Harassment	Allowing anyone to abscond without noticing / stopping.	
9	Damage to Proprietor and / or DBSB's Furniture, Fixtures and Equipment (FFE)	Allowing anyone to abscond without noticing / stopping.	Contractor to bear replacement cost of damaged FFE. Failing which DBSB may request a third-party Contractor to carry out repair, replacement and restoration work at the cost of the Contractor.
10	Loss of Access Card	Personnel loss the access card.	RM 300.00 per occurrence

Note:

1. The DBSB reserves the right to recover from the Contractor any damage/loss caused to Proprietor and / or DBSB's due to the negligence of the Personnel.
2. Conditions for Termination of service due to non-material breach:
  - i. 1<sup>st</sup> Warning Letter & Performance Improvement Plan will be issued to the Contractor.
  - ii. 2<sup>nd</sup> Warning Letter & Performance Improvement Plan will be issued to the Contractor.
  - iii. Final Warning Letter will be issued to the Contractor.
  - iv. Termination of the Agreement may be issued to the Contractor in accordance with clause in Standard Service Agreement.

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