DAYA BERSIH

Member of International Islamic University Malaysia

REQUEST FOR TENDER (RFT)

FOR

PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM), KUANTAN CAMPUS.

Ref. No.	**DBSB/PROC/KTN/2026/RFT/04**
RFT Opening Date	**10th November 2026**
Briefing Date & Location (Not Compulsory)	**Date: 13th November 2026** **Time: 10:00 AM** **Venue: Meeting Room, Mahallah Talhah, IIUM Kuantan (Level 1)**
RFT Closing Date	**23th November 2026**

*Late submissions will be disqualified.

Proprietor	:	International Islamic University Malaysia (IIUM)
Services	:	Proposed Maintenance Contract for Supply of Cleaning Manpower at International Islamic University Malaysia (IIUM), Kuantan Campus.
Property	:	International Islamic University Malaysia (IIUM) – Kuantan Campus.
Company	:	Daya Bersih Sdn. Bhd.

SECTION A
TECHNICAL / UNPRICED SUBMISSION

SECTION A: 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	: Mr. Kamarul / Mrs. Najwa
Office	: 03-4162 5562 / 5564 / 5565
Phone	: 012-368 6484/ 012-988 9346
Email	: procurement@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 inclusive of separating pages for Sections.

1.2 "Closing Date & Time" shall mean the final date and time which the Bidders have to 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, insurances, 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 "DBSB" means DAYA BERSIH SDN BHD (also spelled out as DBSB in this RFT) (Company No: 639669-P) of B1-2-3A, Level 2, Gaya Commercial Center, Lorong Selangor, Pusat Bandar Melawati, 53100 Kuala Lumpur 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 (x1) thumb drive.

3.1 **Section A** for the Technical / Unpriced Submission.

a) To be filled and emailed, and
b) **To attach One Printed Set** of all required submissions.
c) RFT Document **to be initialed, filled initial, and returned.**

3.2 **Section B** for the Commercial / Priced Submission **to be initialed, filled initial, and returned.**

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 Bidder's 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 Bidder's 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 the designated person in charge. Bidder shall be made aware and comply with all house rules and by-laws as required.

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 to the stated person in Charge at section A, on/before **12:00PM, 23th November 2026.**

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 to the stated person in Charge at section A, on/before **12:00PM, 23th November 2026**.

11.0 Confidentiality

Bidder 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, the reason(s) for declining to bid must be included to ensure the DBSB 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 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 insurance policies as defined Contract Details for the duration of the Agreement with a reputable insurance company before the commencement of Services. Insurance 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, Bidder 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 Insurance 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 insurance 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 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 have read, understood, and agreed to all terms and conditions of the Service Agreement.

18.0 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.

19.0 Time

Time wherever mentioned is of the essence.

20.0 Currency

The Currency of payment of 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.

21.0 Obligations Not Covered by The Contract

All Bidders must not:

a) Offer or induce to 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.

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 SUB MISSION –TECHNICAL ENVELOPE
(REF. NO.: DBSB/PROC/KTN/2026/RFT/04)

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: PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM), KUANTAN CAMPUS.

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

RFT SUBMISSION – COMMERCIAL ENVELOPE
(REF. NO.: DBSB/PROC/KTN/2026/RFT/04)

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

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ACKNOWLEDGEMENT

Title: **PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM), KUANTAN CAMPUS.**

Dear Sir / Madam,

We hereby acknowledge receipt of the proposal paper.
Kindly return one (1) original copy.

Signed by

_____

Name :
Designation :
Date :

BIDDERS SHALL PRINT TWO (2) COPIES AND ENSURE THEY ARE DULY SIGNED AT THE TIME OF TENDER SUBMISSION

SUBMISSION CHECKLIST

Bidders are required to refer, complete, and return this checklist as part of the Submission. Failure to adhere to these instructions will impact Bidder's submission.

No.	Section Number	Description	Mandatory Document	RESPONSES FROM VENDOR (✓)
SECTION A FOR TECHNICAL / UNPRICED SUBMISSION				
1	Section A	Bid Submission Checklist	✓	
2	Section A	Declaration Conflict of Interest (Signed)	✓	
3	Section A	Integrity Pledge	✓	
4	Section A	General Terms and Conditions (Signed)	✓	
5	Section A	Company profile	✓	
6	Section A	Latest Audited Financial Statement for 2 years. (Sdn. Bhd. Only)	✓	
7	Section A	Copy of bank statement for latest 3 months	✓	
8	Section A	List of Similar Services for the 5 past years. (Attached the supporting document)	✓	
9	Section A	Certification from authorized body (**SSM, CIDB & Others)**	✓	
10	Section A	Other Supporting Document		
SECTION B FOR COMMERCIAL / PRICED SUBMISSION				
11	Section B	Commercial / Priced Clarification (To be Completed and Returned)	✓	

FORM TO BE FILL AND ATTACHED IN SECTION A (TECHNICAL)

-YOUR COMPANY LOGO-

Integrity Pledge

We, **(INSERT YOUR COMPANY NAME)** (hereinafter referred to as the "Company") hereby solemnly and sincerely pledge the following:

i. The Company shall fully abide by the nation's laws, rules, procedures and policies on bribery and corruption prevention and abuse of power;

ii. The Company shall abhor and reject all forms of bribery, corruption, and abuse of power, and shall give our full cooperation to the Malaysian Anti-Corruption Commission in preventing bribery, corruption, and abuse of power;

iii. The Company shall not indulge in any form of bribery, corruption, and abuse of power either directly or indirectly, with any party or parties dealing with the Company;

iv. The Company shall take proactive steps to ensure that our employees shall not indulge in any act of bribery, corruption, and abuse of power in any dealings concerning the Company; and

v. The Company shall instantly report any form of bribery, corruption and abuse of power either involving IIUM Holdings Group's directors or employees or the Company's directors or employees via the following channel:

Telephone : 013-2124331
E-mail : speakup@iiumholdings.com.my

For and on behalf of the Company

……..
Name:
Position:
Date:

Witnessed by

……
Name:
Position:
Date:

FIVE YEARS OF PREVIOUS EXPERIENCE (RELATED PROJECT ONLY)

SUBJECT: PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM), KUANTAN CAMPUS.

REF NO.: DBSB/PROC/KTN/2026/RFT/04

NO	CONTRACT TITLE & REFERENCE NO.	CLIENT NAME	GOVERNMENT / PRIVATE	CONTRACT PRICE (RM)	YEAR COMPLETED

Notes: You may add an attachments page for those with more than 5 years of experience.

SECTION B
COMMERCIAL / PRICED SUBMISSION

SECTION B, CONTRACT AMOUNT

Please complete the tables below for the provision of Proposed Maintenance Contract for Supply of Cleaning Manpower 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 Letter of Award (LOA) 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).

It is **mandatory** for the Vendor to complete the attached Bill of Quantities (BQ). Retyping or modifying the BQ is strictly not permitted.

[REST OF PAGE INTENTIONALLY LEFT BLANK]

DECLARATION

Company	:	
Designation	:	
Name of Authorized Representative	:	
Signature of Authorized Representative	:	
Registered Address	:	
Contact No.	:	
Date	:	
Company 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, insurance 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 have taken best efforts within applicable laws to mitigate the incidence of the tax.

[REST OF PAGE INTENTIONALLY LEFT BLANK]

SERVICES PROVIDED.

1. 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 attached 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. Duration of Agreement

2.1. This Agreement shall be effective on the Commencement date as defined in LOA and shall continue until the Completion Date.

3. Contract Amount & Payment Terms

3.1. The DBSB hereby agrees to pay the Contractor, for the aforesaid services, materials and labor.

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. 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. 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.

4. 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 access to the DBSB or its representatives.

5. Takaful

5.1. The Contractor shall insure, keep insured and pay the premiums for insurance the classes of which are defined in, but not limited to the duration of the Agreement with a reputable insurance 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 insurance policies and related documents.

5.3. Where applicable, Contractor's All Risk insurance will insure the Proprietor's existing property and DBSB as the manager of the property.

5.4. The Contractor shall also ensure that the insurance policies are valid at all times during the duration of the Agreement.

5.5. The Contractor is required to submit copies of the aforesaid insurance policies for the DBSB records prior to the Commencement Date.

6. 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 willful 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. Appointment of Personnel / 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. 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. 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. <u>Covenants By the Contractor</u>

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. 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 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.

11.5.1.4.

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

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

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

13.1.3. 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

13.1.4. 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. 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. 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. Miscellaneous

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

17. 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. 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. 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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CONTRACT DETAILS

No.	ITEM	PARTICULAR
1	Contract Period	Refer LOA
2	Commencement Date	Refer LOA
3	Contract Expiry	Refer LOA
4	Contract Amount (RM)	To be Advised
5	Contract Sites / Location	IIUM, Kuantan Campus.
6	Takaful	1. Public Liability Takaful of minimum Ringgit Malaysia depends on contract value. 2. Group Personal Accident Takaful Policy 3. Workmen's Compensation
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
10	Penalty & Deduction	Refer LOA
11	General Term & Condition	Refer LOA
12	Termination	Refer LOA

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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.

Briefing and Site Visit (NOT COMPULSORY)

Upon request, a site visit at the proposed work site may be arranged. Attendance is not compulsory; however, bidders are encouraged to attend the briefing/site visit to familiarize themselves with site conditions and any other factors that may affect the pricing of their offer.

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DEDUCTION MECHANISM

Misconduct, Negligence and Non-Compliance

No.	Item	Description	Penalty
1	Smoking or Vaping	Personnel caught smoking within Property.	RM 50.00 per occurrence
2	Using of Phone while On Duty	Personnel caught using phone while on duty.	RM 100.00 per occurrence
3	Sleeping	Personnel caught sleeping while on duty.	RM 100.00 per occurrence. - 1st and 2nd Incidents: Issuance of Warning Letter - 3rd Incident: Issuance of Final Warning Letter and Dismissal of said Personnel
4	Proper Outfit / Uniform	Allowing anyone to abscond without noticing / stopping.	
5	Compliance with Property's Standard Operating Procedure	Failure to comply with Property's SOP including way of access, loading procedure and etc.	
6	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.
7	Disturbance and Harassment	Allowing anyone to abscond without noticing / stopping.	
8	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.
9	Loss of Access Card	Personnel loss the access card.	RM 300.00 per occurrence

Note:

- 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.
- Conditions for Termination of service due to non-material breach:

1. 1st Warning Letter & Performance Improvement Plan will be issued to the Contractor.
2. 2nd Warning Letter & Performance Improvement Plan will be issued to the Contractor.
3. Final Warning Letter will be issued to the Contractor.
4. Termination of the Agreement may be issued to the Contractor in accordance with clause in Standard Service Agreement.

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BILL OF QUANTITY

DAYA BERSIH
Member of International Islamic University Malaysia

MAHALLAH TALHAH OFFICE, LEVEL 1
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
JALAN SULTAN AHMAD SHAH, BANDAR INDERA MAHKOTA, 25200 KUANTAN
TEL : 09-5751517

SUMMARY
UNIT/TEAM : CUSTODIAL TEAM

REF NO.: DBSB/PROC/KTN/2026/RFT/04

PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS.

NO.	DESCRIPTIONS	AMOUNT (RM)
1.0	PRELIMINARIES	NA
2.0	SUPPLY OF CLEANING MANPOWER	
	TOTAL AMOUNT FOR 1 MONTH (RM)	
	ADD SST 8% (if Applicable)	
	GRAND TOTAL AMOUNT FOR 1 MONTH (RM) (All prices quoted herein are inclusive of SST)	
	TOTAL AMOUNT FOR 2 MONTHS (RM)	
	ADD SST 8% (if Applicable)	
	GRAND TOTAL AMOUNT FOR 2 MONTHS (RM) (All prices quoted herein are inclusive of SST)	

Remarks:

1) The tendered price in this RFT ref no.: **DBSB/PROC/KTN/2026/RFT/04** will be the contract price during the contract period.
2) The tendered price for RFT Ref. No. **DBSB/PROC/KTN/2026/RFT/04** shall be valid for the ensuing Six (6) months.

THE TOTAL AMOUNT OF THE TENDER FOR 2 MONTHS IN WORDS
RINGGIT MALAYSIA:

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

Signature of Tenderer:

.....
Name:
Designation:
Date:
Company Stamp:

Signature of Witness:

.....
Name:
Designation:
Date:
Company Stamp:

DAYA BERSIH
Member of International Islamic University Malaysia

MAHALLAH TALHAH OFFICE, LEVEL 1
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
JALAN SULTAN AHMAD SHAH, BANDAR INDERA MAHKOTA, 25200 KUANTAN
TEL : 09-5751517

BILL OF QUANTITY (BQ)
UNIT/TEAM : CUSTODIAL TEAM

REF NO.: DBSB/PROC/KTN/2026/RFT/04

PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS.

NO.	DESCRIPTION	QTY	FREQUENCY	RATE (RM)	AMOUNT (RM)
1.0	**PRELIMINARIES**				
A	Mobilization and demobilization of personnel, equipment, support facilities and materials required to complete the work. (Please refer location as per *Attachment I*)	L/S	-		
B	Apply workers pass by liaise with related authorities and DBSB representative for reporting procedure before work commencement.				
C	Contractor should obtain the following guideline imposed for servicing and maintenance works:	L/S	-		
	i) Obtain valid pass for workers at DBSB office before starting the work and always display the pass during working hour.				
	ii) Workers should comply with the safety regulations and guideline imposed by Safety and Health Department of DBSB and OSHBE. Workers are required to be vaccinated and submit the proof/ certificate to DBSB before start work.				
	iii) Wearing suitable PPE equipment and uniforms at site				
	iv) Contractor should follow the quantity of workers to complete the above services within the required frequency and time frame by DBSB.				
	v) The tools and equipment should be stored in proper space during rest time and after working hour.				
	vi) To ensure all debris to be transported outside IIUM Campus and makegood of IIUM properties if any.				
D	Insurance coverage using takaful insurance for workmanship compensation and public liability within the duration of contract. and must be submitted to DBSB before starting work. (as required)				
E	To supply manpower as per requirement in Attachment 1. Working days and hour for cleaning services works as follows:				
	i) Days: Monday - Saturday Time: 7.00am - 4.30pm (Mon- Fri) 7.00am- 1.00pm (Sat) Attendence: Use DBSB system				
F	Any requirement for work during Public Holiday and Weekend should be informed to the supervisor or person in charge				
G	Reporting Procedures:				
	i) Prepare and submit monthly report of staff attendance for claim purposes	L/S	Monthly		
H	Documentation and Requirements:	L/S	-		
	i) To identify and recruit the right candidate for appointment as workers as per DBSB requirement and approval;				
	ii) To calculate and pay monthly wages of the workers and whenever applicable including overtime, allowance, incentive, Employee Provident Fund ("EPF") and Social Security Organization (SOCSO)				
	iii) To manage timely payroll for these recruited staff;				
	iv) To prepare contract documentation and staff movement (appointment, termination, resignation, warning letter, etc.)				
	v) To ensure that the workers diligently abide the daily working hours which under normal circumstances, shall be 8 hours per days (7.00 am -4.30 p.m) excluding break periods from 1.00 p.m - 2.00 p.m; or any other working hours as prescribed by DBSB.				
I	To attend monthly meeting required by DBSB Representatives / Management	L/S			
J	To ensure all chemical items is well kept, tagging, and follow the regulation required by DBSB and related authorities. (as required)	L/S			
K	Contractor should provide basic First Aid Kits to be used during any emergencies at store.	L/S			
	TOTAL PRELIMINARIES (RM)			NA	NA

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TEL : 09-5751517

BILL OF QUANTITY (BQ)
UNIT/TEAM : CUSTODIAL TEAM

REF NO.: DBSB/PROC/KTN/2026/RFT/04

PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS.

NO.	DESCRIPTION	UNIT	QTY	MONTHLY PRICE (RM)	2 MONTHS PRICE (RM)
2.0	**MANPOWER SUPPLY FOR CLEANING SERVICES** **GENERAL WORKERS** a) The workers are mentally and physically fit to work. The workers also must be free from any criminal record. b) The foreign workers must comply with the Malaysian Government's policies on health requirement of foreign workers. All the foreign workers should be free from any communicable diseases. (FOMEMA) c) All foreign workers must have valid passport for three (3) years, valid working permit and abide by the Law of Malaysia. d) The minimum age for the worker is 18 years old and the maximum age of the worker is 55 years old. e) The workers are well trained and must attend refersh training from the appointed specialist at least once a year. New workers must attend DBSB Environmental Safety & Health induction course f) The workers monthly wages must be paid including overtime, allowance, incentive, Employee Provident Fund ("EPF") and Social Security Organization (SOCSO) g) The workers must wear uniform at all time during working hour in IIUM Campus and comply with requirement set by DBSB Environmental Safety & Health Department as well as rule @regulation set by the University h) Uniform must be provided by the contractor 2 pieces /pax/year	person	73		
TOTAL MANPOWER FOR CLEANING (RM)					

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BILL OF QUANTITY (BQ) (ATTACHMENT I)
UNIT/TEAM : CUSTODIAL TEAM

REF NO.: DBSB/PROC/KTN/2026/RFT/04

PROPOSED MAINTENANCE CONTRACT FOR SUPPLY OF CLEANING MANPOWER AT INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM) KUANTAN CAMPUS.

NO	LOCATION	DBSB PROPOSED REQUIREMENT		SECOND OPTION
		NO OF WORKERS	COMPLY/NOT COMPLY	CONTRACTOR SUGGESTION
3.0	**LOCATIONS AND NUMBER OF WORKERS**			
1	Office Campus Director (OCD)	4		
2	Kuliyyah of Nursing (KON)	3		
3	One Stop Centre (OSC)	2		
4	Kuliyyah of Dentistry (KOD)	7		
5	Kuyliyyah Of Medicine (KOM)	4		
6	Kuliyyah Of Pharmacy (KOP)	6		
7	Mosque	3		
8	Mahallah Talhah	5		
9	Mahallah Maimunah	5		
10	Kuliyyah Of Aliaed Health Science (KAHS)	7		
11	Kuliyyah Of Science (KOS)	16		
12	Sport Complex	3		
13	Library	2		
14	Jalan Hospital Campus (JHB)	3		
15	Mahallah Tabari	3		
TOTAL		**73**		

[k]Note: 1) If contractor agreed with first option, please state comply

2) If contractor not agreed with first option, please state not comply and fill in the second option

Signature of Tenderer

.....
Name:
Designation:
Date:

Signature of Witness

.....
Name:
Designation:
Date: