

1. INTRODUCTION

1.1 The Ministry of Defence is looking for a reliable company to provide Laundry Services (Washing and Dry Cleaning) to cater the requirements for its personnel. The requirement of the above service will depend on the frequency and requirement of both planned and unplanned GSU activities being conducted. GSU personnel serving within the camp is consists of Officers, Senior Ranks and Other Ranks and the entitlement (quantity and type of clothing) for each personal to use the services is dictated by ranks.

1.2 The Ministry of Defence is not bounded to awarding contractors offering the cheapest price for the service and the Ministry has the right to award more than a single contractor where convenient and appropriate in providing the required service to units under the Ministry. The list of items, number of frequency and its breakdown in according to Units as shown in **Schedule A**.

1.3 Contractor services are guided on the rules and regulations stated in the, the financial regulations of the Ministry of Defence and financial regulations of the Ministry of Finance as may be updated from time to time.

2. SCOPE OF WORKS

2.1 The Contractor shall provide the Laundry Services (Washing and Dry Cleaning) for Gurkha Security Unit (GSU) as shown in **Schedule A**. Type of clothes to be laundered **MUST** be stated in the type of clothes listing that has been agreed and stated. This Ministry is allowed not to pay any laundry costs of any clothes that is not stated in the contract list.

2.2 The contractor shall provide the estimated time of work completion to complete the services as this will stipulate into the contract.

2.3 The contractor must ensure the service they provide abide by the conditions produced and outlined by the Ministry of Defence or its 'representatives (where applicable). Contractors are to do their services in their own area and must provide collection and delivery service to every respective Units at specific days of **Monday, Wednesday and Friday**.

2.4 Normal collection and delivery of laundry will be conducted every **Monday, Wednesday and Friday**. Collection time is at **0900hrs**. Any unexplained continuous unsatisfactory services will be reported and will be considered as non-compliance to the terms and conditions and be penalized. However, this process will be waived in the events of urgent requirement major incident as shown in **Schedule 2**.

2.5 The location of the laundry services must be near to the camps of for ease of administrative matter.

2.6 Collection and delivery point together with the Logistics/Quartermaster Units contact number reference as shown in **Schedule 3**.

2.7 The contractors must provide sufficient machinery in conducting the laundry services. The conduct of washing and dry-cleaning services must use suitable machines and washing liquids that will not damage the clothes and material. When drying, the clothes line must be at the appropriate level from

the ground. As for ironing, contractors must conduct the process with appropriate care with satisfactory ironing standard.

2.8 As a whole, any unsatisfactory service provided by the contractor (e.g., negligence in washing and dry cleaning the item that could damage the clothing or unsatisfactory ironing standard) can be rejected by user or Logistics/Quartermaster Units. In such cases, the contractor is to immediately repeat the service free of charge and with no additional charges. The Logistics/Quartermaster Officer are authorized RBAF representatives according to the applicable financial regulations of the Ministry of Defence and the Ministry of Finance.

2.9 Therefore, those clothing which is damaged such as burnt, torn, fading colour and loss of items, then the contractor will be charge the full cost of repair or replacement of such lost or damaged Trust owned Articles.

2.10 All completed laundry must be hanged using hanger with clear garment plastic bags (for clothing) and also properly make an appropriate plastic cover for other items (accommodation and other items).

2.11 Personal suffering from skin disorders, their laundry must be washed separately and boiled. Logistics/Quartermaster Units are responsible to inform the contractor if the personnel are suffering from skin disorders by packing the clothes in an individual plastic and information on clothing care and laundry will provided by the Ministry of Defence or its' authorized representatives.

2.12 Contractors must always be ready to provide any urgent and emergency laundry services required at odd times such as national events organized by GSU .). These services may be required from time to time to meet an expected additional commitment. This service is to be performed within the time limit 12 to 24 hours or less from delivery of the articles. Identification of this requirement will be provided by the Logistics/Quartermasters Units.

2.13 Contractors may extend its services to assist other camps whenever required and authority is given. This authority will be written instruction from Directorate of Finance and Acquisition (DFA) to the Units and then Contractors.

3. INVOICES

3.1 For this Contract, the Directorate of Finance and Acquisition, Ministry of Defence (DFA) shall issue Purchase Order yearly through TAFIS according to the approved yearly contract cap.

3.2 All checked and approved bills and invoices together with the services endorsement slip must be submitted to the Logistics/Quartermasters Unit. Monthly summary must be sent to respective Logistics/Quartermaster Unit every end of the month. Each delivery includes with the name of the personnel (No/Rank/Name) amount and type of clothing. Any bills submitted later than 1 month without any written reason will not be entertained.

3.3 The Contractor shall submit each monthly invoice to DFA through Government Vendor Portal (GVP) system with the relevant Work Order Services within a week after being duly certified by Logistics/Quartermaster Unit.

4. CONTRACTOR MANAGEMENT, ADMINISTRATION AND CONDITIONS OF SERVICES

4.1 Contractor must have a dedicated office and facilities to ensure the smooth running and management in terms of administration correspondences, billing, invoices and others related to the service provided.

4.2. Must employ sufficient employees and be in possession of machinery (must be in excellent working condition) and drying areas suitable for conduct of the services stated below in order to ensure smooth running in terms of operation and guarantee satisfactory laundry services up to 5 years of the contract term.

Employees/Workers minimum requirements are as follows:

- i. Washing/drying activities (sufficient to complete washing or drying requirement)
- ii. Ironing (sufficient to complete ironing or drying requirement)
- iv. Bills and invoices (2 person)
- v. Driver (at least 1 person) with driving license
- vi. Ability to understand and speak Malay language.

Machinery/Equipment are as follows:

- i. Six (6) x washing machine (not less)
- ii. Six (6) x ironing equipment (not less)
- iii. Appropriate drying area
- iv. Six (6) x Tumble Dryer (not less)
- v. Van or equivalent for the delivery services.

4.3 Contractor must be qualified to conduct such service related to care of material and clothing and cleanliness.

4.4 Contractors and their employees/workers must undergo proper health screening under order of the Ministry of Defence or its' authorized representatives. Any information pertaining to health or infectious diseases must be reported to the Ministry of Defence and contractors must remove the affected employee from their workforce and obtain a replacement immediately.

4.5 It is responsibility of contractors to ensure that all their employees do not wander restricted areas during collect and returning the laundry.

4.6 Contractor must ensure that all their employees understand the conditions of this service.

4.7 MINDEF reserves the right to carry out inspection by a nominated MINDEF representative during the servicing process at the Contractor's site. The Contractor shall ensure that reasonable assistance is rendered to the nominated MINDEF representative during all such inspections.