



DOKUMEN TENDER

BAGI

PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2 TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE

NO RUJUKAN	: IMSC/PD/T/2025 (03)
TARIKH TUTUP	: 03/06/2025 (Tuesday)
MASA TAMAT	: 5:00 PETANG
KAEDAH PENYERAHAN	: PETI TENDER

Peringatan :

- 1- *Petender dikehendaki membaca dan memahami keseluruhan butir-butir di dalam Dokumen Tender sebelum mengemukakan tawaran melalui Borang Tender*

ARAHAN KEPADA PETENDER**1. Dokumen**

- 1.1 Petender adalah bertanggungjawab sepenuhnya bagi memastikan dokumen yang diterima adalah lengkap dan jika terdapat apa-apa ketidaksempurnaan pada dokumen berkenaan berdasarkan semakan oleh petender, adalah menjadi tanggungjawab petender untuk merujuk kepada *Procurement Department* supaya pembetulan kepada ketidaksempurnaan tersebut dapat dibuat.

- 1.2 Petender dikehendaki mengemukakan dokumen-dokumen berikut:

1.2.1 BAHAGIAN TEKNIKAL

- i. Senarai Semak Teknikal (Lampiran C1)
- ii. Syarat-syarat Am (Lampiran A)
- iii. Pengisytiharan Kepentingan oleh Vendor (Lampiran B)
- iv. Jadual Spesifikasi Teknikal (Borang 1)
- v. Jadual Pengalaman Petender (Borang 2)
- vi. Latar Belakang Petender (Borang 3)
- vii. Salinan Sijil Suruhanjaya Syarikat Malaysia (SSM) yang dimuat turun dari Portal SSM e-Info (lengkap dengan maklumat perniagaan)
- viii. *Sijil dan Lesen Berkaitan*
 - **ISO 9001** – Sistem Pengurusan Kualiti.
 - **ISO 14001** – Sistem Pengurusan Alam Sekitar
 - **Sijil Clean Laundry / Hygienic Processing Certification** dari badan yang diiktiraf.
 - **Sijil SIRIM dan KKM**
- ix. Penyata Bank 6 Bulan Terkini
- x. Akaun Teraudit 3 Tahun Terkini (Untuk Syarikat Sdn Bhd)
- xi. *3-year Management Account - Profit and Loss & Balance Sheet* (Untuk Syarikat Enterprise)
- xii. *Polisi Kawalan Kualiti & Jaminan Kebersihan*

1.2.2 BAHAGIAN KEWANGAN

- i. Senarai Semak Kewangan (Lampiran C2)
- ii. Jadual Harga (Borang 5)
- iii. Surat Kelulusan daripada Jabatan Kastam Diraja Malaysia (Syarikat berdaftar CBP/SST)

- 1.3 Kegagalan pihak Petender untuk menyerahkan sebarang dokumen seperti yang dinyatakan di atas boleh menyebabkan Tendernya ditolak dan tidak akan dipertimbangkan.

- 1.4 Dokumen yang dikembalikan hendaklah disusun mengikut turutan seperti di **Lampiran C1 & C2**. Lampiran C1 & Lampiran C2 perlu **dikepilkkan** sahaja dalam bentuk **loose-leaf**.

- 1.5 Pengisian dokumen:

- i. Jangan gunakan dakwat mudah luntur, pemadam getah atau kimia cecair dan betulkan kesilapan dengan memotong kesilapan tersebut dengan satu garisan bersih melintang dan ditandatangani ringkas oleh petender. Tiada pindaan dalam dokumen ini boleh diterima tanpa ditandatangani oleh petender.
- ii. Semua borang 1.2.1 dan 1.2.2 hendaklah diisi dengan maklumat-maklumat yang benar dan data-data yang tepat. Semua butiran perlu diisi dengan jawapan yang jelas. Jika perlu, helaian tambahan boleh dilampirkan. Setiap helaian tambahan yang dilampirkan hendaklah ditandatangani oleh Petender berserta cop rasmi syarikat.
- iii. Petender juga dikehendaki untuk mengisi Senarai Semak Teknikal (Lampiran C1) dan Senarai Semak Kewangan (Lampiran C2). Dokumen ini akan menjadi panduan semakan semula dan bukti penerimaan dokumen-dokumen wajib.

- 1.6 Penyerahan dokumen:

- i. Dokumen 1.2.1 dan 1.2.2 perlu diasingkan kepada DUA (2) set sampul surat, iaitu; **BAHAGIAN TEKNIKAL – SAMPUL SURAT A & BAHAGIAN KEWANGAN – SAMPUL SURAT B**.
- ii. Dokumen Tender perlu dikemukakan di dalam sampul surat bertutup dan di sudut sebelah bawah kiri sampul dicatatkan perkataan:

Sampul Surat A
 PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH
 KONTRAK 3 + 2 TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE
 Reference No: IMSC/PD/T/2025 (03)

Sampul Surat B

PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH
KONTRAK 3 + 2 TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE
Reference No: IMSC/PD/T/2025 (03)

- iii. Dokumen Tender mesti dimasukkan sendiri oleh Petender ke dalam peti tender yang disediakan di alamat berikut tidak lewat daripada tarikh dan masa yang ditetapkan:

IIUM MEDICAL SPECIALIST SDN BHD
Kulliyyah of Medicine
International Islamic University Malaysia
Jalan Sultan Haji Ahmad Shah
Bandar Indera Mahkota
25200 Kuantan, Pahang

- iv. IIUM Medical Specialist Centre Sdn Bhd (IMSC) tidak akan dipertanggungjawabkan ke atas kehilangan dokumen Tender yang dihantar melalui pos atau membayar apa-apa kos yang dialami oleh Petender di dalam penyediaan atau penghantaran dokumen Tender ini.

2. Keputusan Tender

- 2.1 IMSC berhak untuk menolak Tender yang tidak lengkap, tidak jelas atau tidak mematuhi arahan.
- 2.2 IMSC tidak terikat untuk menyetujui terima Tender yang terendah atau sebarang tender, dan juga tidak perlu memberi apa-apa sebab terhadap mana-mana Tender yang ditolak. IMSC tidak akan melayan sebarang surat- menyurat yang berupa rayuan dari Petender sekiranya tidak berjaya kerana keputusan mengenai Tender yang dikeluarkan adalah muktamad.

LAMPIRAN A

SYARAT-SYARAT AM

1. Harga-harga yang ditawarkan dalam Tender ini adalah **tetap** dan tidak boleh dipinda selepas Tender ini ditutup dan akan berkuatkuasa selama dalam tempoh sah laku Tender. Sekiranya Petender tidak menghargakan mana-mana item di dalam Jadual Harga, nilai tersebut adalah dianggap telah termasuk di dalam kadar-kadar harga bagi item-item lain di dalam dokumen tersebut. Petender yang berjaya ditawarkan Tender ini dikehendaki mematuhi syarat ditetapkan sepanjang tempoh Kontrak dan **sebarang perubahan harga adalah tidak dibenarkan**.
2. Tender hendaklah terus sah selama tempoh **seratus dua puluh (120) hari** dari tarikh akhir bagi penyerahan Tender.
3. SPESIFIKASI TEKNIKAL
 - 3.1 Petender dikehendaki memastikan bahawa perkhidmatan yang dilaksanakan adalah mengikut spesifikasi yang dinyatakan di dalam Borang 1.
 - 3.2 Petender perlu menyediakan pekerja yang berkemahiran dan berpengalaman bagi melaksanakan skop kerja yang diberi.
 - 3.3 Petender hendaklah menyediakan kelengkapan yang diperlukan untuk melaksanakan perkhidmatan. Kos kelengkapan ini hendaklah dibekalkan tanpa melibatkan caj bayaran berlainan.
 - 3.3 Perakuan penerimaan perkhidmatan akan dibuat setelah diperiksa oleh pegawai IMSC yang diberi kuasa. Pegawai tersebut berhak membuat penolakan jika perkhidmatan yang dilaksanakan tidak memuaskan atau tidak mengikut spesifikasi yang ditetapkan.
 - 3.4 Linen yang disediakan mestilah berdasarkan garis panduan terkini dari Kementerian Kesihatan Malaysia (KKM).
 - 3.5 Petender hendaklah bertanggungjawab membekal, mencuci, menyelenggara, dan menghantar linen hospital yang bersih mengikut keperluan harian hospital.
 - 3.6 Petender hendaklah sentiasa mematuhi jadual penghantaran dan pengambilan linen setiap hari mengikut jadual yang ditetapkan oleh pihak IMSC.
 - 3.7 Tempat cucian **wajib** mendapat **lesen & kelulusan KKM / Jabatan Kesihatan Negeri**
4. PEMBAYARAN
 - 4.1 IMSC akan membuat bayaran setiap bulan dalam tempoh tiga puluh (30) hari dari tarikh penerimaan invois oleh pegawai IMSC yang diberi kuasa tertakluk kepada pelaksanaan perkhidmatan yang memuaskan. IMSC tidak boleh membuat bayaran jika didapati pelaksanaan perkhidmatan tidak menepati spesifikasi dan bayaran hanya dibuat setelah Petender membuat pembaikan terhadap masalah yang dilaporkan.
5. PERINGATAN MENGENAI KESALAHAN RASUAH
 - 5.1 Petender diingatkan untuk tidak terlibat dalam aktiviti jenayah rasuah berkaitan dengan perolehan kerja. Peringatan adalah seperti berikut:
 - i. Sebarang perbuatan atau percubaan rasuah untuk menawar atau memberi, meminta atau menerima apa-apa suapan secara rasuah kepada dan daripada mana-mana orang berkaitan perolehan ini merupakan suatu kesalahan jenayah di bawah Akta Suruhanjaya Pencegahan Rasuah 2009 (Akta 694).
 - ii. Mana-mana Petender yang membuat tuntutan bayaran berkaitan perolehan ini walaupun tiada kerja dibuat atau tiada barangan yang dibekalkan mengikut spesifikasi yang ditetapkan atau tiada perkhidmatan diberi dan mana-mana anggota yang mengesahkan tuntutan berkenaan adalah melakukan kesalahan di bawah Akta Suruhanjaya Pencegahan Rasuah 2009 (Akta 694).

Syarat-syarat di atas kesemua keseluruhan daripada Perkara 1 hingga 5 telah dibaca dan saya/syarikat ini bersetuju dengannya.

	Cop Rasmi Syarikat :
Tandatangan Petender :	
Nama Penuh :	
No. K/P :	
Tarikh :	
No. Telefon :	
Jawatan :	

LAMPIRAN B

PENGISYTIHARAN KEPENTINGAN OLEH VENDOR
PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE

Saya yang bertandatangan di bawah dengan ini mengesahkan:

(Tandakan ☒ bagi kenyataan yang berkenaan)

	Saya, anggota keluarga, rakan saya dan syarikat ini <u>tidak mempunyai kepentingan kewangan</u> dalam IIUM Medical Specialist Centre Sdn Bhd (IMSC) sama ada secara langsung atau tidak langsung.
	Pemegang saham/pengarah/staf yang memegang fungsi pengurusan utama kami dan ahli keluarga rapat* mereka <u>tidak mempunyai sebarang hubungan</u> dengan mana-mana staf IMSC termasuk Staff Pengurusan Utama**.
	Pemegang saham/pengarah/staf yang memegang fungsi pengurusan utama syarikat ini <u>mempunyai hubungan</u> dengan mana-mana staff dan ahli keluarga rapat* mereka termasuk Staf Pengurusan Utama** IMSC atas kedudukan hubungan kekeluargaan yang rapat. Butiran terperinci dinyatakan di bawah.

No	Nama	Hubungan dengan Petender	Hubungan dengan staff IMSC
Arahan: Sila kepilkan lampiran jika ruangan di atas tidak mencukupi.			

*Ahli Keluarga Rapat merujuk pada pasangan, anak-anak dan pasangan-pasangan mereka, ibu bapa, mertua, saudara kandung, pasangan dan anak-anak mereka.

**Staf Pengurusan Utama didefinisikan sebagai ahli Lembaga Pengarah dan yang setara dan Pengarah-Pengarah/Ketua Jabatan.

Saya dengan ini mengisytiharkan bahawa saya telah membaca dengan teliti dan melengkapkan borang ini dengan sendiri dan memberikan maklumat semasa dan tepat sepanjang pengetahuan saya.

Saya berjanji untuk mematuhi polisi IIUM Medical Specialist Centre Sdn Bhd (IMSC) dan juga mematuhi bahawa urusan tender ini adalah sulit serta tidak akan membincangkan dan berkongsi sebarang maklumat daripada latihan tender ini dengan pihak lain.

Cop Rasmi Syarikat :

Tandatangan Petender :

Nama Penuh :

No. K/P :

Tarikh :

JADUAL SPESIFIKASI TEKNIKAL
PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE

ARAHAN:

1. Jika Petender menawarkan **spesifikasi yang lebih baik**, sila nyatakan **PERINCIAN SPESIFIKASI** di dalam **Tenderer's Comment**. Jika tiada apa-apa maklumat hendak dicatat, sila gunakan perkataan **"TIDAK BERKENAAN"**.
2. Sila kepilkan lampiran yang ditandatangani ringkas berserta cop rasmi syarikat jika ruang **Tenderer's Comment** tidak mencukupi.

ITEM	GENERAL SPECIFICATION & SCOPE OF WORK										
1.	Qualification and Experience a. The Vendor must have at least five (5) years' experience in managing a company providing Rental Linen & Laundry services. Priority will be given to a company that has experience in managing and providing well- trained Linen & Laundry service. b. The Vendor must possess a good track record for three (3) years in managing and providing Rental & Linen services.										
2.	Terms and Conditions of Service to be provided a. To supply linen & laundry service to:- IIUM MEDICAL SPECIALIST CENTRE SDN BHD. Address at: Kulliyyah of Medicine, International Islamic University Malaysia (IIUM), Bandar Indera Mahkota, 25200 Kuantan, Pahang Darul Makmur. b. Vendor shall deliver clean linen to IMSC on alternate day (Including Sunday and Public Holiday) c. Proposed delivery and collection time are as per detail below : <table style="margin-left: 100px;"> <tr> <td>Delivery Time of Clean Linen</td><td>: Daily Basis</td></tr> <tr> <td>Collection Time of Dirty Linen</td><td>: Daily Basis</td></tr> </table>	Delivery Time of Clean Linen	: Daily Basis	Collection Time of Dirty Linen	: Daily Basis						
Delivery Time of Clean Linen	: Daily Basis										
Collection Time of Dirty Linen	: Daily Basis										
3.	Type of linen and inventory level a. Vendor shall provide and supply the agreed type of linen at sufficient level of inventory (PAR Level) to be maintained at IMSC. The PAR level is imposed to ensure service delivery based on hospital's BOR (Bed Occupancy Rate). b. The type of linen and quantity of inventory level need to provide by the vendor is detailed out in Appendix 1										
4.	Laundry Services a. The vendor shall sort, wash and dry all linen and garments collected from IMSC soiled / dirty linen bay in accordance to the regulations issued by the Ministry of Health, Malaysia. b. Vendor to provide colour coded laundry bags for soiled linen collection purposed according to the need of IMSC. The suggested colour code are as per below : <table style="margin-left: 100px;"> <tr> <th>Color</th><th>Type of Linen</th></tr> <tr> <td>Brown</td><td>General Linen</td></tr> <tr> <td>Green</td><td>Operating Theatre Linen</td></tr> <tr> <td>Red</td><td>Infectious Linen</td></tr> <tr> <td>White</td><td>General Linen/No Blood</td></tr> </table>	Color	Type of Linen	Brown	General Linen	Green	Operating Theatre Linen	Red	Infectious Linen	White	General Linen/No Blood
Color	Type of Linen										
Brown	General Linen										
Green	Operating Theatre Linen										
Red	Infectious Linen										
White	General Linen/No Blood										

- c. The vendor shall provide IMSC with linen and laundry Transportation Utility Trolleys. The quantity of trolley must be mutually agreed by both parties.
- d. The vendor shall provide and ensure sufficient supply of alginet bag for infectious linen usage upon IMSC's request. The quantity must be agreed by both parties. The cost for alginet bag must be state clearly in the proposal.

Price Offered

- a. All price quoted must be in Ringgit Malaysia (RM) per kilogram (kg), inclusive of supply of linen and laundry service

TYPE OF LINEN

NO	ITEM	FLOOR STOCK / MIN QTY AVAILABLE AT ONE TIME/ WEEKLY STOCK	REMARK	Total Pieces per year
1	Baju Pesakit Kanak-Kanak (Unisex)	10		20
2	Seluar Pesakit Kanak-Kanak (Unisex)	10		20
3	Baju Pesakit Dewasa (Unisex) - Free Size	30		60
4	Seluar Pesakit Dewasa (Unisex) - Free size	30		60
5	Baju Pesakit Dewasa (Unisex) - Plus Size	10		20
6	Seluar Pesakit Dewasa (Unisex) - Plus Size	10		20
7	Bed Sheet	50		100
8	Draw Sheet (88cm x 88 cm)	20		40
9	Gown Pesakit	30		60
10	Gown Pesakit Kanak-Kanak	10		20
11	Pillow Case (Adult)	50		100
12	Blanket - Adult	50		100
13	Linen Bag - Brown (5PCS) - Green (10PCS) - Red (10PCS) - White (10PCS)	10		20
14	Alginet Bag	5		10
15	Baju OT Staff - Short Sleeve (Lelaki) - Free Size (25PCS) - Plus Size (5PCS)	30	Need to custom sizing and colour chosen by IMSC	60
16	Seluar OT Staff (Lelaki) - Free Size (25PCS) - Plus Size (5PCS)	30		60
17	Baju OT Staff - Long Sleeve (Perempuan) - Size M (20PCS) - Size L (15PCS) - Size XL (10PCS) - Size XXL (5PCS)	50		100
18	Seluar OT Staff (Perempuan) - Size M (20PCS) - Size L (15PCS) - Size XL (10PCS) - Size XXL (5PCS)	50		100

Note :

All quantity listed are as per demand for one week usage base on average warded patient or hospital's Bed Occupancy Rate (BOR)

PENTING
Sebut Harga <i>Sebut harga hendaklah bersih dan tetap untuk keseluruhan tempoh kontrak 3 +2 tahun. Ia termasuk cukai, royalti, kastam dan duti import, pengangkutan dan caj lain yang perlu dibayar kepada pihak berkuasa tempatan.</i>
Syarat Pembayaran <i>Bayaran hendaklah dibuat secara bulanan dalam tempoh tiga puluh (30) hari dari tarikh penerimaan invoice oleh IMSC tertakluk kepada perkhidmatan yang memuaskan.</i>
Pemulangan Linen yang tidak mencapai spesifikasi <i>Kontraktor haruslah mengganti linen yang ditolak dan dipulangkan kepada pengguna tanpa cas tambahan.</i>
Tempoh Penyediaan Perkhidmatan <i>Sila nyatakan tempoh (lead time) penyediaan perkhidmatan selepas mendapat surat lantikan (Letter of Award) daripada pihak IMSC.</i>
Syarat Kontrak Lanjutan <i>Kontrak "3+2" untuk Sewa Linen dan khidmat dobi merujuk kepada struktur perjanjian perkhidmatan di mana tempoh kontrak utama adalah 3 tahun, dengan opsyen lanjutan selama 2 tahun. Ini bermakna, selepas tamat tempoh 3 tahun, pihak hospital atau penyedia perkhidmatan mempunyai pilihan untuk melanjutkan kontrak selama 2 tahun lagi, bergantung kepada prestasi dan keperluan semasa.</i>

	Cop Rasmi Syarikat :
Tandatangan Petender :	
Nama Penuh :	
No. K/P :	
Tarikh :	
No. Telefon :	
Jawatan :	

BORANG 1

JADUAL PENGALAMAN PETENDER
PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2 TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE

ARAHAN: Senaraikan pengalaman yang berkaitan dengan Perkhidmatan Kawalan Keselamatan. Petender **MESTI** sertakan **SALINAN SURAT TAWARAN (LOA/PO)** bagi setiap projek yang disenaraikan. Sila gunakan helaian tambahan jika ruang tidak mencukupi.

PROJEK PADA TAHUN 2020 SEHINGGA 2025						
BIL	NAMA PROJEK	NAMA & ALAMAT PENUH JABATAN/INSTITUSI	NILAI (RM)	TEMPOH KONTRAK		NAMA & NO TELEFON PEGAWAI YANG BERTANGGUNGJAWAB
				MULA	TAMAT	

BORANG 2**LATAR BELAKANG PETENDER*****PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE*****1. MAKLUMAT SYARIKAT**

- 1.1 No. Pendaftaran Syarikat : _____
- 1.2 Alamat Pejabat : _____

- 1.3 No Telefon : _____
- 1.4 Emel : _____
- 1.5 Laman Web Syarikat : _____
- 1.6 Ahli Lembaga Pengarah : _____

2. DATA KEWANGAN

- 2.1 Nama dan alamat bank : _____
 dimana akaun dibuka _____
- 2.3 No akaun bank : _____

3. Maklumat-maklumat di atas adalah disahkan benar dan betul.

Tandatangan Petender :	Cop Rasmi Syarikat :
Nama Penuh :	
No. K/P :	
Tarikh :	
No. Telefon :	
Jawatan :	

BORANG 3

JADUAL HARGA UNTUK ANGGARAN PENGGUNAAN BULANAN LINEN
DI IIUM MEDICAL SPECIALIST CENTRE

**PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE**

NO	PERKARA	UNIT	KUANTITI	HARGA (RM)	JUMLAH HARGA (RM)
1	Sewaan Linen dan perkhidmatan Dobi di IIUM Medical Specialist Centre	kg	2,000		
HARGA					
%8 SST					
JUMLAH HARGA					

NOTA PENTING

Sebut Harga

Sebut harga hendaklah bersih dan tetap untuk keseluruhan tempoh kontrak 3 +2 tahun. Ia termasuk cukai, royalti, kastam dan duti import, pengangkutan dan caj lain yang perlu dibayar kepada pihak berkuasa tempatan.

Syarat Pembayaran

Bayaran hendaklah dibuat secara bulanan dalam tempoh tiga puluh (30) hari dari tarikh penerimaan invoice oleh IMSC tertakluk kepada perkhidmatan yang memuaskan.

SENARAI SEMAK TEKNIKAL
PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE

ARAHAN:

1. Tandakan ☒ bagi dokumen-dokumen yang disertakan dan disusun mengikut turutan senarai semak di bawah.
2. Pastikan senarai semak ini diisi dengan **lengkap** dan dikepilkkan **di bahagian hadapan dokumen** dalam bentuk *loose-leaf*.
3. Semua dokumen dan senarai semak dibawah mesti dimasukkan ke dalam **Sampul Surat A**.

BIL	PERKARA	OLEH PETENDER	OLEH JAWATANKUASA PEMBUKA SEBUTHARGA	CATATAN
1	Lampiran A: Syarat-syarat Am yang lengkap ditandatangani	☐	☐	
2	Lampiran B: Pengisytiharan Kepentingan oleh Vendor yang ditandatangani	☐	☐	
3	Borang 1 Jadual Pengalaman Petender	☐	☐	
4	Borang 2: Latar Belakang Petender	☐	☐	
5	Borang 3: Jadual Harga	☐	☐	
6	Lesen dan Kelulusan KKM/Jabatan Kesihatan Negeri	☐	☐	
7	Sijil Pengurusan Kualiti dan Alam Sekitar	☐	☐	
8	Salinan Sijil SSM dimuat turun dari Portal SSM e-Info	☐	☐	
9	Penyata Bank 6 Bulan Terkini	☐	☐	
10	Akaun Teraudit 3 Tahun Terkini (Untuk Syarikat Sdn Bhd)	☐	☐	
11	3-year Management Account (Untuk Syarikat Enterprise)	☐	☐	
12	Polisi Kawalan Kualiti & Jaminan Kebersihan	☐	☐	
13	Brosur, Katalog, atau Manual Spesifikasi	☐	☐	

Dengan ini saya mengesahkan bahawa saya telah membaca dan memahami semua syarat-syarat dan terma yang dinyatakan dalam dokumen tender IMSC/PD/T/2025 (03). Semua maklumat yang dikemukakan adalah benar.

Cop Rasmi Syarikat :

Tandatangan Petender :
 Nama Penuh :
 Jawatan :
 Tarikh :

KEGUNAAN JAWATANKUASA PEMBUKA SEBUTHARGA			
JUMLAH DOKUMEN :			
DIBUKA: Nama : Jawatan : Jabatan : Tarikh :		URUSETIA: Nama : Jawatan : Jabatan : Tarikh :	
DISAKSIKAN: Nama : Jawatan : Jabatan : Tarikh :		DISAHKAN: Nama : Jawatan : Jabatan : Tarikh :	

LAMPIRAN C2

SENARAI SEMAK KEWANGAN**PERLANTIKAN PEMBEKAL PERKHIDMATAN SEWAAN LINEN DAN DOBI UNTUK TEMPOH KONTRAK 3 + 2
TAHUN (OPSYEN LANJUTAN) DI IIUM MEDICAL SPECIALIST CENTRE****ARAHAN:**

1. Tandakan ☒ bagi dokumen-dokumen yang disertakan dan disusun mengikut turutan senarai semak di bawah.
2. Pastikan senarai semak ini diisi dengan **lengkap** dan dikepikan **di bahagian hadapan dokumen** dalam bentuk **loose-leaf**.
3. Semua dokumen dan senarai semak dibawah mesti dimasukkan ke dalam **Sampul Surat B**.

BIL	PERKARA	OLEH PETENDER	OLEH JAWATANKUASA PEMBUKA SEBUTHARGA CATATAN
1	Borang 4: Jadual Harga	☐	☐
2	Surat Kelulusan Jabatan Kastam Diraja Malaysia (wajib dilampirkan jika 8% SST dikenakan ke atas IMSC)	☐	☐

Dengan ini saya mengesahkan bahawa saya telah membaca dan memahami semua syarat-syarat dan terma yang dinyatakan dalam dokumen tender IMSC/PD/T/2025 (03). Semua maklumat yang dikemukakan adalah benar.

Cop Rasmi Syarikat :

Tandatangan Petender :

Nama Penuh :

Jawatan :

Tarikh :

KEGUNAAN JAWATANKUASA PEMBUKA SEBUTHARGA			
JUMLAH DOKUMEN :			
DIBUKA:		URUSETIA:	
Nama :		Nama :	
Jawatan :		Jawatan :	
Jabatan :		Jabatan :	
Tarikh :		Tarikh :	
DISAKSIKAN:		DISAHKAN:	
Nama :		Nama :	
Jawatan :		Jawatan :	
Jabatan :		Jabatan :	
Tarikh :		Tarikh :	

INTEGRITY PLEDGE

GENERAL TERMS AND CONDITIONS

5.4 INTEGRITY PLEDGE BY IIUMH GROUP BUSINESS PARTNERS

(UPON TENDER PARTICIPATION AS IIUMH GROUP REGISTERED BUSINESS PARTNERS)

IIUMH GROUP INTEGRITY PLEDGE

Between

IIUM HOLDINGS SDN BHD (Company No. 545961-X), having its registered address Level 3, Muhammad Abdul-Rauf Building, International Islamic University Malaysia, Jalan Gombak, 53100 Kuala Lumpur ("hereinafter referred to as **"IIUMH GROUP"**)

And

[Name of Company] (Company No.), having its registered address at.....(**"IIUMH Group Business Partner"**)

(IIUMH Group and IIUMH Group Business Partner are here-in-after referred to individually as "Party" or collectively as "Parties").

WHEREAS the Parties attached great importance in complying with relevant anti-bribery laws and regulations and hereby agree to enter into this pre-contract agreement (hereinafter referred to as "IIUMH Group Integrity Pledge") to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract executed whilst IIUMH Group Business Partner still active in business with the IIUMH Group.

WHEREAS IIUMH Group Integrity Pledge will be part of the tender (or any other procurement method) document, which shall be signed and submitted along with the said document failing which the IIUMH Group Business Partner shall be disqualified and the submitted proposal shall be rejected by the IIUMH Group.

NOW THEREFORE the Parties hereto agree to enter into this Integrity Deck and agree as follows:

ARTICLE 1 PURPOSE

In the implementation and execution of the tender/contract between the IIUMH Group and the IIUMH Group Business Partner, Parties agree to introduce appropriate measures necessary from time to time, to assist either Party in creating awareness amongst their employees and agents in their efforts to comply with anti-bribery laws and legislation. The measures that the Parties will take include the following:

- (a) to introduce programs to create awareness on the offences of corruption and bribery.

tender/contract, the Parties will promptly take appropriate action not limited to disciplinary action and inform the other Party on such action taken.

The Parties hereby agree that in the event that IIUMH Group Business Partner, through its employees or agents, commit or attempt to commit an act of bribery or otherwise engage in or attempt to engage in corrupt practices during the execution of the tender/contract, IIUMH Group Business Partner agree that the following actions may be taken by IIUMH Group after due inquiry or investigation:

- a) Denial or loss of contract (including the termination of any awarded contract);
- b) Forfeiture of the bidding security and/or performance bond;
- c) Claim for loss and damages incurred by the IIUMH Group;
- d) Suspension as IIUMH Group Business Partner for an appropriate period of time and/or blacklisted from future registration;
- e) Disqualification from the current tender;
- f) Exclusion from participating in future tenders; and/or
- g) Any other consequence management actions according to IIUMH Group rules and regulations then in force.

ARTICLE 4 INTEGRITY PLEDGE DURATION

- (a) This IIUMH Group Integrity Pledge shall become effective and binding on the Parties from the date of its signing and shall continue to be valid until the IIUMH Group Business Partner ceased to be IIUMH Group Business Partner.

ARTICLE 5 WHISTLEBLOWING CHANNEL

- (a) Notwithstanding Article 3, the Parties in its effort to enhance and strengthen high ethics and integrity practices may opt to channel concerns about illegal, unethical, improper business conduct affecting them through any whistleblowing channel not limited to:

- i. IIUMH Group Whistle-blowing Channel, as specified below:

IIUMH Group Ethics Line

Direct Line : 03-6421 4333

Email: disclosure@iiumholdings.com.my

or

- ii. Lodge a report to the Malaysian Anti-Corruption Commission (MACC)'s office or at the nearest police station; or

- iii. Any whistleblowing channel that is available to the affected Party.
- (b) Either Party is not required to prove the cases but rather to provide sufficient information in order for appropriate steps to be taken by the other Party.

ARTICLE 6

MISCELLANEOUS PROVISIONS

- (a) This IIUMH Group Integrity Pledge is subject to the laws of Malaysia and nothing contained herein is intended or shall be construed to limit the right of any aggrieved Party from pursuing any legal remedy or claim against the other Party in Malaysia.
- (b) Notwithstanding Article 5(a) above and as far as legally permissible, nothing contained in this IIUMH Group Integrity Pledge is intended to deprive or limit any Party from negotiating any peaceful settlement in connection with the penalty imposed or to be imposed under Article 3 or in respect of any claim by one Party against the other. In this regard, both Parties will, wherever possible, work cooperatively together to arrive to an amicable resolution provided that either Party may by written notice withdraw from such negotiation in the event that no amicable resolution is achieved within a period of thirty (30) days.
- (c) Changes and supplements as well as termination notices need to be made in writing and duly signed by the Parties.
- (d) Should one or several provisions of this IIUMH Group Integrity Pledge becomes invalid, the remainder of its provisions remain valid. In this case, the Parties will expeditiously come to an agreement closest to their original intentions. If the provisions in this IIUMH Group Integrity Pledge is inconsistent with the integrity related provisions in any definitive agreement /contract between the Parties, the provision herein shall prevail.
- (e) If the IIUMH Group Business Partner is a partnership or a consortium, the IIUMH Group Integrity Pledge must be signed by all partners or consortium members.

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IN WITNESS WHEREOF the Parties hereby represent that the signatory to this IIUMH Group Integrity Pledge is fully authorised to sign on this IIUMH Group Integrity Pledge on each Party's behalf and further, the Parties hereto have hereunto set their hands the day and year first above written.

For and on behalf of IIUMH Group:

For and on behalf of the [IIUMH
Group Business Partner]

Name
Designation

Name
Designation

in the presence of:

in the presence of:

Name
Designation

Name
Designation

GENERAL TERMS AND CONDITIONS (Revision 1: 1st December 2023)

THIS GENERAL TERMS AND CONDITIONS ("GTC") is entered into between IIUM HOLDINGS SDN BHD, its subsidiaries and/or sister companies (including its respective personal representatives, successors and permitted assigns) hereinafter termed "IIUMH", and The Person, Firm or Company (including its personal representatives, successors and permitted assigns) undertaking, supplying and/or providing the goods or services is hereinafter termed as the "Supplier".

1. ACCEPTANCE

Acceptance of this Order must be acknowledged by Supplier. Supplier shall inform IIUMH immediately of any inability to supply any of the items ordered or render services required.

2. CHANGES IN SPECIFICATION

No change to or amendment of the items appearing on this Order or any of its terms or conditions shall be binding upon IIUMH unless expressly agreed to in writing by IIUMH authorised personnel. Supplier shall within a reasonable time notify IIUMH in the event that any goods the subject of this Order are affected by changes in drawings, designs or specifications effective or impending at the time of receipt by Supplier of this Order, but Supplier shall not without the prior written approval of IIUMH authorised personnel incorporate any such changes in this Order.

3. QUANTITY

No quantity over and above that is called for on this Order will be accepted without authority from IIUMH. Freight incurred for items returned will be borne by the Supplier.

4. PRICE

Unless otherwise specified in this Order, all prices shall be regarded as F.O.B. delivery point and inclusive of all dues and charges legally payable by IIUMH. Any taxes, duties or levies payable by IIUMH to Supplier in respect of the goods, the subject of this Order, shall be separately itemised on Supplier's acknowledgement of the Order and subsequently itemised on the Supplier's invoice. Where exemption of taxes, duties or levies may be applicable, Supplier and IIUMH will endeavour in completing the necessary procedural formalities or providing documentations to support the exemption.

5. CANCELLATION

(i) If Supplier refuses or fails to make delivery of any goods or services per this Order within the time specified herein or any extension thereof agreed to by IIUMH, IIUMH will be entitled to, by written notice to Supplier, cancel this Order without penalty as to any goods undelivered or services not rendered.

(ii) IIUMH reserves the right to cancel this Order or any part thereof effective immediately upon notifications and IIUMH shall not be liable for any consequence thereof.

6. PACKING

All packing shall be at Supplier's expense unless otherwise agreed to by IIUMH and must be in conformity with IIUMH's instructions. Package containing goods for export must be externally "For Export" and indicate the IIUMH Order Number.

7. DOCUMENTS

The following documents shall be marked and forwarded by registered airmail or courier service to the delivery address (Attention to: contact as specified in the Order) immediately after dispatch of goods:-

(i) Shipment by Sea

a) Bill of Lading/SCN/DN (2 Copies) Negotiable

b) Custom's Invoice (2 Copies) Non-negotiable

c) Certificate of Origin (4 Copies)

d) Packing List (4 Copies)

e) Health Certificate (4 Copies)

f) Invoice/Delivery Order/Shipment (2 Copies)

(ii) Shipment by Air

a) Bill of Lading/AWB/SCN/DN (2 Copies) Negotiable

b) Custom's Invoice (2 Copies)

c) Certificate of Origin (2 Copies)

d) Packing List (2 Copies)

e) Health Certificate (if applicable) (2 Copies)

f) Invoice/Delivery Order/Shipment (2 Copies)

8. INSURANCE

The Supplier shall for the term of this GTC be insured to the full extent for any potential liability, loss or damages arising at common law and under any statute relating to property damage and personal injury as may be relevant to the performance of the Supplier's obligations pursuant to this GTC. The Supplier shall produce evidence on demand to the satisfaction of IIUMH of the insurance affected and maintained in accordance with this clause. Any insurance obtained by Supplier shall be without prejudice to IIUMH's rights under this GTC or at law.

9. INSPECTION AND CERTIFICATION

The goods as per this Order will be subjected to final inspection and acceptance by IIUMH upon their arrival at their destination. The services as per this Order will be subjected to final acceptance by IIUMH upon completion of service. Any goods or services which do not comply with this Order or which contain defective material or workmanship may be rejected by IIUMH irrespective of date of acceptance or payment thereof. IIUMH may, at its option, hold for Supplier's instructions any goods so rejected or may return them to Supplier at Supplier's expense.

10. COMPLIANCE WITH LAWS

Supplier agrees to comply with all laws and orders, applicable to the execution of this Order now or hereinafter in force.

11. PATENT PROTECTION

Supplier shall indemnify IIUMH in respect of all proceedings, claims, and liabilities and all expenses and cost incidental thereto by reason of any actual and alleged infringement of any patent arising out of normal use by IIUMH of the goods the subject of this Order provided that the Supplier shall reasonably notify IIUMH in writing of any charge of such infringement and shall furnish to IIUMH all data, papers, records and any other assistance or defence against any such proceedings and claims and provided further that IIUMH shall have the option at any stage of the proceedings to assume conduct or control the defence of any proceedings in respect thereof.

12. CONFIDENTIAL

Except as may be necessary for the purpose of fulfilling this Order, Supplier shall not disclose any information concerning this Order to any third party without first obtaining the written consent from IIUMH.

13. ADVERTISING

The Supplier shall not, without prior consent from IIUMH, advertise or announce that the goods or services of the description mentioned in this Order has been supplied or rendered to IIUMH.

14. PAYMENT

IIUMH shall pay the Charges to the Supplier within the payment terms stated in this Order, from the date of receipt of invoice by IIUMH unless IIUMH disputes any part thereto. For prompt payment, the Supplier shall issue invoices and forward the original and four (4) copies of invoices to IIUMH billing address as stated in this Order. IIUMH shall not be held liable for late payment if the Supplier fails to comply with the invoicing requirements

15. ACKNOWLEDGEMENT

Acknowledgement of this Order shall be made within 3 working days after acceptance of the Order. Upon acknowledgement, the Supplier is deemed to have agreed with the GTC of this Order.

16. FAILURE TO SUPPLY

IIUMH shall make alternative procurement of items not delivered by the Supplier and charge the difference in the price of the procured, plus 10% administrative charges on the difference and also transportation cost in connection with such alternative procurement to the Supplier, or a minimum of RM 50.00 whichever is higher for each purchase.

17. DELIVERY

Delivery schedules as stated in the Order are subject to changes by IIUMH.

18. WARRANTY

All goods that fail within the warranty period shall be replaced by Supplier. Freight incurred to and from Supplier's facilities for items returned due to discrepancies or warranty will be borne by Supplier. In the case of the overhauled components that fail within the said period, IIUMH shall have the option of having the same overhauled again by the Supplier at no extra charge, or to claim from the Supplier the costs incurred should the failed component be sent to a third party to be overhauled.

19. SET OFF

IIUMH will be entitled to set off any undisputed payment obligation of the Supplier to IIUMH under this GTC, against any undisputed payment obligation of IIUMH to pay the Supplier under this GTC. IIUMH will be entitled to set off any disputed invoice payable to the Supplier or any part thereof against any undisputed payment obligation of IIUMH to the Supplier under this GTC. Any exercise by IIUMH of its rights under this Clause 20 will be without prejudice to any other rights or remedies available to IIUMH under this GTC.

20. INDEMNITY

The Supplier shall fully indemnify, save and hold harmless, and defend, at its own expense, IIUMH, its officials, agents, servants and employees from and against all suits, claims, demands, litigation and liability of any nature or kind, including the costs, expenses and legal fees, arising out of acts or omissions of the Supplier, or the Supplier's employees, officers, agents or sub-contractors, under statute or common law, in the performance of this GTC. This provision shall extend inter-alia to claims and liabilities in the nature of workmen's compensation, product liability and liability arising out of the infringement or alleged infringement of any patented inventions or devices, copyright material or other intellectual property by the Supplier, its employees, officers, agents, servants or sub-contractors. The obligations under this clause shall survive the termination or expiration of this GTC.

21. LIMITATION OF LIABILITY

The total liability of the Supplier under this GTC shall not exceed the total Charges as provided in the PO. Neither party is liable to the other for any consequential, incidental, indirect, punitive or special damages, including commercial loss and lost profits, however caused which directly or indirectly arises under this GTC.

GENERAL TERMS AND CONDITIONS

22. TERMINATION

IUMH is entitled to terminate this GTC or Order or any part of it immediately by notice in writing if the Supplier is insolvent or the Supplier is in breach of any term of this GTC or Order and such breach which can be remedied, is not remedied within thirty (30) days of notification by IUMH. Termination shall be without prejudice to any rights or liabilities arising prior to termination, including any right of set-off. Notwithstanding any other term in this GTC, IUMH reserves the right to terminate this GTC or Order in whole or in part by providing the Supplier thirty (30) days written notice. In such an instance, IUMH shall pay the Supplier for all work done or services rendered at the point of termination.

23. RECORDS AND AUDITS

IUMH reserves the right to audit the Supplier and/or their authorised representatives operations and processes relating to the Services and/or supply of Goods provided advance notice is given to the Supplier. Supplier shall maintain complete and accurate records of all charges incurred by IUMH under this GTC, in accordance with generally accepted accounting principles. IUMH shall have the right to inspect Supplier's records and to retain copies thereof.

24. INTELLECTUAL PROPERTY

All copyrights and other intellectual property rights existing prior to the effective date of this GTC will belong to the party that owned such rights immediately prior to such effective date. Neither party will gain by virtue of this GTC any rights of ownership of copyrights, patents, trade secrets, trademarks, or other intellectual property rights owned by the other. The Supplier agrees that rights to any Intellectual Property rights developed or customized for IUMH in the course of performing the Services ("Foreground IP") shall immediately be vested in and remain vested in IUMH. In the event that the development or customisation is the result of a joint venture by the Supplier and IUMH, then the Intellectual Property rights shall be jointly owned by the Supplier and IUMH. The Supplier warrants that no components of the Products infringe the industrial or intellectual property rights of any third party. The indemnity referred to in Clause 21 hereof shall be granted whether or not legal proceedings are instituted and, if such proceedings are instituted, irrespective of the means, manner or nature of any settlement, compromise or determination. IUMH shall notify the Supplier as soon as practicable of any infringement, suspected infringement or alleged infringement of the intellectual or industrial property rights of any person.

25. SAFETY AND SECURITY

The Supplier shall take full responsibility for the safety of the Services carried out at IUMH's site under this Order in accordance with the provisions of any law, order, regulation, ordinance, directive or standards applicable to such Services now or hereinafter in force.

26. ASSIGNMENT

No rights or interest in this GTC shall be assigned by Supplier without the written permission of IUMH. No delegation for the performance of Services or other obligations of Supplier shall be made without written permission of IUMH including the hiring of subcontractors to perform any part of the Services.

27. WAIVER

- (i) No rights under this GTC shall be deemed waived except by notice in writing.
- (ii) A waiver by IUMH pursuant to the Clause 28(i) above will not prejudice its rights in respect of any subsequent breach of this GTC by the Supplier.
- (iii) Subject to Clause 28(i) above, any failure by IUMH to enforce any provision of this GTC or any forbearance, delay or indulgence granted by IUMH to the Supplier, shall not be construed as a waiver of IUMH's rights under this Order and vice versa

28. FORCE MAJEURE

(i) Neither Party to this Order shall be excused from fulfilling its obligations under this GTC except if and to the extent that such fulfilment is hindered by any unforeseeable circumstance beyond the control of the parties, which results in a party being unable to observe or perform on time an obligation under this GTC, such circumstances will include but not be limited to acts of God, lightning strikes, earthquakes, floods, storms, explosions, fires and any natural disaster; acts of war, acts of public enemies, terrorism, riots, civil commotion, malicious damage, sabotage and revolution; and strikes or labour disputes (except strikes or labour disputes originating from the Supplier, its agents, sub-contractors or suppliers) ("Force Majeure").

(ii) In the event of a Force Majeure situation which hinders IUMH or the Supplier from discharging their respective obligations under this GTC, the Party claiming to be affected thereby shall promptly notify the other Party by giving full particulars thereof and shall use its best endeavours to remedy the situation and the Parties shall consult each other on the appropriate measures to be taken.

(iii) The performance of any obligation suspended while Force Majeure is operative shall be resumed as soon as such Force Majeure event ceases. Any loss, damage or delays in, or failure of performance by either Party shall not constitute default hereunder or give rise to any claims for damages or loss of anticipated profits, if and to the extent that such loss, damage, delay or failure is caused by Force Majeure.

(iv) In the event that Force Majeure circumstances occur which substantially affect the performance of this GTC and such circumstances have continued for a period of fourteen (14) days from the date of notice served pursuant to Clause 29 (ii) above, IUMH may terminate at any time this Order at any time by giving written notice to the Supplier.

29. TIME IS OF THE ESSENCE

Time is of the essence in performance hereunder and a significant and material term hereof.

30. GOVERNING LAW

This Order shall in all respect, include all matters of construction, validity and performance be governed by, construed and enforced exclusively in accordance with the laws of Malaysia. The parties shall submit to the exclusive jurisdiction of the Malaysian courts.

31. INCONSISTENCY

If there is any inconsistency between any of the provisions in this GTC and the provisions of any other documents agreed to by IUMH in respect of this Order including but not limited to any letter of award, statement or scope of work ("SOW") and IUMH General Terms and Conditions, the terms and conditions in the letter of award shall supersede followed by the SOW, IUMH General Terms and Conditions and finally, this GTC.

32. PRIVACY

If for any reason IUMH is permitted access to personal data or is supplied with or otherwise, provided with personal data by Supplier during provision of the Services and/or supply of Goods then the collection and use of such personal data shall be in accordance with IUMH Privacy Policy which can be viewed or obtained from www.malaysiaairlines.com. The Supplier represents and warrants that its collection, access, use, storage, disposal and disclosure of personal data does and will comply with all applicable privacy and data protection laws, as well as all other applicable regulations and directives.

APPLICABLE FOR MECHANICAL & ELECTRICAL PARTS:

33. MODIFICATIONS

Changes in Part Number of Components resulting from modifications should be indicated in the delivery documents. All modifications costs are to be shown separately on the invoice. Copies of bulletins, drawings, specifications, are to accompany the modified components, when modifications are not identified on Order.

34. BEYOND ECONOMICAL REPAIR

For repair/overhaul/rectification, if the cost exceeds 65% of a new unit, prior approval must be obtained from IUMH authorised personnel before commencing work.

35. DISPOSAL INSTRUCTIONS

All components found beyond economical repair are to be referred to IUMH for disposal instructions.