

TENDER REFERENCE NO.: KK/68/2026/UPP(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF SCENTING SERVICES TO
DESIGNATED AREAS IN THE RAJA ISTERI PENGIRAN
ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF
THREE (3) YEARS**

TENDER FEES : \$30.00

RECEIPT NO. :

CLOSING DATE : 05th May 2026

TIME : 2.00 PM

FOA :

**THE CHAIRMAN
MINI TENDER BOARD, TENDER BOX
GROUND FLOOR, MINISTRY OF HEALTH
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2

SPECIFICATIONS

INVITATION TO TENDER

THE PROVISION OF SCENTING SERVICES TO DESIGNATED AREAS IN THE RAJA ISTERI PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF THREE (3) YEARS

1. General

- 1.1. Tenderers are sought from suitably qualified Scenting contractors who wish to be considered for the provision of Scenting Services to designated areas in (hereinafter 'the Services') the Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital (hereinafter 'the Hospital').
- 1.2. The duration of the provision of the Services is for **Three (3) years**.
- 1.3. The successful contractor must comply with all local safety and regulatory requirements, including:
- 1.3.1. Registration and approval from the Ministry of Health, Brunei Darussalam, for all fragrance or chemical substances used;
- 1.3.2. Compliance with occupational health and safety requirements under the Safety, Health, Environment National Authority (SHENA), Brunei Darussalam;
- 1.3.3. Compliance with any other environmental or chemical control regulations as required by the relevant authorities in Brunei Darussalam.
- 1.4. In addition, membership or compliance with recognised international associations and standards will be considered an added advantage, including but not limited to:
- 1.4.1. Membership or compliance with the International Fragrance Association (IFRA);
- 1.4.2. Compliance with the European Union REACH regulation (where applicable);
- 1.4.3. Compliance with the ASEAN Cosmetic Directive (ACD) and other relevant ASEAN standards.

2. Scope of Work / Specification

- 2.1. The Contractor shall provide 24 unit of Atomization Scent Diffusers at designated location stated below:

No.	Area	Locations	Quantity
1	Main Lobby at VVIP Suite	Ground Floor, Bunga Kuning, Block 5	1
2	Waiting Area at VVIP Suite	6 th Floor, Bunga Kuning, Block 5	1
3	Lobby at Woman and Children Block	Ground Floor Area from Main Entrance to Public Elevator	2
4	Entrance and Meeting Rooms at Administration Section 4 th Floor	<ul style="list-style-type: none">• Meeting Room• Tutorial Rooms• Waiting Area Near Elevator	3
5	Lobby at Block 5 At Ward complex	Ground Floor, Main Entrance to Public Elevators	3
6	Out-Patient Pharmacy	Ground Floor, Block 10 (Outpatient Block)	2
7	Out-Patient Pharmacy	Ground Floor, Women & Children Block	1
8	Patient Waiting Area & Reception Area	Ground Floor, Specialists Building 1 Block 14	1
9	Patient Waiting Area & Reception Area	Ground Floor, Specialist Building 2, Block 15	1
10	Patient Waiting Area Phlebotomy Services	Ground Floor, Block 8	1
11	Patient Waiting Area at Blood Donation Centre	Basement 1, Block 10	2

No.	Area	Locations	Quantity
12	Waiting area at Lobby Out-Patient Block	Ground Floor, Block 10 (Outpatient Block)	2
13	Surau Nuurul 'Inayah	Ground Floor	2
14	Seminar Room	Level 2, Women & Children Block	1
15	Breast Imaging Center (BIC) – VIP room	B2, Block 8	1

2.2. The Specification of the Atomization Scent Diffuser are as follow:

- 2.2.1. Advanced atomization technology that creates particles 1/50th the size of aerosol droplet and 1/125,000th the weigh;
- 2.2.2. Dimension: 10.0"H (25.0cm) x 5.7" Diameter (14.5cm);
- 2.2.3. Mountable on-ceiling, on wall and track light;
- 2.2.4. Side output fragrance delivery;
- 2.2.5. Patented fan-assisted fragrance delivery for maximum scenting performance;
- 2.2.6. Adjustable scent intensity setting;
- 2.2.7. 24-hr clock with programmable events 7-days-a-week;
- 2.2.8. 14 events setting and 14 adjustable scent intensity, setting on 14 different event times (Variable intensity 5% - 95% in increments of 5%);
- 2.2.9. 180° rotational mount;
- 2.2.10. Low voltage and low power consumption (Power consumption: <15watts, Power Requirement: 12V DC, 100-240V AC Power adapter with 10.0ft (3.0m) cable (UL/PSE/CCC/CE listed); and
- 2.2.11. Coverage up to 30,000 cubic ft (850m3).

2.3. Scenting liquid / Fragrances must NO identified respiratory allergens, do NOT contain phthalates; known endocrine disruptor and Do NOT contain R59; contributes to depletion of ozone.

2.4. The contractor shall provide type of fragrance requested by RIPAS Hospital as stated below:

No.	Area	Fragrance
1	Main Lobby at VVIP Suite	Fragrant Magnolia
2	Waiting Area at VVIP Suite	Fragrant Magnolia
3	Lobby at Woman and Children Block	Adorable/Baby Powder
4	Entrance and Meeting Rooms at Administration Section 4 th Floor	(a) Cranberry apple marmalade (b) Pine Forest (c) Green tea & Lemongrass
5	Lobby at Block 5 At Ward complex	White Tea and Orchid /Brewed Coffee/Vanilla Woods
6	Out-Patient Pharmacy, OPD	Eucalyptus Mint (Odour Neutralizer)
7	Out-Patient Pharmacy, WCC	Eucalyptus Mint (Odour Neutralizer)
8	Patient Waiting Area & Reception Area, Specialist Building 1	Juniper Aloe
9	Patient Waiting Area & Reception Area, Specialist Building 2	Juniper Aloe
10	Patient Waiting Area Phlebotomy Services	Pink Grapefruit
11	Patient Waiting Area at Blood Donation Centre	Greentea & Lemongrass
12	Waiting area at Lobby Out-Patient Block	Red Currant
13	Surau Nuurul 'Inayah	Oudh
14	Seminar Room	Adorable
15	Breast Imaging Centre (BIC) VIP room	White tea and Thyme/ White tea and Orchid

2.5. The Hospital Management have the right to request change in the Fragrance at the stated designated area above if required with acceptable reason during the period of the contract, upon agreed with both parties with no extra cost.

3. Submission of proposal

3.1. Tenderer is required to submit the following:

- 3.1.1. Company Profile;
- 3.1.2. Business License;
- 3.1.3. Certifications (if any);
- 3.1.4. List of Experience;
- 3.1.5. The proposed varieties of machines and fragrances;
- 3.1.6. Product Catalogues for the machines and fragrances with detailed specifications;
and
- 3.1.7. Any other supporting documents and recommendations that company may proposed.

4. Installation Works and Other Measure

- 4.1. All materials and equipment used which include installing of electrical sockets during this contract should be provided by contractor own expenses including weekly maintenances.
- 4.2. The contractor shall ensure that any electrical connections made to the electrical equipment and/or Supplies are properly made and conforms to the present standard procedures and safety regulations. The contractor shall be responsible for any damage to the electrical circuit and installations caused by its employees.
- 4.3. The Contractor is responsible for the safe of the equipment, tools and materials that are installed or placed at its own expenses.
- 4.4. The Contractor shall use only certified electrical appliances and circuit breakers.

5. Checklist and Inspection

- 5.1. The Contractor shall record weekly or periodic maintenance services include refill whenever necessary in the format set out in **Schedule A**. These checklist forms shall be used as a basis for performance evaluation.
- 5.2. The contractor shall ensure that the checklist forms are completed and signed by the Government's officer in charge of the relevant department/section/unit at the end of each week. These duly completed and signed forms shall be submitted to the Government on the first day of the following week in which they are completed and signed.
- 5.3. The checklist forms shall be graded by the Government's officer in charge of the relevant section/unit upon receipt thereof for the purposes of ascertaining the payment.
- 5.4. The Contractor shall carry out joint inspections with the Government on an agreed schedule if necessary. Records of such inspection are to be provided to the Government.

6. Security Arrangement

- 6.1. The Contractor shall at its own expenses provide, for all his personnel, identification passes as specified by the Hospital management. Any damaged pass shall be replaced by the Contractor at its own cost.
- 6.2. Any lost or damaged passes must be reported immediately to the Hospital management and upon approval from the Hospital management, replace such lost/stolen pass at the Contractor's own costs.
- 6.3. The Contractor shall ensure that his personnel do not, at any time, enter into areas which are not part of the Unit's premises except as directed by the Hospital management.
- 6.4. For security purposes, the Contractor will provide the Hospital management with the following particulars of his workers at least one (1) month before the commencement of the Services:
 - 6.4.1. Name
 - 6.4.2. Address
 - 6.4.3. Identity Card Number / Passport Number
 - 6.4.4. Gender
 - 6.4.5. Citizenship
 - 6.4.6. Expiry date of work pass (for foreign workers)

7. Regulations, Licences and Permits

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

8. Termination clause

- 8.1. Either party may terminate the contract with a notice period of TWO (02) months.
- 8.2. The hospital reserves the right to terminate the contract under the following conditions:
 - 8.2.1. Failure to perform according to hospital standards; and
 - 8.2.2. Unable to rectify the same non-comformance or violations after 3 repeated warnings.

9. Key Performance Indicators (KPI)

- 9.1. In order to gauge the performance and the quality of the services provided by Contractors, the Hospital Management will be closely monitoring performance using Key Performance Indicator (KPI) which will be based as follow;

No.	KPI Item	Measurement Method	Payment Deduction
1	Availability of Scent Diffusers	All installed units must be operational during inspection	5% deduction per non-functioning unit per month
2	Scheduled Maintenance and Cleanliness of Equipment	Monthly servicing records submitted and verified by Hospital representative	3% deduction for missed monthly scheduled servicing
3	Scheduled Refilling Fragrance Supply	Diffusers must not run out of fragrance during operating period	3% deduction per affected location and per device

- 9.2. The overall score the KPI evaluation and performance shall be used for the purpose of ascertaining the payment. The Government shall be entitled to make deductions on the overall monthly charges based on overall performance score as following categories:

Overall KPI Performance (%)	Payment (%)	Description
90% - 100%	100%	Full payment – All KPIs met or exceeded.
80% - 89%	95%	Slight reduction – Minor shortfall in one or more KPIs.
75% - 79%	90%	Moderate reduction – Several KPIs below target.
60% - 74%	80%	Major reduction – Many KPIs not met, impacting service quality.
Below 60%	60% or below	Severe reduction – Failure to meet minimum service standards; penalized may apply.

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Location _____
 Section _____
 Month _____
 Officer in Charge _____

No.	Description of Work	Week 1	Week 2	Week 3	Week 4	Week 5	Remarks
1.	Refilling the fragrance bottles/cartridges (as required).						
2.	Servicing (cleaning, function testing and other).						
3.	The strength/quality of the fragrance (Feedback from user/public through survey).						

Done by : _____ (Company staff) **Inspected by** : _____

Date : _____ **Date** : _____

SECTION 3

FORMS TO BE USED

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SCHEDULE 1
TENDER FORM

To:

TENDER REFERENCE NO.: KK68/2026/UPP(TC)

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PENGIRAN ANAK SALEHA (RIPAS) HOSPITAL FOR A PERIOD OF THREE (3) YEARS

TENDER OF (*name of tenderer*) _____

Company/Business Registration No. _____

Tender Closing Date _____

Brand Manufacturer and Origin:	
Delivery Period:	

SCHEDULE OF PRICE

No.	Area	Fragrance	Quantity	Unit price (B\$)	Total price (B\$)
1	Main Lobby at VVIP Suite	Fragrant Magnolia	1		
2	Waiting Area at VVIP Suite	Fragrant Magnolia	1		
3	Lobby at Woman and Children Block	Adorable/Baby Powder	2		
4	Entrance and Meeting Rooms at Administration Section 4 th Floor	(a) Cranberry apple marmalade (b) Pine Forest (c) Green tea & Lemongrass	3		
5	Lobby at Block 5 At Ward complex	White Tea and Orchid /Brewed Coffee/Vanilla Woods	3		
6	Out-Patient Pharmacy, OPD	Eucalyptus Mint (Odour Neutralizer)	2		
7	Out-Patient Pharmacy, WCC	Eucalyptus Mint (Odour Neutralizer)	1		
8	Patient Waiting Area & Reception Area, Specialist Building 1	Juniper Aloe	1		

No.	Area	Fragrance	Quantity	Unit price (B\$)	Total price (B\$)
9	Patient Waiting Area & Reception Area, Specialist Building 2	Juniper Aloe	1		
10	Patient Waiting Area Phlebotomy Services	Pink Grapefruit	1		
11	Patient Waiting Area at Blood Donation Centre	Green Tea & Lemongrass	2		
12	Waiting area at Lobby Out-Patient Block	Red Currant	2		
13	Surau Nuurul 'Inayah	Oudh	2		
14	Seminar Room	Adorable	2		
15	BIC (Breast Imaging Centre) VIP Room	White tea and Thyme/ White tea and Orchid	2		

1. We offer and undertake on your acceptance of our Tender to supply and deliver the above-mentioned goods in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.
3. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation to Tender together with such further terms and conditions, if any, agreed between the Government and us.
4. OUR OFFER IS VALID FOR **TWELVE (12)** CALENDER MONTHS FROM THE TENDER CLOSING DATE.
5. When requested by you, we shall extend the validity of this offer.
6. We further undertake to give you any further information which you may require.

Dated this day of 20

[Signature of authorised officer of Tenderer]
Name:
Designation:

Tenderer's official stamp:

SCHEDULE 2 - INFORMATION SUMMARY

- 2.1 Tenderers shall provide in this Schedule the following information:
- a. Management summary
 - b. Any Fragrance Certification e.g IFRA Member
 - c. List of Fragrance offered (Family & Name/ Type)
 - d. Company profile (including Contractor and sub-contractor(s), if any)
 - e. Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - **Scenting Services**
 - f. Other information which is considered relevant

SCHEDULE 3 – SUB-CONTRACTS

- 3.1 Tenderers shall complete Table 3.1 with information about all the companies involved in the provision of the services and items specified in this tender. This shall include details about the Contractor and each sub-contractor involved, as well as their respective responsibilities.
- 3.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

Company Name	Responsibility Description	Alliance Relationship between Contractor and Sub-contractor(s)		
		Alliance Exists? (Y/N)	Date Established	Alliance Description
Contractor				
		Not Applicable	Not Applicable	Not Applicable
Sub-contractor(s)				

SCHEDULE 4 – COMPANY’S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and sub-contractor(s) (if any), shall provide information on the company’s background, scope of operations, financial standing and certified copy of its Certificate of Incorporation or Certificate of Registration (as the case may be).

SCHEDULE 5 – REFERENCES

5.1 Tenderers shall submit a list of customers in Table 5.1 to whom the Contractor has provided similar services and items as specified in this tender in the recent 5 years as of the Tender Closing Date.

Table 5.1 - References of previous customers

Customer Name and Address	Customer Type (Govt or Quasi Govt)*	Contact Person	Title	Contact Number, Fax Number and E-mail Address

***Note: Tenderers shall indicate whether the customer is a Government or Quasi Government organisation. A Quasi Government is defined as an organisation which (1) is managed and controlled by the Government; or (2) has at least 50% shares being held by the Government. Please leave the column blank if the customer is neither a Government or Quasi Government organisation.**

5.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence.

5.3 The Ministry of Health reserves the right to contact the references for tender assessment purposes.

SCHEDULE 6 - SUBMISSION OF SAMPLE

- 6.1 Tenderers shall submit the Submission of Sample form below in respect of the items specified in this tender.
- 6.2 Samples of the items to be submitted shall be:
 - a. identical in packing and manufacture to the items to be offered by the Tenderer; and
 - b. marked with the corresponding item number of the tender.

SUBMISSION OF SAMPLE FORM

TENDER REFERENCE NO.: KK68/2026/UPP(TC)

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SUBMISSION OF SAMPLE FORM OF (NAME OF TENDERER)

NO.	AREA	Fragrance	SAMPLE SUBMITTED (indicate with ✓)	SAMPLE NOT SUBMITTED (indicate with ✗)
1	Main Lobby at VVIP Suite	Fragrant Magnolia		
2	Waiting Area at VVIP Suite	Fragrant Magnolia		
3	Lobby at Woman and Children Block	Adorable/Baby Powder		
4	Entrance and Meeting Rooms at Administration Section 4 th Floor	a. Cranberry apple marmalade b. Pine Forest c. Green tea & Lemongrass		
5	Lobby at Block 5 At Ward complex	White Tea and Orchid /Brewed Coffee/Vanilla Woods		
6	Out-Patient Pharmacy, OPD	Eucalyptus Mint (Odour Neutralizer)		
7	Out-Patient Pharmacy, WCC	Eucalyptus Mint (Odour Neutralizer)		
8	Patient Waiting Area & Reception Area, Specialist Building 1	Juniper Aloe		
9	Patient Waiting Area & Reception Area, Specialist Building 2	Juniper Aloe		
10	Patient Waiting Area Phlebotomy Services	Pink Grapefruit		
11	Patient Waiting Area at Blood Donation Centre	Greentea & Lemongrass		
12	Waiting area at Lobby Out-Patient Block	Red Currant		
13	Surau Nuurul 'Inayah	Oudh		
14	Seminar Room	Adorable		
15	Breast Imaging Center (BIC) – Waiting Area and VIP Room	White tea and Thyme/ White tea and Orchid		

We understand as stated in the Instructions to Tenderers that Tenders without samples shall not be considered.

Tenderer's official stamp:

[Signature of authorized officer of Tenderer]

Name:

Designation:

Date:

FOR OFFICE USE

Date of receipt: _____

Receiving Officer: _____