



Expression of Interest (EOI)

Self-Service Kiosk at Hospital and Health Centers

(Ref: MOH/EOI/2024/OCT/01)

The Government through Ministry of Health Brunei Darussalam (“MOH”) is seeking innovative and technology-driven vendors to provide self-service kiosks for patients. These kiosks will enable patients to perform self-service processes including but not limited to:

- a) Selecting & booking walk-in consultation slots.
- b) Making payments for registration fees for clinic or hospital visits (both walk-in and appointment).
- c) Performing self-registration for clinic or hospital visits.
- d) Making payments for consultations and medication fees.
- e) Acquiring queue numbers.

The self-service kiosks must be fully operational to facilitate efficient patient registration and payment processing. The Ministry of Health will designate the area for these machines.

Interested vendors are invited to submit their Expression of Interest (EOI) via email to bru-hims@moh.gov.bn, with the email subject titled 'EOI for Self-Service Kiosk'.

Terms and Conditions (“T&Cs”) of this EOI apply.

In conjunction with your Expression of Interest (EOI) submission, the Ministry of Health (MOH) cordially invites prospective vendors to express their interest in an 'Information Day' session. Further details on whether the session will take place, along with its proceedings, will be communicated in due course.



Submission for participation of this EOI can be done by filling in the forms via this link: <https://forms.office.com/r/1W1LVRbdbd> or by scanning QR code

Expression of Interest (EOI) Submission Requirement:

The Vendor is requested to provide the following information in their submission:

1. Contact Information including:

- a) Name of the Company
- b) Contact Person's Name
- c) Physical Address
- d) Contact Phone Number
- e) Email Address

2. Types of Machines and Kiosk Software:

- a) Specify the type of machine make and model.
- b) Types of operating systems used by the kiosks, such as Microsoft Windows and Android.
- c) Specify the kiosk software included as part of the bundle or as options. In addition, to specify options for customization and integration with other systems if any.
- d) Provide the machine track Record
- e) Clearly state the prices or estimated prices associated with each item.

3. Types of Payment:

Specify the different type of payment modes accepted i.e. cash, debit/credit card, digital wallets etc.

4. Technical Expertise:

- a) **Kiosk Design and Development** which include hardware integration, software development and network connectivity.
- b) **Healthcare Systems Integration if any** which includes Electronic Health Record (EHR) and Health Information Management System Integration, and Payment Gateway Integration.
- c) **Security and Compliance** which include the following:
 - i. Data Security which includes understanding of cybersecurity measures such as encryption, authentication, and compliance with healthcare regulations like HIPAA or local data protection laws to protect patient information.
 - ii. Payment Compliance i.e., Familiarity with PCI DSS (Payment Card Industry Data Security Standard) compliance for secure handling of payment information.
- d) **Maintenance and Support Services Abilities** which includes remote monitoring and hardware maintenance which includes the ability to offer regular maintenance services, hardware replacements, and on-site support for any physical issues that may arise. Clearly state the prices/estimated prices associated with Maintenance and Support Services.
- e) **Vendor Reputation and Experience**
 - i. Proven Track Record: Demonstrated experience in implementing similar kiosk solutions in the healthcare industry or related fields.
 - ii. References and Case Studies: Ability to provide references or case studies of past successful deployments, especially in high-traffic environments like hospitals or government buildings.

5. Staff Strength: Indicate the total number of staff members employed.