

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/ DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 12.00PM	FOCAL PERSON
KK/89/2025/MED(TC)	SUPPLY, DESIGN, IMPLEMENTATION, INTEGRATION, DELIVERY, TESTING, COMMISSIONING AND TRAINING INCLUSIVE OF MAINTENANCE FOR THREE (3) YEARS OF EMERGENCY CALL CENTRE AND RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL AMBULANCE SERVICES (EMAS) MINISTRY OF HEALTH	3 YEARS	DEPARTMENT OF MEDICAL AND HEALTH SERVICES	\$30.00	08 <sup>TH</sup> APRIL 2025	Hjh Nora binti Haji Mohd Yusof Ketua Perkhidmatan Emas Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital Kementerian Kesihatan Negara Brunei Darussalam Contact No: 2242424 Ext 5442/5446 email : nora.yusof@moh.gov.bn

**TENDER REFERENCE NO.: KK/89/2025/MED(TC)**

**MINISTRY OF HEALTH  
NEGARA BRUNEI DARUSSALAM**

**SUPPLY, DESIGN, IMPLEMENTATION, INTEGRATION,  
DELIVERY, TESTING, COMMISSIONING AND TRAINING  
INCLUSIVE OF MAINTENANCE FOR THREE (3) YEARS OF  
EMERGENCY CALL CENTRE AND RESPONSE  
MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL  
AMBULANCE SERVICES (EMAS) MINISTRY OF H**

**TENDER FEES : \$30.00**

**RECEIPT NO. :**

**CLOSING DATE : ON TUESDAY, 8TH APRIL 2025**

**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

**TENDER REFERENCE NO.: KK/89/2025/MED(TC)**

#### INVITATION TO TENDER

**SUPPLY, DESIGN, IMPLEMENTATION, INTEGRATION, DELIVERY, TESTING, COMMISSIONING AND TRAINING INCLUSIVE OF MAINTENANCE FOR THREE (3) YEARS OF EMERGENCY CALL CENTRE AND RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL AMBULANCE SERVICES (EMAS), MINISTRY OF HEALTH**

<b>DELIVERY PERIOD</b>	<b>8 - 10 WEEKS</b>
<b>PRICE VALIDITY</b>	<b>1 YEAR</b>

ITEM NO.	DESCRIPTION			QTY
1	<b>Supply, Design, Implementation, Integration, Delivery, Testing, Commissioning and Training Inclusive of Maintenance for three (3) years of Emergency Call Centre and Response Management System for Emergency Medical Ambulance Services (EMAS), Ministry of Health</b>			<b>1 LOT</b>
	<b>Description</b>	<b>Minimum Requirements</b>	<b>Remark</b>	
	Form Factor	Ultra-small/slim		
1.1	All-inclusive inbound, outbound and blended capabilities	<ul style="list-style-type: none"> <li>▪ All in One solution - manual dial, auto dial, preview dial with voice recordings, reports, multimedia, web.</li> <li>▪ Organization design &amp; workflow to help the Operations Teams respond to customers' questions with minimal handoffs and within optimal time frames.</li> <li>▪ Quality &amp; performance management to evaluate interactions between customers and employees so that documented best practices and processes are followed.</li> <li>▪ Sourcing mix to help confirm that the contact center is operationally flexible &amp; able to respond to fluctuating volumes of inbound calls.</li> <li>▪ Interfacing capabilities to communications applications like WhatsApp, Telegram, etc.</li> <li>▪ GPRS caller location tracking.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nurturing multi-channel interactions between the Operators, Paramedic Officers and the Citizens.</li> </ul>	
1.2	Call center agents & supervisors	<ul style="list-style-type: none"> <li>▪ At least 10 call center agents with at least 2 supervisors</li> <li>▪ Remote supervisor/executive access viewer to dashboard or whichever is relevant.</li> <li>▪ All operator's call handling hardware/accessories to be inclusive with prompt maintenance or replacement whenever required, e.g.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum wages of BND500 according to the Brunei Labour Law 2023.</li> <li>▪ Answer emergency calls promptly and professionally, ensuring all relevant</li> </ul>	

ITEM NO.	DESCRIPTION		QTY
		<p>headphone, microphone and handsfree portable unit.</p>	<p>information is gathered from the caller.</p> <ul style="list-style-type: none"> <li>▪ Assess the severity of the situation, providing initial support or instruction as needed until emergency responders arrive.</li> <li>▪ Dispatch appropriate emergency services to the location provided by the caller.</li> <li>▪ Provide guidance and reassurance to callers during high-stress situations, maintaining a calm and composed demeanor.</li> <li>▪ Monitor call details and log information accurately in the call centre system, ensuring a complete record of each incident is kept.</li> <li>▪ Coordinate with first responders to relay critical information and updates during the emergency.</li> <li>▪ Respond to non-emergency calls and provide appropriate support or refer them to the correct department.</li> <li>▪ Follow standard operating procedures and protocols to ensure the correct actions are taken during an emergency situation.</li> <li>▪ Ensure compliance with legal and privacy regulations when handling sensitive</li> </ul>

ITEM NO.	DESCRIPTION			QTY
			<ul style="list-style-type: none"> <li>information.</li> <li>▪ Able to access / view vehicles tracking by web, asset tracking system (optional).</li> <li>▪ Provide Operators to cover 24 /7 operational time.</li> <li>▪ Upkeep training / updates of system.</li> </ul>	
1.3	Case Management System	<ul style="list-style-type: none"> <li>▪ Effective Case Management - Case Creation, Case Assignment based on defined rules &amp; workflows, Case Resolution, Case Reassignment and Case Closure.</li> <li>▪ Workflow Automation - Create &amp; configure workflow for different case categories as well as supports sequential &amp; parallel activities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To record every incident into the system - to automate the end-to-end Case Management process.</li> </ul>	
1.4	Mini data center at NDMC Server Room	<ul style="list-style-type: none"> <li>▪ Servers - at least 2.8GHz, 6-core, 150W with 128GB memory &amp; 2.4TB SAS.</li> <li>▪ FXO Gateway for PSTN lines termination.</li> <li>▪ IP phones for general users &amp; headsets.</li> <li>▪ Network switch with at least 24 port &amp; 2 layer internal.</li> <li>▪ 10 KV UPS for PCs, servers &amp; phones.</li> <li>▪ 20 MBPS FTTH.</li> <li>▪ 16 U server rack.</li> <li>▪ VMWare.</li> <li>▪ Operating System.</li> <li>▪ Electrical work for UPS installation &amp; extension of connectivity to workstations.</li> <li>▪ Agent workstations.</li> <li>▪ Patch panel.</li> <li>▪ C13-C14 Locking power code.</li> <li>▪ Cable management inside data center &amp; call center floor.</li> <li>▪ AP7551 rack PDU.</li> <li>▪ ATS RCBO C13-C19 outlet.</li> <li>▪ Firewall.</li> <li>▪ Forti switch.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Includes servers, firewall, network switch, rack, UPS, network cabling etc.</li> </ul>	
1.5	ProQA Subscription	<ul style="list-style-type: none"> <li>▪ Adaptive software that gives the dispatcher scripted panel-logic caller interrogation utilizing protocols that expedite a response that best assists the caller/patient. For faster times to dispatch and higher compliance to protocol.</li> <li>▪ Evidence based up to date version</li> </ul>	Optional	
1.6	Support & maintenance	<ul style="list-style-type: none"> <li>▪ During project duration.</li> <li>▪ On call support resource available</li> </ul>		

ITEM NO.	DESCRIPTION			QTY
		24x7x365 inclusive of any upgrades at no additional cost		
1.7	Redundancy /Downtime	<ul style="list-style-type: none"> <li>▪ Auto / Rapid switching to backup system</li> <li>▪ Alert / Notification if non-monitoring for any disconnectivity or disruption</li> </ul>		
1.8	Venue	<ul style="list-style-type: none"> <li>▪ Dedicated venue / established venue/ premise to accommodate the 991 Centre.</li> <li>▪ Capable for outage backup / auto generator backup</li> </ul>		

NO.	TERMS AND CONDITIONS
1	Tenderer must be registered with the Ministry of Health.
2	<b>TENDER FORM should be filled</b> completely including the <b>USER REQUIREMENT FORM</b> (if available). Submission of incomplete form <b>MAY</b> cause <b>DISQUALIFICATION OF TENDER</b> .
3	Each tenderer is allowed to quote <b>ONE BRAND WITH ONE PRICE ONLY</b> for each item. Submission of more than one brand and price will cause <b>DISQUALIFICATION OF TENDER</b> .
4	All consumables supplied throughout this tender <u>shall</u> have a minimum expiry date of <b>twelve (12) months / on delivery</b> . Should the consumables be urgently needed, provision of consumables with expiry date of less than twelve (12) months should be first agreed by the User before delivery is made.
5	<b>Brochures / catalogues should be submitted / attached</b> with tender document.
6	<b>Samples should be submitted together with tender or within fourteen (14 days)</b> of the tender closing date (if applicable).
7	<b>DELIVERY PERIOD:</b> <b>Not later than 4 weeks</b> <b>Staggered delivery upon request</b>
8	<b>PRICE VALIDITY:</b> The quotation shall remain valid for <b>12 MONTHS</b> from the final date for the submission of the quotation and no supplier may withdraw his/her quotation within that period. The Government reserves the right to extend this period if deemed necessary provided that such extension to the quotation validity period shall have written consent of the supplier(s).

Section/Unit	OCCUPATIONAL THERAPY UNIT, RAJA ISTERI PENGIRAN ANAK SALEHA HOSPITAL	Section/Unit Ref No.:	
Person to Contact	Name: MUNIRAH' ATIRAH BINTI HAJU SAHIDI HEAD OF OCCUPATIONAL THERAPY UNIT RAJA ISTERI PENGIRAN ANAK SALEHA	Tel. No.:	2242424
	E-mail: munirah.sahidi@moh.gov.bn	Fax No.:	

**SCHEDULE 1**

**TENDER FORM**

To:

**TENDER REFERENCE NO.: KK/89/2025/MED(TC)**

**INVITATION TO TENDER**

**SUPPLY, DESIGN, IMPLEMENTATION, INTEGRATION, DELIVERY, TESTING, COMMISSIONING AND TRAINING INCLUSIVE OF MAINTENANCE FOR THREE (3) YEARS OF EMERGENCY CALL CENTRE AND RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL AMBULANCE SERVICES (EMAS), MINISTRY OF HEALTH**

**TENDER OF (*name of tenderer*)** \_\_\_\_\_

Company/Business Registration No \_\_\_\_\_

Tender Closing Date: \_\_\_\_\_

<b>DELIVERY PERIOD</b>	
<b>PRICE VALIDITY</b>	

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1	Supply, Design, Implementation, Integration, Delivery, Testing, Commissioning and Training Inclusive of Maintenance for three (3) years of Emergency Call Centre and Response Management System for Emergency Medical Ambulance Services (EMAS), Ministry of Health			1 LOT					
	Description	Minimum Requirements	Remark						
	Form Factor	Ultra Small/Slim							



Item No.	Description		QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1.1	All-inclusive inbound, outbound and blended capabilities	<ul style="list-style-type: none"> <li>All in One solution - manual dial, auto dial, preview dial with voice recordings, reports, multimedia, web.</li> <li>Organization design &amp; workflow to help the Operations Teams respond to customers' questions with minimal handoffs and within optimal time frames.</li> <li>Quality &amp; performance management to evaluate interactions between customers and employees so that documented best practices and processes are followed.</li> <li>Sourcing mix to help confirm that the contact center is operationally flexible &amp; able to</li> </ul>	Nurturing multi-channel interactions between the Operators, Paramedic Officers and the Citizens.					

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
		<ul style="list-style-type: none"> <li>respond to fluctuating volumes of inbound calls.</li> <li>▪ Interfacing capabilities to communications applications like WhatsApp, Telegram, etc.</li> <li>▪ GPRS caller location tracking.</li> </ul>							
1.2	Call center agents & supervisors	<ul style="list-style-type: none"> <li>▪ At least 10 call center agents with at least 2 supervisors</li> <li>▪ Remote supervisor/executive access viewer to dashboard or whichever is relevant.</li> <li>▪ All operator's call handling hardware/accessories to be inclusive with prompt maintenance or replacement whenever required, e.g. headphone, microphone and handsfree portable unit.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum wages of BND500 according to the Brunei Labour Law 2023.</li> <li>▪ Answer emergency calls promptly and professionally, ensuring all relevant information is gathered from the caller.</li> <li>▪ Assess the severity of the situation, providing initial support or</li> </ul>						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
			<p>instruction as needed until emergency responders arrive.</p> <ul style="list-style-type: none"> <li>▪ Dispatch appropriate emergency services to the location provided by the caller.</li> <li>▪ Provide guidance and reassurance to callers during high-stress situations, maintaining a calm and composed demeanor.</li> <li>▪ Monitor call details and log information accurately in the call centre system, ensuring a complete record of</li> </ul>						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
			<p>each incident is kept.</p> <ul style="list-style-type: none"> <li>Coordinate with first responders to relay critical information and updates during the emergency.</li> <li>Respond to non-emergency calls and provide appropriate support or refer them to the correct department.</li> <li>Follow standard operating procedures and protocols to ensure the correct actions are taken during an emergency situation.</li> <li>Ensure</li> </ul>						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
			<p>compliance with legal and privacy regulations when handling sensitive information.</p> <ul style="list-style-type: none"> <li>▪ Able to access / view vehicles tracking by web, asset tracking system (optional).</li> <li>▪ Provide Operators to cover 24 /7 operational time.</li> <li>▪ Upkeep training / updates of system.</li> </ul>						
1.3	Case Management System	Effective Case Management - Case Creation, Case Assignment based on defined rules & workflows, Case Resolution, Case Reassignment and Case Closure. • Workflow Automation	To record every incident into the system - to automate the end-to-end Case Management process.						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
		- Create & configure workflow for different case categories as well as supports sequential & parallel activities.							
1.4	Mini data center at NDMC Server Room	<ul style="list-style-type: none"> <li>▪ Servers - at least 2.8GHz, 6-core, 150W with 128GB memory &amp; 2.4TB SAS.</li> <li>▪ FXO Gateway for PSTN lines termination.</li> <li>▪ IP phones for general users &amp; headsets.</li> <li>▪ Network switch with at least 24 port &amp; 2 layer internal.</li> <li>▪ 10 KV UPS for PCs, servers &amp; phones.</li> <li>▪ 20 MBPS FTTH.</li> <li>▪ 16 U server rack.</li> <li>▪ VMWare.</li> <li>▪ Operating System.</li> <li>▪ Electrical work for UPS installation &amp; extension of connectivity to workstations.</li> <li>▪ Agent workstations.</li> </ul>	Includes servers, firewall, network switch, rack, UPS, network cabling etc.						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
		<ul style="list-style-type: none"> <li>Patch panel.</li> <li>C13-C14 Locking power code.</li> <li>Cable management inside data center &amp; call center floor.</li> <li>AP7551 rack PDU.</li> <li>ATS RCBO C13-C19 outlet.</li> <li>Firewall.</li> <li>Forti switch.</li> </ul>							
1.5	ProQA Subscription	<ul style="list-style-type: none"> <li>Adaptive software that gives the dispatcher scripted panel-logic caller interrogation utilizing protocols that expedite a response that best assists the caller/patient. For faster times to dispatch and higher compliance to protocol.</li> </ul> <p>Evidence based up to date version</p>	Optional						
1.6	Support & maintenance	<ul style="list-style-type: none"> <li>During project duration.</li> </ul> <p>On call support</p>							

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
		resource available 24x7x365 inclusive of any upgrades at no additional cost							
1.7	Redundancy /Downtime	<ul style="list-style-type: none"> <li>Auto / Rapid switching to backup system</li> <li>Alert / Notification if non-monitoring for any disconnectivity or disruption</li> </ul>							
1.8	Venue	<ul style="list-style-type: none"> <li>Dedicated venue / established venue/ premise to accommodate the 991 Centre.</li> <li>Capable for outage backup / auto generator backup</li> </ul>							
					GRAND TOTAL:				



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 \_\_\_\_\_, 2024.

\_\_\_\_\_  
**Signature of authorised officer of Tenderer**

Name:

Designation:

Date:

Tenderer's official stamp:

## **SCHEDULE 2 - INFORMATION SUMMARY**

2.1 Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including Contractor and sub-contractor(s), if any)
- (c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
  - *Supply, Design, Implementation, Integration, Delivery, Testing, Commissioning and Training Inclusive of Maintenance of Emergency Call Centre and Response Management System*
- (d) 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.