

TENDER REFERENCE NO.: KK/350/2025/HTD(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF LEASING COMPUTER ON WHEELS
(COWS), IPADS AND BARCODE SCANNERS WITH
COMPREHENSIVE MAINTENANCE AND SUPPORT
SERVICES FOR MINISTRY OF HEALTH FOR A PERIOD OF
FIVE (5) YEARS [MOH/HTD/T26/2025]**

TENDER FEES : \$500.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 09/12/2025

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**

(NON-CLUSTERING)

CONTENTS

TERMS AND CONDITIONS	2
SCOPE OF WORK AND SUMMARY OF PRICES.....	3
ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE	
COMPUTER + BARCODE SCANNER	4
SECTION 1 – USER REQUIREMENTS	4
SPECIFICATIONS – CART WITH BATTERY	4
ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE	
COMPUTER + BARCODE SCANNER	Error! Bookmark not defined.
SECTION 1 – USER REQUIREMENTS	Error! Bookmark not defined.
SPECIFICATIONS – MEDICAL GRADE COMPUTER	4
ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE	
COMPUTER + BARCODE SCANNER	Error! Bookmark not defined.
SECTION 1 – USER REQUIREMENTS	Error! Bookmark not defined.
SPECIFICATIONS – BARCODE SCANNER.....	5
ITEM 2: IPAD PRO 11-INCH (MINIMUM 256GB)	6
SECTION 1 – USER REQUIREMENTS	Error! Bookmark not defined.
SPECIFICATIONS – IPAD PRO 11-INCH.....	6
END-USER TRAINING	7
STORAGE AND DELIVERY	7
WARRANTY	7
SERVICE LEVEL AGREEMENT (SLA)	7
SECTION 2 – PRICE PROPOSAL	8
SECTION 3 – WARRANTY UNDERTAKING FORM.....	9

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO.: KK/350/2025/HTD(TC)

INVITATION TO TENDER

THE PROVISION OF LEASING COMPUTER ON WHEELS (COWS), IPADS AND BARCODE SCANNERS WITH COMPREHENSIVE MAINTENANCE AND SUPPORT SERVICES FOR MINISTRY OF HEALTH FOR A PERIOD OF FIVE (5) YEARS [MOH/HTD/T26/2025]

NO.	TERMS AND CONDITIONS
1	Tenderer must be a registered authorized company with certified licensed/trained personnel.
2	TENDER FORM should be filled completely including the USER REQUIREMENT FORM (if available). Submission of incomplete form <u>MAY</u> cause DISQUALIFICATION OF TENDER .
3	Each tenderer is allowed to quote ONE BRAND/MODEL WITH ONE PRICE ONLY for each item. Submission of more than one brand/model and price will cause DISQUALIFICATION OF TENDER .
4	Tenderers are <u>required to submit additional information brochures (if any) for each item listed and attached with tender document</u> .
5	All consumables supplied throughout this tender <u>shall</u> have a minimum expiry date of twelve (12) months upon delivery (where applicable). Should the consumables be urgently needed, provision of consumables with expiry date of less than twelve (12) months must first be agreed upon by the Government before delivery is made (where applicable). Tenderers shall ensure that spare parts for the equipment are available for a minimum of five (5) years after installation , with the support period extending beyond the expected lifecycle of the equipment (if needed and where applicable).
6	DELIVERY PERIOD: Not more than THIRTY (30) DAYS upon confirmation/award or as per agreed upon by the Government.
7	PRICE VALIDITY: The quotation shall remain valid for TWELVE (12) MONTHS from the final date for the submission of the quotation and no tenderer 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 tenderer(s).
8	The tenderer is required to provide proof of manufacture date and official certification from the original manufacturer confirming the equipment is new.

SCOPE OF WORK AND SUMMARY OF PRICES		
This tender is for the supply of equipment under <u>a non-clustering</u> approach, with staggered delivery, for the following items:		TOTAL QTY
Year	ITEM 1	100 Units
Deliver within Year 1	Computer on Wheels (COWs) – Cart with Battery + Medical Grade Computer + Barcode Scanner	
Deliver within Year 2		
Deliver within Year 3		
Year	ITEM 2	100 Units
Deliver within Year 2	iPad Pro 11-inch (minimum 256GB)	
Deliver within Year 3		

ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER	
SECTION 1 – USER REQUIREMENTS	
1.1	SPECIFICATIONS – CART WITH BATTERY
1.1.1	Standard features: Ergotron SV-40-6300-0 Cart with Battery or equivalent with LCD Pivot, worksurface, secure CPU compartment, scanner holder bracket, mouse holder, wrist rest, negative-tilt keyboard tray, left/right mouse tray, cable storage, four casters without bearings (two locking)
1.1.2	Maximum load: 35 lb (15.9 kg)
1.1.3	Height adjustment: 25" (63.5 cm) + 5" pivot kick
1.1.4	Monitor articulation: Tilt $\pm 25^\circ$, Pan $\pm 24^\circ$, Rotate 90°
1.1.5	Footprint: 17" $\times$ 21"
1.1.6	Wheels: 4 $\times$ 4" casters (2 locking)
1.1.7	Keyboard tray: Back-tilt & side-to-side slide (negative-tilt keyboard tray), wrist rest and mouse tray for comfortable typing with offers of additional keyboard tray movement
1.1.8	Base material: Aluminum, plastic, steel; antimicrobial
1.1.9	CPU storage: Lockable ventilated compartment
1.1.10	Suitable heights: 5'0"-6'1" users
1.1.11	Warranty: At least five (5) years
1.1.12	Battery specifications (where applicable)
1.1.13	Compliance Certifications:
1.1.13.1	Must comply with UL/EN/IEC, FCC A, RoHS, REACH, WEEE standards or equivalent
1.1.13.2	Manufacturer must provide evidence of compliance to International Safety Standards
1.1.14	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional (if any & where applicable)
1.2	SPECIFICATIONS – MEDICAL GRADE COMPUTER
1.2.1	Standard features: DT584TM Medical Grade Computer or equivalent
1.2.2	Form factor: 24" all-in-one panel PC for carts
1.2.3	Processor: Intel Core Ultra 5 processor 135U, 1.6GHz (up to 4.4 GHz or higher)
1.2.4	Memory: 32GB RAM (minimum up to 64GB)
1.2.5	Storage: 512GB SSD (minimum up to 4TB Flash)
1.2.6	Windows: Microsoft Windows 11 IoT Enterprise
1.2.7	Display: 23.8" FHD capacitive touchscreen, front panel IP65 VESA-mount enclosure, IPX2
1.2.8	Battery Specifications: Integrated hot-swappable Li-Ion battery (8250 mAh, 90 Wh – optional up to 3 batteries)
1.2.9	Weight: ~7.4 kg (16 lb); ~8.9 kg (19.6 lb) fully loaded

ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER	
SECTION 1 – USER REQUIREMENTS	
1.2.10	Design: Medical-grade, fanless, space saving all-in-one with antimicrobial enclosure, built-in microphone, built-in speaker, built-in LED reading light
1.2.11	Connectivity: Wi-Fi 802.11ax, BT 5.2, Ethernet Port 10/100/1000 MB Base-T LAN, 2.4/5 GHz dual band, USB Ports (USB 3.0, USB 2.0, USB Type-C), COM Port, HDMI Port (support up to 4K UHD resolution)
1.2.12	Warranty: At least five (5) years
1.2.13	Compliance Certifications:
1.2.13.1	Must comply with UL/EN/IEC, FCC A, RoHS, REACH, WEEE standards or equivalent (ANSI/AAMI ES60601-1, IEC60601-1, IEC60601-1-2, FCC Part 18, FCC Part 15 Class B, GB 17625.1, GB 4943.1, GB/T 9254, CE-EMC, CE-RED, RCM, CCC)
1.2.13.2	Must have Trusted Platform Module TPM 2.0
1.2.13.3	Manufacturer must provide evidence of compliance to International Safety Standards
1.2.14	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional like medical grade keyboard, medical grade adapter and mouse (if any & where applicable)
1.3	SPECIFICATIONS – BARCODE SCANNER
	Standard features (Minimum Basic Requirements)
1.3.1	Size & Weight: 90×62.8×153 mm, ~132 g
1.3.2	Interface: RS-232, USB Keyboard, USB COM
1.3.3	Sensor: 1280×800 CMOS, 32-bit ARM processor
1.3.4	Lighting: White LED illumination, green aimer
1.3.5	Barcode Types: All 1D/2D & mobile
1.3.6	Durability: 2 m drop, IP52 rated
1.3.7	Operating Range: -10 °C~50 °C, 5-95% humidity
1.3.8	Power: 5 V DC, ~300 mA operational
1.3.9	Modes: Trigger & auto-detect, online updates

ITEM 2: IPAD PRO 11-INCH (MINIMUM 256GB)	
SECTION 1 – USER REQUIREMENTS	
1.4	SPECIFICATIONS – IPAD PRO 11-INCH
1.4.1	Model Option: 11-inch
1.4.2	Display: Ultra Retina XDR OLED, ProMotion 120Hz, P3 color
1.4.3	Chipset: Apple M4 chip (9-core CPU for 256GB model)
1.4.4	RAM: 8GB RAM (for 256GB storage variant) or higher
1.4.5	Storage: 256GB minimum internal (no expansion slot)
1.4.6	Rear Camera: 12MP Wide, Smart HDR 4, 4K video recording
1.4.7	Front Camera: 12MP Ultra Wide (landscape orientation), Center Stage
1.4.8	Audio: 4-speaker system, 5 studio-quality microphones
1.4.9	Battery Life: Up to 10 hours (web or video usage)
1.4.10	Ports: USB-C (Thunderbolt 4 / USB 4)
1.4.11	Wireless: Wi-Fi 6E, Bluetooth 5.3
1.4.12	Operating System: iPadOS 17 (upgradable)
1.4.13	Build: Ultra-thin aluminum body; ~5.1 mm thickness
1.4.14	Apple Pencil Support: Apple Pencil Pro (magnetic attach and charge)
1.4.15	Keyboard Support: Magic Keyboard (new floating design)
1.4.16	Optional: 5G (only for cellular models)
1.4.17	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional (if any & where applicable)

2	END-USER TRAINING
2.1	Conduct user training to all end users by a certified specialist or a competent technician including but not limited to: ▪ Basic user operation, user troubleshooting and user maintenance ▪ Provide operating manual user guide (Hardcopy and/or Softcopy)
2.2	Tenderer to acknowledge that they must provide TWO (2) sets of USER AND SERVICE manual guides , one set for the User(s) and one set for HTD.
2.3	Tenderer must prepare a training attendance or proof of training done to all end users during equipment commissioning.
3	STORAGE AND DELIVERY
3.1	▪ Equipment must be delivered, installed and tested to all sites in all four (4) districts based on instructions received from the Government on as-per-needed request basis. ▪ It is the Tenderer's responsibility to provide a secure and safe storage area for holding the equipment since requests from the Government will be in batches based on the request orders received.
4	WARRANTY
4.1	Tenderer to include warranty period of at least five (5) years
4.2	Tenderer to ACKNOWLEDGE the Warranty Undertaking Form in Section 3 stating the terms of warranty provided for the equipment in the tender for the period of at least five (5) years. This includes but not limited to: ▪ Scope of Warranty ▪ One-time Planned Preventive Maintenance Per Year during warranty ▪ Comprehensive Corrective Maintenance (when needed)
5	SERVICE LEVEL AGREEMENT (SLA)
5.1	Response Time: ▪ Service response time refers to the time taken from receiving the Government's notification call to the time trained licensed technical personnel is physically present to assess the request or issue. ▪ In the event of any equipment faulty or breakdown during the warranty period, Tenderer shall ensure a service response time not exceeding one (1) hour from receiving the Government's notification call. ▪ In the event that the Government's notification call comes from Tutong, Belait and Temburong Districts, Tenderer shall ensure a service response time not exceeding two (2) hours.
5.2	Downtime: ▪ The downtime of any equipment during any of the maintenance or repair services shall in all cases not exceed twenty-four (24) hours. ▪ Tenderer shall provide a helpdesk service to record and monitor any receiving and reporting of all Government's notification calls or requests throughout the five (5) years contract period. This can be done either by: ✓ Setting up a physical helpdesk centre with a dedicated hotline phone number in all the four (4) hospitals in the four (4) districts. ✓ Utilizing the existing Bru-HIMS helpdesk hotline phone number with proper service level tier escalation/process workflow.

SECTION 2 – PRICE PROPOSAL			
Year	EQUIPMENT/ITEM TYPE & DESCRIPTION		TOTAL QTY (Overall)
	COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER	IPAD PRO 11-INCH (MINIMUM 256GB)	
Year 1	100 units	0 unit	100
Year 2	100 units	100 units	300
Year 3	100 units	100 units	500
Year 4	0 unit	0 unit	500
Year 5	0 unit	0 unit	500

SECTION 3 – WARRANTY UNDERTAKING FORM

Tenderer, on behalf of the manufacturer, acknowledged and agrees that when equipment is under the **warranty period of at least five (5) years**, must cover the scope of normal warranty below at no additional cost:

NORMAL WARRANTY

- Warrants the equipment and its accessories to be in good condition, in working order and free from defects to the extent such equipment do not comply with specifications, under normal use during warranty period. The scope of warranty covers to its maximum extent permitted by applicable law.
- During warranty, Tenderer must rectify issues arise from any mechanical, technical or software faults as soon as it is reported.
- **Exchange warranty**; Providing replacement units or parts:
 - A. Warranty against defects – Manufacturing defects or equipment malfunction resulted from mechanical, electrical or software failure during commissioning or within the first **six (6) months** of use.
 - B. Faulty workmanship or unsatisfactory condition during delivery or commissioning.
 - C. If a unit or accessory is deemed used item or refurbished item (not a new unit) by the Government.
 - D. Corrective Maintenance inclusive of replacement of parts during warranty period.
- **One time Planned Preventive Maintenance (PPM) PER YEAR** according to Manufacturer's Preventive Maintenance Guideline and to include one-time replacements of any relevant parts (where applicable) to prolong equipment lifespan.
- At the end of the contracted five (5) years leasing period, the Government shall **retain or do a secure data erasure to the hard disk** before returning the equipment back to the Tenderer, meaning secure data erasure can also be physically done to the hard disk, **without any compensation payment** made from the Government to the Tenderer for the replacement of hard disk.

EXCLUSION FROM WARRANTY

The Government understand that the following circumstances are not covered in the warranty and Tenderer may quote for repair and subject to the Government's approval:

- Unauthorized modifications - an alteration or repair by anyone other than the Manufacturer or Authorized agent during warranty period.
- Accidental damage or problems caused by negligence or mishandling, subject to appropriate justification by both parties.
- Vandalism and natural disasters.
- Normal wear and tear.

SECTION 3

TENDER FORM

TENDER REFERENCE NO.: KK/350/2025/HTD(TC)

INVITATION TO TENDER

THE PROVISION OF LEASING COMPUTER ON WHEELS (COWS), IPADS AND BARCODE SCANNERS WITH COMPREHENSIVE MAINTENANCE AND SUPPORT SERVICES FOR MINISTRY OF HEALTH FOR A PERIOD OF FIVE (5) YEARS [MOH/HTD/T26/2025]

NO.	TERMS AND CONDITIONS	VENDOR'S COMPLIANCE (PLEASE STATE "YES" OR "NO")
1	Tenderer must be a registered authorized company with certified licensed/trained personnel.	
2	TENDER FORM should be filled completely including the USER REQUIREMENT FORM (if available). Submission of incomplete form MAY cause DISQUALIFICATION OF TENDER .	
3	Each tenderer is allowed to quote ONE BRAND/MODEL WITH ONE PRICE ONLY for each item. Submission of more than one brand/model and price will cause DISQUALIFICATION OF TENDER .	
4	Tenderers are <u>required to submit additional information brochures (if any) for each item listed and attached with tender document.</u>	
5	All consumables supplied throughout this tender <u>shall</u> have a minimum expiry date of twelve (12) months upon delivery (where applicable). Should the consumables be urgently needed, provision of consumables with expiry date of less than twelve (12) months must first be agreed upon by the Government before delivery is made (where applicable). Tenderers shall ensure that spare parts for the equipment are available for a minimum of five (5) years after installation , with the support period extending beyond the expected lifecycle of the equipment (if needed and where applicable).	
6	DELIVERY PERIOD: Not more than THIRTY (30) DAYS upon confirmation/award or as per agreed upon by the Government.	
7	PRICE VALIDITY: The quotation shall remain valid for TWELVE (12) MONTHS from the final date for the submission of the quotation and no tenderer 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 tenderer(s).	
8	The tenderer is required to provide proof of manufacture date and official certification from the original manufacturer confirming the equipment is new.	

SCOPE OF WORK AND SUMMARY OF PRICES				
This tender is for the supply of equipment under a non-clustering approach, with staggered delivery, for the following items:		TOTAL QTY	MONTHLY LEASE PRICE PER UNIT (BND)	TOTAL LEASE PRICE FOR FIVE (5) YEARS (BND)
Year	ITEM 1	100 Units		(Monthly Lease Price Per Unit x 12 Months x 300 Units x 5 Years)
Deliver within Year 1	Computer on Wheels (COWs) – Cart with Battery + Medical Grade Computer + Barcode Scanner			
Deliver within Year 2		100 Units		
Deliver within Year 3		100 Units		
Year	ITEM 2	100 Units		(Monthly Lease Price Per Unit x 12 Months x 200 Units x 5 Years)
Deliver within Year 2	iPad Pro 11-inch (minimum 256GB)			
Deliver within Year 3		100 Units		

ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER					
SECTION 1 – USER REQUIREMENTS					
Please ☒ Tick where appropriate			Yes	No	Remarks
1.1	SPECIFICATIONS – CART WITH BATTERY				
1.1.1	Standard features: Ergotron SV-40-6300-0 Cart with Battery or equivalent with LCD Pivot, worksurface, secure CPU compartment, scanner holder bracket, mouse holder, wrist rest, negative-tilt keyboard tray, left/right mouse tray, cable storage, four casters without bearings (two locking)				
1.1.2	Maximum load: 35 lb (15.9 kg)				
1.1.3	Height adjustment: 25" (63.5 cm) + 5" pivot kick				
1.1.4	Monitor articulation: Tilt $\pm 25^\circ$, Pan $\pm 24^\circ$, Rotate 90°				
1.1.5	Footprint: 17" x 21"				
1.1.6	Wheels: 4 x 4" casters (2 locking)				
1.1.7	Keyboard tray: Back-tilt & side-to-side slide (negative-tilt keyboard tray), wrist rest and mouse tray for comfortable typing with offers of additional keyboard tray movement				
1.1.8	Base material: Aluminum, plastic, steel; antimicrobial				
1.1.9	CPU storage: Lockable ventilated compartment				
1.1.10	Suitable heights: 5'0"-6'1" users				
1.1.11	Warranty: At least five (5) years				
1.1.12	Battery specifications (where applicable)				
1.1.13	Compliance Certifications:				
1.1.13.1	Must comply with UL/EN/IEC, FCC A, RoHS, REACH, WEEE standards or equivalent				

ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER				
SECTION 1 – USER REQUIREMENTS				
Please ☒ Tick where appropriate		Yes	No	Remarks
1.1.13.2	Manufacturer must provide evidence of compliance to International Safety Standards			
1.1.14	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional (if any & where applicable)			
1.2	SPECIFICATIONS – MEDICAL GRADE COMPUTER			
1.2.1	Standard features: DT584TM Medical Grade Computer or equivalent			
1.2.2	Form factor: 24" all-in-one panel PC for carts			
1.2.3	Processor: Intel Core Ultra 5 processor 135U, 1.6GHz (up to 4.4 GHz or higher)			
1.2.4	Memory: 32GB RAM (minimum up to 64GB)			
1.2.5	Storage: 512GB SSD (minimum up to 4TB Flash)			
1.2.6	Windows: Microsoft Windows 11 IoT Enterprise			
1.2.7	Display: 23.8" FHD capacitive touchscreen, front panel IP65 VESA-mount enclosure, IPX2			
1.2.8	Battery Specifications: Integrated hot-swappable Li-Ion battery (8250 mAh, 90 Wh – optional up to 3 batteries)			
1.2.9	Weight: ~7.4 kg (16 lb); ~8.9 kg (19.6 lb) fully loaded			
1.2.10	Design: Medical-grade, fanless, space saving all-in-one with antimicrobial enclosure, built-in microphone, built-in speaker, built-in LED reading light			
1.2.11	Connectivity: Wi-Fi 802.11ax, BT 5.2, Ethernet Port 10/100/1000 MB Base-T LAN, 2.4/5 GHz dual band, USB Ports (USB 3.0, USB 2.0, USB Type-C), COM Port, HDMI Port (support up to 4K UHD resolution)			
1.2.12	Warranty: At least five (5) years			
1.2.13	Compliance Certifications:			

ITEM 1: COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER				
SECTION 1 – USER REQUIREMENTS				
Please ☒ Tick where appropriate		Yes	No	Remarks
1.2.13.1	Must comply with UL/EN/IEC, FCC A, RoHS, REACH, WEEE standards or equivalent (ANSI/AAMI ES60601-1, IEC60601-1, IEC60601-1-2, FCC Part 18, FCC Part 15 Class B, GB 17625.1, GB 4943.1, GB/T 9254, CE-EMC, CE-RED, RCM, CCC)			
1.2.13.2	Must have Trusted Platform Module TPM 2.0			
1.2.13.3	Manufacturer must provide evidence of compliance to International Safety Standards			
1.2.14	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional like medical grade keyboard, medical grade adapter and mouse (if any & where applicable)			
1.3	SPECIFICATIONS – BARCODE SCANNER			
	Standard features (Minimum Basic Requirements)			
1.3.1	Size & Weight: 90×62.8×153 mm, ~132 g			
1.3.2	Interface: RS-232, USB Keyboard, USB COM			
1.3.3	Sensor: 1280×800 CMOS, 32-bit ARM processor			
1.3.4	Lighting: White LED illumination, green aimer			
1.3.5	Barcode Types: All 1D/2D & mobile			
1.3.6	Durability: 2 m drop, IP52 rated			
1.3.7	Operating Range: -10 °C~50 °C, 5-95% humidity			
1.3.8	Power: 5 V DC, ~300 mA operational			
1.3.9	Modes: Trigger & auto-detect, online updates			

ITEM 2: IPAD PRO 11-INCH (MINIMUM 256GB)						
SECTION 1 – USER REQUIREMENTS						
Please ☒ Tick where appropriate				Yes	No	Remarks
1.4	SPECIFICATIONS – IPAD PRO 11-INCH					
1.4.1	Model Option: 11-inch					
1.4.2	Display: Ultra Retina XDR OLED, ProMotion 120Hz, P3 color					
1.4.3	Chipset: Apple M4 chip (9-core CPU for 256GB model)					
1.4.4	RAM: 8GB RAM (for 256GB storage variant) or higher					
1.4.5	Storage: 256GB minimum internal (no expansion slot)					
1.4.6	Rear Camera: 12MP Wide, Smart HDR 4, 4K video recording					
1.4.7	Front Camera: 12MP Ultra Wide (landscape orientation), Center Stage					
1.4.8	Audio: 4-speaker system, 5 studio-quality microphones					
1.4.9	Battery Life: Up to 10 hours (web or video usage)					
1.4.10	Ports: USB-C (Thunderbolt 4 / USB 4)					
1.4.11	Wireless: Wi-Fi 6E, Bluetooth 5.3					
1.4.12	Operating System: iPadOS 17 (upgradable)					
1.4.13	Build: Ultra-thin aluminum body; ~5.1 mm thickness					
1.4.14	Apple Pencil Support: Apple Pencil Pro (magnetic attach and charge)					
1.4.15	Keyboard Support: Magic Keyboard (new floating design)					

ITEM 2: IPAD PRO 11-INCH (MINIMUM 256GB)						
SECTION 1 – USER REQUIREMENTS						
Please ☒ Tick where appropriate				Yes	No	Remarks
1.4.16	Optional: 5G (only for cellular models)					
1.4.17	Accessories/Consumables to be supplied with each unit, inclusive of all the accessories for the equipment to be fully functional (if any & where applicable)					

Please ☒ Tick where appropriate		Yes	No	Remarks
2	END-USER TRAINING			
2.1	Conduct user training to all end users by a certified specialist or a competent technician including but not limited to: - Basic user operation, user troubleshooting and user maintenance - Provide operating manual user guide (Hardcopy and/or Softcopy)			
2.2	Tenderer to acknowledge that they must provide TWO (2) sets of USER AND SERVICE manual guides , one set for the User(s) and one set for HTD.			
2.3	Tenderer must prepare a training attendance or proof of training done to all end users during equipment commissioning.			
3	STORAGE AND DELIVERY			
3.1	- Equipment must be delivered, installed and tested to all sites in all four (4) districts based on instructions received from the Government on as-per-needed request basis. - It is the Tenderer's responsibility to provide a secure and safe storage area for holding the equipment since requests from the Government will be in batches based on the request orders received.			
4	WARRANTY			
4.1	Tenderer to include warranty period of at least five (5) years			
4.2	Tenderer to ACKNOWLEDGE the Warranty Undertaking Form in Section 3 stating the terms of warranty provided for the equipment in the tender for the period of at least five (5) years. This includes but not limited to: - Scope of Warranty - One-time Planned Preventive Maintenance Per Year during warranty - Comprehensive Corrective Maintenance (when needed)			
5	SERVICE LEVEL AGREEMENT (SLA)			
5.1	Response Time: Service response time refers to the time taken from receiving the Government's notification call to the time trained licensed technical personnel is physically present to assess the request or issue.			

Please ☒ Tick where appropriate		Yes	No	Remarks
	▪ In the event of any equipment faulty or breakdown during the warranty period, Tenderer shall ensure a service response time not exceeding one (1) hour from receiving the Government's notification call. ▪ In the event that the Government's notification call comes from Tutong, Belait and Temburong Districts, Tenderer shall ensure a service response time not exceeding two (2) hours.			
5.2	Downtime: ▪ The downtime of any equipment during any of the maintenance or repair services shall in all cases not exceed twenty-four (24) hours. ▪ Tenderer shall provide a helpdesk service to record and monitor any receiving and reporting of all Government's notification calls or requests throughout the five (5) years contract period. This can be done either by: ✓ Setting up a physical helpdesk centre with a dedicated hotline phone number in all the four (4) hospitals in the four (4) districts. ✓ Utilizing the existing Bru-HIMS helpdesk hotline phone number with proper service level tier escalation/process workflow.			

SECTION 2 – PRICE PROPOSAL								
Please ☒ Tick where appropriate				YES	NO	UNIT PRICE	TOTAL PRICE (BND)	
Year	EQUIPMENT/ITEM TYPE & DESCRIPTION		TOTAL QTY (Overall)				5 YEARS	
	COMPUTER ON WHEELS (COWS) – CART WITH BATTERY + MEDICAL GRADE COMPUTER + BARCODE SCANNER	IPAD PRO 11-INCH (MINIMUM 256GB)					BND	
Year 1	100 units	0 unit	100				YEAR 1	
							BND	
Year 2	100 units	100 units	300				YEAR 2	
							BND	
Year 3	100 units	100 units	500				YEAR 3	
							BND	
Year 4	0 unit	0 unit	500				YEAR 4	
							BND	
Year 5	0 unit	0 unit	500				YEAR 5	
							BND	

SECTION 3 – WARRANTY UNDERTAKING FORM

Tenderer, on behalf of the manufacturer, acknowledged and agrees that when equipment is under the **warranty period of at least five (5) years**, must cover the scope of normal warranty below at no additional cost:

NORMAL WARRANTY

- Warrants the equipment and its accessories to be in good condition, in working order and free from defects to the extent such equipment do not comply with specifications, under normal use during warranty period. The scope of warranty covers to its maximum extent permitted by applicable law.
- During warranty, Tenderer must rectify issues arise from any mechanical, technical or software faults as soon as it is reported.
- **Exchange warranty;** Providing replacement units or parts:
 - A. Warranty against defects – Manufacturing defects or equipment malfunction resulted from mechanical, electrical or software failure during commissioning or within the first **six (6) months** of use.
 - B. Faulty workmanship or unsatisfactory condition during delivery or commissioning.
 - C. If a unit or accessory is deemed used item or refurbished item (not a new unit) by the Government.
 - D. Corrective Maintenance inclusive of replacement of parts during warranty period.
- **One time Planned Preventive Maintenance (PPM) PER YEAR** according to Manufacturer's Preventive Maintenance Guideline and to include one-time replacements of any relevant parts (where applicable) to prolong equipment lifespan.
- At the end of the contracted five (5) years leasing period, the Government shall **retain or do a secure data erasure to the hard disk** before returning the equipment back to the Tenderer, meaning secure data erasure can also be physically done to the hard disk, **without any compensation payment** made from the Government to the Tenderer for the replacement of hard disk.

EXCLUSION FROM WARRANTY

The Government understand that the following circumstances are not covered in the warranty and Tenderer may quote for repair and subject to the Government's approval:

- Unauthorized modifications - an alteration or repair by anyone other than the Manufacturer or Authorized agent during warranty period.
- Accidental damage or problems caused by negligence or mishandling, subject to appropriate justification by both parties.
- Vandalism and natural disasters.
- Normal wear and tear.

ANY OTHER EXCLUSION

Tenderer may propose below to include items or terms which is not listed in the exclusion list above for the Government's consideration.

TENDERER ACKNOWLEDGMENT

COMPANY STAMP AND SIGNATURE

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. 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 & DELIVERY OF HARDWARE AND SOFTWARE WITH COMPREHENSIVE MAINTENANCE AND SUPPORT SERVICES*
- d. Other information which is considered relevant

SCHEDULE 3 – SUB-CONTRACTS

- 1.1 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.