TENDER REFERENCE NO.: KK/30/2026/HTD

MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM

PROVISION OF OUTSOURCING OF 15 SUPPORT
TRAINERS FOR END USER TRAINING FOR TWO (2)
YEARS FOR MINISTRY OF HEALTH - MOH/HTD/T33/2025

TENDER FEES **: $100.00**

RECEIPT NO. **:**

CLOSING DATE **: ON TUESDAY, 31st March 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

SPECIFICATION

TENDER REFERENCE NO.: <u>KK/30/2026/HTD</u>

INVITATION TO TENDER

PROVISION OF OUTSOURCING OF 15 SUPPORT TRAINERS FOR END USER TRAINING FOR TWO (2) YEARS FOR MINISTRY OF HEALTH - MOH/HTD/T33/2025

ITEM NO.	DESCRIPTION	QTY
1	To procure outsourced manpower comprising fifteen (15) Support Trainers (Project Officer) for the Ministry of Health to support the implementation of Bru-HIMS 2.0 End User Training (EUT). This service will provide hands-on training support, user-level assistance, and facilitation during training sessions to ensure effective knowledge transfer, smooth training delivery, and readiness of users prior to system go-live.	**1 LOT**
1	**Personnel (Support Trainer) – Core Skills and Readiness** Position: Assistant Project Officer Vacancies: 15 Job Purpose: To provide dedicated training support during the End (EUT) phase of the Bru-HIMS 2.0 implementation, particularly at Hospital Raja Isteri Pengiran Anak Saleha (RIPAS) as the first implementation site. They will assist MOH users and the project team to ensure training sessions are delivered effectively, learning objectives are achieved, and Key Users are adequately supported within the limited training timeframe prior to system go-live. This role is intended to supplement existing MOH resources by providing hands-on assistance, basic technical support, and operational support during training activities, without disrupting daily healthcare operations. Key Responsibilities: ▪ Provide hands-on guidance to participants during training sessions, including practical exercises, system navigation, and real-time clarification of training content and module usage. ▪ Assist MOH trainers with classroom management, participant engagement, and overall training readiness, including preparation of the training environment and materials where applicable. ▪ Support trainees with **user-level system issues** such as login errors, navigation difficulties, data entry, and basic functional issues (excluding network or hardware matters). ▪ Monitor participant attendance and identify users who may require follow-up or additional support. ▪ Capture frequently asked questions and unresolved training-related issues, and escalate them to the Bru-HIMS 2.0 Project Team or relevant technical personnel. ▪ Support user account setup or reset during training sessions to ensure smooth participation. ▪ Assist with post-training or additional support activities as directed by the Project Manager or Secretariat Team. ▪ Upload, organise, or reference approved training materials within the Learning Management System (LMS) or designated training platforms, as instructed by MOH. ▪ Support coordination between users, the Project Manager, Secretariat Team, and the principal vendor to facilitate effective user engagement and training delivery.	

ITEM NO.	DESCRIPTION			QTY
1.1	**Qualifications, Skills and Experience**			
	Description	**Minimum Requirements**	**Remark**	
1.1	Educational Qualification	Minimum Higher National Diploma (HND) or equivalent; basic IT literacy (Microsoft Office, SharePoint, email)	Equivalent in role and responsibility to Project Officers (Division III salary scale)	
1.2	Communication Skills	Able to communicate clearly and professionally in English and Malay (spoken and written) Able to communicate with users during face-to-face training sessions, provide hands-on assistance, and respond to user queries in a professional manner.	Assessed through documentation and interview	
1.3	Training & Support Experience	Experience in training, user support, facilitation, or IT-related roles. Clinical or healthcare background will be an added advantage.	Experience/skills/experience may be basic; further guidance will be provided	
1.4	Work Skills & Attitude	Good time management, problem-solving ability, multitasking capability, attention to detail, and ability to follow instructions	Supervisor-assessed during deployment	
1.5	Commitment & Work Readiness	Committed and dedicated, with the ability to work independently, work under pressure, and adapt to project changes. Must comply with Governmenty working hours: **7.45 AM – 12.15 PM** and **1.30 PM – 4.30 PM**. Must be willing and available to work **after office hours**, including **Fridays and Sundays**, when required to support training activities. Must be able and willing to **travel to MOH facilities in other districts.**	Required during EUT peak periods. Training session is dependent on clinicians availability.	

ITEM NO.	DESCRIPTION			QTY
16	Professional Conduct	Accountable, reliable, willing to learn, and able to work professionally without unnecessary conflict		
1.7	Availability & Responsiveness	Must be contactable and responsive during assigned working hours, training sessions, and critical operational periods.	Persistent unavailability is considered non-compliance.	
2	**Proposal by Vendor – Control, Replacement and Performance**			
	Description	**Minimum Requirements**	**Remark**	
2.1	Manpower Provision	Vendor must provide and maintain fifteen (15) Support Trainers throughout the contract period.		
2.2	Personnel Curriculum Vitae (CV)	Tenderers shall submit the curriculum vitae (CVs) of proposed Support Trainers demonstrating compliance with the minimum personnel requirements.	MOH reserves the right to interview, approve, or reject proposed personnel prior to deployment.	
2.3	Interview & Approval	MOH reserves the right to interview and approve proposed Support Trainers **prior to contract award and/or prior to deployment**.	Deployment subject to MOH supervisor's acceptance	
2.4	Staff Replacement	Vendor must replace any Support Trainer deemed unsuitable, underperforming, or problematic upon request by MOH	Replacement to be provided within a reasonable timeframe	
2.5	Performance Monitoring	Vendor must support performance monitoring and periodic assessment of Support Trainers	Assessment may be conducted every six (6) months or as required	
2.6	Compliance, Attendance & Discipline	Vendor responsible for ensuring all deployed personnel comply with MOH working hours, attendance, punctuality, workplace conduct, and disciplinary requirements. Support Trainers shall maintain a **minimum attendance rate of 95%**	Non-compliance may result in replacement.	

ITEM NO.	DESCRIPTION		QTY
	throughout the deployment period, excluding approved leave.		
2.7	Administrative & Leave Compliance	Support Trainers must adhere to MOH administrative requirements equivalent to Government employees, including leave application (minimum one month in advance except Emergency Leave), and proper task handover prior to approved leave. Leave must be applied at least one (1) month in advance, except for emergency cases, and **no more than five (5) out of fifteen (15) Support Trainers shall be allowed to be on leave at any one time**, subject to MOH Supervisor's approval.	Subject to MOH Supervisor's approval; Government procedure applies where relevant. To ensure continuity of EUT operations.	
2.8	Salary and Allowances Coverage	The total project cost shall be **all-inclusive**, covering personnel costs, SCP contributions, transportation, allowances, and any other related expenses for the full contract duration of two (2) years.		
2.9	Tender Submission Format	Tenderers shall submit the completed Tender Form in **hardcopy** as part of the tender submission and **email a filled copy of the Tender Form (Excel sheet)** and proposal to **bru-hims@moh.gov.bn** within the tender submission period.	Email submission is for reference and record purposes only. Hardcopy submission remains mandatory.	

a. Quotation Validity: 12 months
b. Delivery Period of Product: 2 months
c. Fill in the form completely and must state the COMPLY column with submission of both hardcopy & softcopy of the product

SECTION 3

FORMS TO BE USED

<u>**CONTENTS**</u>

SCHEDULE 1

TENDER FORM

To:

TENDER REFERENCE NO.: <u>KK/30/2026/HTD</u>

INVITATION TO TENDER
PROVISION OF OUTSOURCING OF 15 SUPPORT TRAINERS FOR END USER TRAINING FOR TWO (2) YEARS FOR MINISTRY OF HEALTH - MOH/HTD/T33/2025

TENDER OF (*name of tenderer*): _____

Company/Business Registration No.: _____

Tender Closing Date: _____

Item No.	Description	Qty	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
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		Clinical or healthcare background will be an added advantage.							
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1.5	Commitment & Work Readiness	Committed and dedicated, with the ability to work independently, work under pressure, and adapt to project changes. Must comply with Government working hours: **7.45 AM – 12.15 PM** and **1.30 PM – 4.30 PM**. Must be willing and available to work **after office hours**, including **Fridays and Sundays**, when required to support training activities.	Required during EUT peak periods. Training session is dependent on clinicians availability.						

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		Must be able and willing to **travel to MOH facilities in other districts.**							
16	Professional Conduct	Accountable, reliable, willing to learn, and able to work professionally without unnecessary conflict							
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		compliance with the minimum personnel requirements.							
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Item No.		Description		Qty	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
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2.7	Administrative & Leave Compliance	Support Trainers must adhere to MOH administrative requirements equivalent to Government employees, including leave application (minimum one month in advance except Emergency Leave), and proper task handover prior to approved leave. Leave must be applied at least one (1) month in advance, except for emergency cases, and **no more than five (5) out of fifteen (15) Support Trainers shall be allowed to be on leave at any**	Subject to MOH Supervisor's approval; Government procedure applies where relevant. To ensure continuity of EUT operations.						

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		one time, subject to MOH Supervisor's approval.							
2.8	Salary and Allowances Coverage	The total project cost shall be **all-inclusive**, covering personnel costs, SCP contributions, transportation, allowances, and any other related expenses for the full contract duration of two (2) years.							
2.9	Tender Submission Format	Tenderers shall submit the completed Tender Form in **hardcopy** as part of the tender submission and **email a filled copy of the Tender Form (Excel sheet)** and proposal to **bru-hims@moh.gov.bn** within the tender submission period.	Email submission is for reference and record purposes only. Hardcopy submission remains mandatory.						
							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   20   .

_____
[Signature of authorised officer of Tenderer]   Tenderer's official stamp:

Name:

Designation:

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:
- Implementing IT projects;
- Providing Maintenance and Support Services.

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.