

TENDER REFERENCE NO.: KK/137/2026/UPP(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION AND MANAGEMENT OF HARDWARE AND
SOFTWARE SOLUTION FOR "TALIAN HARAPAN" CALL
CENTRE FOR A PERIOD OF THREE (3) YEARS**

TENDER FEES : \$30.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 28th July 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

TENDER REFERENCE NO.: KK/137/2026/UPP(TC)

**INVITATION TO TENDER
THE PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR
“TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS**

ITEM NO.	DESCRIPTION
1	PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS
a)	Subscription of Third-Party Managed Services for Call Centre (which includes leasing of hardware and software solution)
b)	Call Centre Solution – Account Licenses and Hardware (with interchangeable user, agent, and supervisor roles): - 33 user licenses Hardware to be included: - 3 headsets - 3 IP phones
c)	Firewall (IPsec Tunnel)
d)	Scopes of Works / Specifications: ▪ Call Centre System (Cloud / On-Premise / Hybrid) - Telephony Infrastructure (PBX / SIP Trunking Integration) - Customer Relationship Management (CRM) System - Shall be able to record calls - Automated call recording (has interactive voice response recording) - Call disposition and tagging - Screen pop up with customer information - Ability to automatically track/log number of calls and information (caller ID time, duration, waiting time etc.) for answered calls, pending/awaiting calls and abandoned/missed calls - Effectively manage call queues. - Place callers on hold and/or re-direct calls - Phone has mute system whereby other actions can be done simultaneously such as checking hospital records, activating emergency services, etc - Phone has ‘whisper’/‘enable mode’ system that can be used for real-time supervision and monitoring purposes. - Status management (e.g. available, busy, break, prayer) ▪ Omnichannel Communication Capabilities - Voice (inbound and outbound) - Messaging Platforms (e.g. WhatsApp) - Social Media Channels - Seamless escalation from chat to live agent - Conversation history tracking ▪ Reporting and Analytics Tools features - (Management dashboard) – Call disposition and tagging, number of calls, number of answered calls, abandoned calls, duration of calls, waiting time, time before call answered etc that can be broken down as per day, per month, per quarter, yearly, monthly.

ITEM NO.	DESCRIPTION	
	- Real-time monitoring dashboard - Queue and agent performance management - Historical reporting - Custom report generation capability - Export functionality (TXT/CSV/Excel/PD/DB) - Visual dashboards and analytics functionality tools e.g. Integratin to Power Bi/Tableau ▪ Support scalability for future expansion- API integration with third party application (e.g. voice to text transcription) ▪ System Usage and maintenance - Ensure high availability with minimum uptime of 99.5% ▪ Business Continuity - Backup and recovery mechanisms - Alternative connectivity options (If applicable) - Continuity plan during system failure or outage – UPS ▪ Data ownership and exit management - All data shall remain the property of the Ministry of Health Brunei - The system must allow full data export in standard formats - Vendor shall support data migration upon contract termination or ending (if required) ▪ Operation hours - 24/7 – including overnight shift support - RIPAS Hospital reserves the right to terminate the aforementioned service/project by giving a 30 days' notice of awarded vendor without additional cost	
	Out of Scope: ▪ No integration with BruHIMS is required. ▪ Workstations/computers for the agents to be provided by Ministry pf Health (RIPAS). ▪ The RIPAS call Centre Level 1 support/users space and electrical power (premise and workstations at WCC, RIPAS) will be provided by RIPAS. ▪ Telephone line to be subscribed by RIPAS directly from telephone service provider. ▪ Internal cabling at RIPAS site is not part of the scope. ▪ <u>Proposed set up does not include Disaster Recovery.</u> ▪ <u>Call charges to be borne by RIPAS directly with telephone service provider</u>	
e)	On/going Support * User training and ongoing support The Vendor shall conduct training for: - Call centre agents - Supervisors - System administrators Training must include: - User manuals and documentation - Hands-on training sessions - Post-training support	For a period of Three (3) years

ITEM NO.	DESCRIPTION	
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued The Vendor shall provide: ▪ Detailed implementation plan and timeline ▪ System design and configuration ▪ Testing and User Acceptance Testing (UAT) ▪ Pilot deployment (if required) ▪ Full system commissioning and go-live support
g)	Project Location	Ground Floor, Women and Children Centre (WCC), Raja Isteri Pengiran Anak Saleha Hospital
h)	Tender Duration	Three (3) years
i)	Price Validity	Twelve (12) Calendar months

SECTION 3

SCHEDULE 1 - TENDER FORM

To:

TENDER REFERENCE NO.: KK/137/2026/UPP(TC)

**INVITATION TO TENDER
THE PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR
“TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS**

TENDER OF (*name of tenderer*) _____

Company/Business Registration No _____

Tender Closing Date: _____

ITEM NO.	DESCRIPTION	MONTHLY COST (B\$)	TOTAL COST (1 YEAR) (B\$)	TOTAL COST (3 YEARS) (B\$)
1	PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS			
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b)	Call Centre Solution – Account Licenses and Hardware (with interchangeable user, agent, and supervisor roles): - 33 user licenses Hardware to be included: - 3 headsets - 3 IP phones			
c)	– Firewall (IPsec Tunnel)			
d)	Other Scopes / Specifications:	Please refer to Section 2		
e)	On/going Support	For a period of Three (3) years		
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued		
g)	Project Location	Ground Floor, Women and Children (WCC), Raja Isteri Pengiran Anak Saleha Hospital (RIPAS)		
h)	Tender Duration	Three (3) years		
i)	Price Validity	<u>Twelve (12) Calendar Months</u>		

ITEM NO.	DESCRIPTION	COMPLY		PLEASE SPECIFY (IF ANY)
		YES	NO	
1	PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS			
a)	Subscription of Third-Party Managed Services for Call Centre (which includes leasing of hardware and software solution)			
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d)	Scopes of Works / Specifications: ▪ Call Centre System (Cloud / On-Premise / Hybrid) - Telephony Infrastructure (PBX / SIP Trunking Integration) - Customer Relationship Management (CRM) System - Shall be able to record calls - Automated call recording (has interactive voice response recording) - Call disposition and tagging - Screen pop up with customer information - Ability to automatically track/log number of calls and information (caller ID time, duration, waiting time etc.) for answered calls, pending/awaiting calls and abandoned/missed calls - Effectively manage call queues. - Place callers on hold and/or re-direct calls - Phone has mute system whereby other actions can be done simultaneously such as checking hospital records, activating emergency services, etc - Phone has ‘whisper’/‘enable mode’ system that can be used for real-time supervision and monitoring purposes. - Status management (e.g. available, busy, break, prayer)			

ITEM NO.	DESCRIPTION	COMPLY		PLEASE SPECIFY (IF ANY)
		YES	NO	
	▪ Omnichannel Communication Capabilities - Voice (inbound and outbound) - Messaging Platforms (e.g., WhatsApp) - Social Media Channels - Seamless escalation from chat to live agent - Conversation history tracking ▪ Reporting and Analytics Tools features - (Management dashboard) – Call disposition and tagging, number of calls, number of answered calls, abandoned calls, duration of calls, waiting time, time before call answered etc that can be broken down as per day, per month, per quarter, yearly, monthly. - Real-time monitoring dashboard - Queue and agent performance management - Historical reporting - Custom report generation capability - Export functionality (TXT/CSV/Excel/PD/DB) - Visual dashboards and analytics functionality tools e.g. Integratin to Power Bi/Tableau ▪ Support scalability for future expansion-API integration with third party application (e.g. voice to text transcription) ▪ System Usage and maintenance - Ensure high availability with minimum uptime of 99.5% ▪ Business Continuity - Backup and recovery mechanisms - Alternative connectivity options (If applicable) - Continuity plan during system failure or outage – UPS ▪ Data ownership and exit management - All data shall remain the property of the Ministry of Health Brunei - The system must allow full data export in standard formats - Vendor shall support data migration upon contract termination or ending (if required)			

ITEM NO.	DESCRIPTION		COMPLY		PLEASE SPECIFY (IF ANY)
			YES	NO	
	- Operation hours 24/7 – including overnight shift support - RIPAS Hospital reserves the right to terminate the aforementioned service/project by giving a 30 days' notice of awarded vendor without additional cost				
	Out of Scope: - No integration with BruHIMS is required. - Workstations/computers for the agents to be provided by Ministry of Health (RIPAS). - The RIPAS call Centre Level 1 support/users space and electrical power (premise and workstations at WCC, RIPAS) will be provided by RIPAS. - Telephone line to be subscribed by RIPAS directly from telephone service provider. - Internal cabling at RIPAS site is not part of the scope. <u>Proposed set up does not include Disaster Recovery.</u> - Call charges to be borne by RIPAS directly with telephone service provider				
e)	On/going Support * User training and ongoing support The Vendor shall conduct training for: - Call centre agents - Supervisors - System administrators Training must include: - User manuals and documentation - Hands-on training sessions - Post-training support	For a period of Three (3) years			
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued The Vendor shall provide: Detailed implementation plan and timeline			

ITEM NO.	DESCRIPTION		COMPLY		PLEASE SPECIFY (IF ANY)
			YES	NO	
		▪ System design and configuration ▪ Testing and User Acceptance Testing (UAT) ▪ Pilot deployment (if required) ▪ Full system commissioning and go-live support			
g)	Project Location	Ground Floor, Women and Children Centre (WCC), Raja Isteri Pengiran Anak Saleha Hospital			
h)	Tender Duration	Three (3) years			
i)	Price Validity	Twelve (12) Calendar months			

1. We offer and undertake on your acceptance of our Tender to provide the above-mentioned services 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)** CALENDAR 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 2026

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:
 - ***Supplying, Maintaining Equipment, Hardware and Software; and Delivery of Equipment, Hardware and Software on lease or rental***
- 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 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 – DECLARATION