

TENDER REF. NO.: KK/188/2026/ESTETMOH(TC)

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**THE PROVISION OF MAINTENANCE SERVICES FOR
TELECOMMUNICATIONS SYSTEM UNDER MINISTRY OF
HEALTH FOR A PERIOD OF THREE (3) YEARS**

TENDER FEE : \$10.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 15th September 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]

MINISTRY OF HEALTH NEGARA BRUNEI DARUSSALAM

THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATIONS SYSTEM UNDER UNDER MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

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SECTION 1

INSTRUCTION TO TENDERERS

1. INTRODUCTION

- 1.1 The purpose of this Invitation To Tender is to invite Tenders for **THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATION SYSTEM UNDER MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS**

2. INTERPRETATION

- 2.1 As used in these Instructions To Tenderers, the following terms shall have the following meanings, except where the context otherwise requires:

"Contract" means the agreement(s) to be entered into between the Government and the successful Tenderer in the form of the Agreement(s) set out in Section 4 of this Invitation to Tender or as otherwise agreed between the successful Tenderer and the Government;

"Government" means the Government of His Majesty the Sultan and Yang DiPertuan of Brunei Darussalam represented by the Ministry of Health, Brunei Darussalam.

"Government Project Officer" means the Project Co-ordinator or such other person as the Government may from time to time determine;

"Services" means the services to be provided by the Tenderer as described in **Section 2** of this Invitation To Tender;

"Intellectual Property Rights" means any rights in respect of or in connection with any confidential information, copyright, patents, design rights, reports, drawings, specification, or eligible layout rights and includes any right to apply for registration of such intellectual property rights;

"Invitation To Tender" means this Invitation To Tender, including the Instructions To Tenderers and all of its Sections, inviting Tenderers to offer to meet the Government's requirements by submitting a Tender in accordance with the requirements of this Invitation To Tender;

"Specification" means the specifications and requirements of the Services as described in **Section 2** of this Invitation To Tender;

"Tender" means the Tenderer's response to this Invitation To Tender;

"Tender Closing Date" means the date and time specified for the submission of the Tender;

"Tenderer" means a person, partnership or any other body (whether corporate or otherwise) who submits a Tender in accordance with this Invitation To Tender;

"Validity Period" means the time period during which the Government may accept a Tender.

- 2.2 Subject to any inconsistency of subject or context, the following rules of construction shall be used in the interpretation of these Instructions To Tenderers.

2.2.1 A cross reference to a clause number is a reference to a clause of these Instructions to Tenderers and includes all of its' sub clauses;

2.2.2 Words importing the singular include the plural (and vice versa) and words importing a gender include any other gender;

- 2.2.3 In the event of any inconsistency between these Instructions To Tenderers and the conditions of the Contract as contained in this Invitation To Tender, the latter shall prevail.

3. ELIGIBILITY

- 3.1 This invitation to tender is open only to contractor's which are registered with the *Ministry of Communication or Ministry of Health*.
- 3.2 Tenderers are required to submit their Company's Certificate of Incorporation or Firm's Certificate of Registration, as applicable, with their Tender.

4. CONFIDENTIALITY

- 4.1 This Invitation To Tender constitutes confidential and proprietary information of the Government and shall not, except with the consent in writing of the Government, be disclosed in whole or in part to any third party, or to any employees of the Tenderer, other than those who have a need to know such information for the purpose of responding to this Invitation To Tender, and shall not be duplicated or used by the Tenderer for any other purpose than to evaluate this Invitation To Tender.
- 4.2 The Government may require any unsuccessful Tenderer to return any specification, plans, patterns, samples or instructions issued by the Government.
- 4.3 The Tenderer's attention is also drawn to the Official Secrets Act (Chapter 153) which relates to the safeguarding of official information.
- 4.4 Admin password for PABX System to handover to client's.

5. FORM OF CONTRACT

- 5.1 The successful Tenderer shall be required to enter into an agreement with the Government in substantially the form enclosed at Section 4 in this Invitation to Tender, or as otherwise agreed between the successful Tenderer and the Government.
- 5.2 The final decision to appoint a successful Tenderer or not will rest with the Government in its sole and absolute discretion. The Government will not be bound to accept the provision of any products and/or services tendered by any Tenderer unless and until the execution of the Contract by the successful Tenderer.

6. SUBMISSION OF TENDER

- 6.1 All Tenders shall be submitted in a form which satisfies the following requirements:
- 6.1.1 the Tender must be in English;
 - 6.1.2 each page must be numbered consecutively;
 - 6.1.3 whenever possible, the Tender submitted should not exceed A4 paper size; and
 - 6.1.4 the Tender must be bound in a form which does not facilitate replacement of pages (i.e. loose leaf binding is not acceptable).
- 6.2 The Tender must include an address where notices, request, waiver, consent or approval required to be sent by the Government, can be directed to.
- 6.3 The Tender, including the Tender Form and all other accompanying documents are to be put in an envelope, and sealed. All Tenders must be addressed to:

*Chairman,
Mini Tender Board,
Ministry of Health,
Jalan Menteri Besar,
Commonwealth Drive,
Bandar Seri Begawan BB3910,
Negara Brunei Darussalam*

6.4 The envelope containing the Tender:

- (a) shall not bear the name or address of the Tenderer, and
- (b) shall have on its **top left-hand**
 - (i) the Tender number;
 - (ii) and the words

"DO NOT OPEN BEFORE 2.00 p.m., On Tuesday, 15TH SEPTEMBER 2026" and

- (iii) the closing date and time of the Tender.
- (c) shall bear the following description of the project, namely:

**" THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATION SYSTEM UNDER MINISTRY OF HEALTH
FOR A PERIOD OF THREE (3) YEARS - KK/188/2026/ESTETMOH(TC)"**

6.5 For the ORIGINAL:

- (a) All pages of the Tender must bear the official seal or rubber stamp of the Tenderer and initialled by the Tenderer's authorized representative.
- (b) All price schedules must be typewritten, bear the official seal or rubber stamp of the Tenderer and signed by a duly authorized agent or officer of the Tenderer.
- (c) All corrections or cancellations will not be accepted unless such corrections or cancellations are initialled by the Tenderer.
- (d) All pages must be numbered.

6.6 All documents and materials must be submitted at the same time. Materials such as published articles, brochures and pamphlets submitted with the Tender must be stamped with the name of the Tenderer and securely packaged with the Tender.

6.7 Submission of Tender by telex, telegra or facsimile is **not** permitted.

7.0 VALIDITY PERIOD OF TENDER

7.1 Each Tenderer shall for each Tender it submits, maintain a Validity Period of **ONE (1) year** from the Tender Closing Date. Any Tender expressed to be valid for a shorter period may, in the absolute discretion of the Government, be rejected.

7.2 Where the Government seeks an extension of the Validity Period, a request in writing will be forwarded to the Tenderer. The Tenderer shall be required to respond in writing to extend the Validity Period. Failure to respond will result in the Tender not being considered further.

8. AMENDMENT OR ADDITION TO THE INVITATION TO TENDER

8.1 The Government reserves the right to issue amendments or additions to these Invitation To Tender at any time before the Tender Closing Date. Any such amendment shall be numbered, dated and issued by the Government Project Officer. Where the amendment is significant, the Government may at its discretion extend the Tender Closing date.

8.2 The Government will endeavour to notify all Tenderers in writing of any such amendments or additions by forwarding such amendments or additions to the Tenderers' address as advised by the Tenderer in the **Invitation To Tender Acknowledgment Form**. The said form shall be in the format set out in **Appendix 1** to these Instructions to Tenderers. It is a condition of this Invitation To Tender that any amendment or addition forwarded by the Government to the Tenderer in accordance with this clause shall be deemed to have been duly given if this information is forwarded to such address.

9. WITHDRAWAL OF TENDER

No Tender may be withdrawn after the Tender Closing Date. Any Tenderer who attempts to do so may, in addition to any remedy that the Government may have against it, be liable to be debarred from future Government tender.

10. TENDER PRICE

The Tenderer shall quote in Brunei Dollars in its Tender the all-inclusive price (i.e. CIF price, inclusive of all customs duties and taxes payable whether in or outside Brunei Darussalam) of the Goods described in these Invitation To Tender. Tendered prices shall be firm and fixed and remain valid for acceptance for a period of six (6) months from the Tender Closing Date and during such extension of the period as may afterwards separately be agreed in writing by the Tenderer at the request of the Government. The tendered prices shall be submitted in accordance with the format set out in **Section 3** to this Invitation to Tender.

11. SUFFICIENCY OF TENDER PRICE

The Tenderer shall be deemed to have satisfied itself before tendering as to the correctness and sufficiency of its Tender for the services.

12. CLARIFICATION PRIOR TO TENDER CLOSING DATE

12.1 A Tenderer seeking clarification of any of the requirements of this Invitation To Tender prior to the Tender Closing Date may only do so in writing in the format set out in Appendix 2 to these Instructions To Tenderers and shall be sent by the Tenderer by mail or facsimile to:

*Acting Assistant Director Project Development
Estate Management and Project Development Section
Ministry of Health
Negara Brunei Darussalam
Telephone no: 2381640 ext 7926*

12.2 The Government will endeavour to provide any clarification as soon as possible. Each and every request for clarification (without any details as to who they are from), together with the relevant clarification, shall be distributed to all Tenderers.

12.3 The Government will NOT accept any request for clarification that is submitted within seven (7) days prior to the Tender Closing Date.

13. OWNER SHIP OF TENDER DOCUMENTS

13.1 By submitting a Tender, the Tenderer:

13.1.1 licences the Government to reproduce for its own purposes whatsoever, the whole or any portion of the Tender notwithstanding any copyright or other Intellectual Property Right that may subsist in those documents; and

- 13.1.2 acknowledges that the Tender and all other documentation submitted with it shall not be returned to the Tenderer.
- 13.2 The Government acknowledges that, subject to Clause 13.1 above, the Intellectual Property Rights in the Tender documentation remains vested in the Tenderer concerned.
- 14. TENDER CLOSING DATE**
- All Tenders shall be lodged on or before the Tender Closing Date in accordance with these Instructions to Tenderers.
- 15. LATE TENDERS**
- A Tender lodged or received by the Government after the Tender Closing Date shall be disqualified.
- 16. TENDERERS TO INFORM THEMSELVES**
- 16.1 By responding to this Invitation To Tender, a Tenderer will be deemed to have acknowledged and agreed that it has done so on the basis that it has:
- 16.1.1 the necessary skills, knowledge and experience to provide the Goods sought;
- 16.1.2 in preparing its Tender:
- a. fully examined this Invitation To Tender (including all documents the Invitation To Tender refers to) and any other information made available by the Government to Tenderers for the purpose of this Invitation To Tender; and
 - b. made its own reasonable enquiries (including inspections) to fully, inform itself of all the risks, contingencies and other circumstances which may impact on the Tender and the proper performance of the Tenderer's obligations under the Contract; and
 - c. has not relied upon any warranty or representation (whether oral or in writing or by conduct) made on behalf of the Government except where such warranty or representation is contained in this Invitation To Tender or made through the processes specified by these Instructions To Tenderers; and
- 16.1.2 satisfied itself as to the accuracy and sufficiency of the Tender (including the tendered prices) to achieve the due and proper performance and completion of the Tenderer's obligations under the Contract.
- 17. SUB-CONTRACTORS**
- 17.1 To assist the Government in its evaluation of any Tender, where a Tenderer proposes to sub-contract any of its obligations under the Contract, the Tenderer shall state the name and address of each sub-contractor and the extent of the work to be carried out by the sub-contractor. In addition, the Tenderer shall provide information about each sub-contractor.
- 18. ERRORS IN TENDERS**
- 18.1 Tenderers are advised to study this Invitation To Tender very carefully before finalising their Tenders for submission. The onus is on the Tenderer to ensure that an accurate and complete Tender is submitted.
- 18.2 The Government may exclude from consideration, any Tender in which prices are not clearly and legibly stated.
- 18.3 Where the Tender is on a lump sum basis and an error has been made in the priced bill of

quantities to arrive at the tendered lump sum, the Tenderer shall without undue delay make all such alterations in and to the priced bill of quantities as the Government considers necessary for such purpose.

- 18.4 If the Tenderer fails to make the alterations as directed by the Government and/or fails to do so within the time set by the Government, the Tender shall be deemed to have been withdrawn by the Tenderer.
- 18.5 Where the prices tendered are on a schedule of rates basis and an error has been made in the calculation or summation of the prices, the Tenderer shall be bound by the rates tendered and the Contract sum/total stated in the Tender shall, subject to the agreement of the Tenderer, be altered by the Government to reflect the correct calculation or summation of the prices.
- 18.6 If the Tenderer fails or refuses to agree to the alteration of the Contract sum/total, the Tender shall be deemed to have been withdrawn by the Tenderer.
- 18.7 If a Tenderer becomes aware of any other discrepancy, error or omission in its Tender not referred to or covered in Clauses 18.3 and 18.5 above and wishes to lodge a correction or additional information, it can *only* do so if
- 18.7.1 the correction or additional information is provided to the Government without undue delay and is done prior to the Tender closing date; and
- 18.7.2 the correction or additional information is provided to the Government in writing and is initialled by the Tenderer.
- 18.8 In all the above circumstances, any correction or addition shall not be used to alter the Tender in any material particular or so as to change the Tender in a material way. Any omission or addition which is deemed by the Government to alter the original Tender in a material particular, the Tender shall be rejected without any liability whatsoever on the part of the Government

19. CLARIFICATION OF TENDERS BY GOVERNMENT

- 19.1 At any stage during the evaluation phase, the Government may:
- 19.1.1 request clarification of any Tender in respect of specific issues contained in that Tender; or
- 19.1.2 call for interviews with Tenderers; or
- 19.1.3 request Tenderers to provide additional information in writing; or
- 19.1.4 conduct a site inspection or a presentation of the Tenderer's facilities and equipment to clarify any part of the Tender and to examine the capabilities of such facilities and equipment. The Tenderer shall not unreasonably deny such request.
- 19.2 Where requested to clarify any matter contained in the Tender or to provide additional information or sample, Tenderers; shall provide such sample and/or clarification and/or additional information in writing at the time and place stipulated by the Government. Failure to comply with any such request may result in the Tender being excluded from further consideration.
- 19.3 In the event that any clarification, additional information, sample, presentation or site inspection is requested from a Tenderer by the Government, the Tenderer shall provide such clarification, additional information, sample, presentation or site inspection at no cost to the Government whatsoever.

20. CONDUCT OF TENDERER

Any Tenderer who attempts or is found to have offered a bribe, gratuity, bonus, discount or any sort of enticement to any employee of the Government shall have their Tender rejected by the Government.

21. CANVASSING

Canvassing shall render the Tender invalid. In the event of any canvassing being discovered after the acceptance of the Tender, the Government shall be entitled to rescind the Contract.

22. EXPENSE OF TENDERER

In submitting a tender, the Tenderer will be deemed to have acknowledged and agreed that it will bear all the expenses it incurs in preparing its Tender or negotiating the Contract and is not entitled to seek any compensation or reimbursement of those costs from the Government.

23. INVALID TENDERS

Incomplete Tender submissions and/or Tender submissions received after the Tender Closing Date shall be invalid.

24. ACCEPTANCE OF TENDER

- 24.1 The Government reserves the right not to accept the lowest priced or incomplete Tender or any Tender, and shall not be bound to assign any reason therefor.
- 24.2 When accepting the Tender, the Government may accept the whole or any part(s) of the Tender in which event, the Contract Price shall be adjusted in accordance with the schedule of prices set out in the Tender.
- 24.3 The successful Tenderer or Tenderers (as the case may be) shall be required to enter into a contract with the Government in substantially the form enclosed at Section 4 of this Invitation to Tender, or as otherwise agreed between the successful Tenderer and the Government. In the event that the Tenderer is a duly, authorised agent, the formal agreement is to be executed with the principal.
- 24.4 A Letter of Acceptance of Tender will be sent by registered post to the successful Tenderer's address as given in his Tender and shall be deemed to be received in due course by post.
- 24.5 Where the successful Tenderer's office is outside Brunei Darussalam, he shall also be informed by telex or fax, where possible.

25. COPYRIGHT

The Government reserves to itself all copyrights in this Invitation To Tender.

26. PERFORMANCE BOND

The successful Tenderer shall provide a Performance Bond in accordance with the Contract as required.

27. SUPPORTING DOCUMENTS (FORMS TO BE USED)

- 27.1 The Tenderer shall furnish, as part of its Tender, the following and in the form of Schedules specified below:
 - 27.1.1 **Schedule A - Tender Form**, in the format set out in **Section 3** to these Instructions To Tenderers;
 - 27.1.2 **Schedule B - Information Summary**, containing information on Tenderer's profile and previous experience(s) in supplying the goods and services specified in this Invitation to Tender;
 - 27.1.3 **Schedule C - Sub-Contracts**, as required under Clause 17 above;

- 27.1.4 **Schedule D - Company's Background**, containing information on the Tenderer's background, scope of operations, financial standing, certified copy of its Certificate of Incorporation or Certificate of Registration (as the case maybe);
- 27.1.5 **Schedule E - References**, containing a list of organizations or government agencies to whom the Tenderer has supplied/is supplying the goods and services specified in this Invitation To Tender;
- 27.1.6 **Schedule F - Letter of Declaration**, containing a declaration by the Tenderer that the Tenderer or any member of the Tenderer's family do not have any interest in other companies competing for the same tender
- 27.1.8 **Schedule G - List of Personnel**, containing a list of all the Tenderer's personnel to be employed in providing the services specified in this Invitation To Tender.
- 27.2 The Tenderer shall also provide details of any special conditions applicable to its Tender and any other information required by this Invitation To Tender.

28. COMPLIANCE WITH INSTRUCTIONS TO TENDERERS

Tenders will be considered only if submitted according to the instructions in these Instructions To Tenderers. Non-compliance with any such instructions will render the Tender 'Non-Compliant' and possible rejection by the Government. Tender should completed and submitted compliance form at section 3.

29. EVALUATION OF TENDER

Evaluation Objective

- 29.1 Tenderers must note that the Government will award the Contract to the Tenderer whose Tender is considered to be most advantageous to the Government. Therefore, whilst cost is an important consideration, it is only one of the criteria upon which each Tender will be evaluated. Price is considered in conjunction with conformance to the specifications and requirements contained in **Section 2** in this Invitation To Tender.

Evaluation Process

- 29.2 The assessment of the Tenderer's response will be derived from the written Tender response, information obtained as a result of enquiries made with reference sites, the samples submitted and any presentations/demonstrations undertaken as part of the evaluation process.

Shortlisting

- 29.3 At any time during any stage of the evaluation process the Government may undertake a shortlisting exercise and shortlist more than one Tenderer.
- 29.4 If the Government performs such a shortlisting exercise, then Government may exclude from further evaluation and consideration Tenders which are not included on the shortlist. The Government may at any time and in its sole discretion, include on the shortlist any Tender which was not initially included on the shortlist.

Enquiries of Referees And Others

- 29.5 Tenderers should note that the Government may make enquiries of any person, company or organisation to ascertain the suitability of the Tender and the Tenderer.
- 29.6 This may include, but is not limited to, the confirmation of any information provided in the Tender. Should the Government decide to approach a current or former customer of the Tenderer that has not been included in the list of references, the Government will notify the Tenderer of such action.

- 29.7 Information obtained pursuant to these enquiries an information supplied by referees and other persons may be taken into account by the Government when evaluating Tenders.

30. SITE VISIT

- 30.1 A compulsory site visit session must be made by all Tenderer as a general requirement of this Tender prior to submission of tender in order to provide consistent advice and clarification to all parties at the same time. The venue, date and time of the session shall be arranged by the Tenderer with the S.O. at any time before the closing date.
- 30.2 The Tenderer shall visit and examine the site, take necessary measurements, familiarize and shall satisfy himself and be deemed to have allowed for all costs or expenses taken all consideration in the nature of this contract and no extra cost will be paid in in respect thereof due to negligence in his tender price. All prices quoted shall include labour and transportation charges.
- 30.3 At the site visit session, the Government will endeavour to answer any questions from Tenderers in relation to this Tender. If the Government is unable to provide an answer to a question at the site visit session, it will endeavour to provide the answer as soon as possible after the session.
- 30.4 All Tenderers shall clarify with the Supervising Officer(s) prior to the submission of the Tender Document to ensure that the full scopes of works, specification and requirements are clearly and fully understood. If no request for clarification was received from the tenderer(s) before the tender's closing date, then it shall be deemed that all the tenderers has understood all the terms and conditions of this Tender.

**SITE VISIT FORM
(FOR QUOTATION / TENDER USE)**

TENDER / REFERENCE NO.: KK/188/2026/ESTETMOH(TC)_

**INVITATION TO TENDER
THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATIONS SYSTEM UNDER
MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS**

COMPANY NAME : _____

DATE OF SITE VISIT : _____

I hereby on behalf of my Company has made a Site Visit to the work location on the date stated above and understand the work requirement(s) and all specification stated in this Tender document.

I (My Company) also agree not to make any additional claim to MOH should any accident(s) or damage(s) occur during the contract period.

CONTRACTOR'S SIGNATURE

NAME: _____

DATE: _____

COMPANY STAMP

FOR OFFICIAL USE ONLY

**VERIFIED BY
S.O./O.I.C.**

NAME: _____

DATE: _____

DEPARTMENT STAMP

The Contractor must fill in this form and obtain signature from the S.O./O.I.C. as verification for having visited the Site. Failing to do so will lead to **disqualification** from this Tender.

NOTE:

**To refer Section 1 , Instruction to tenderers, clause 30, under title clause Site Visit (for tender)
& To refer clause 1, Terms and Conditions of Tendering (for quotation) , PWDQ-15.25-1/5**

SECTION 2

FOR THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATION SYSTEMS UNDER MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEAR S

SCOPE OF WORKS

1 GENERAL

- Tenderers are sought from suitably qualified contractors who wish to be considered for the provision of comprehensive maintenance services (hereinafter referred to “Maintenance Services”) for Telecommunicationws System (hereinafter referred to as “the system”) as set out in Schedule I -List of Equipment at the Ministry of Health building. (hereinafter “MOH HQ”) for a duration of Three (3) years.
 - ✓ Ministry of Health Headquarter building (Old, Middle and New Wing) and Dewan Al-Afiah
 - ✓ Bangunan Jabatan Perkhidmatan Saintifik (Department of Scientific Services Building)
 - ✓ Bangunan Jabatan Alam Sekitar (Health Facilities Building)
- The Tenderer shall provide Maintenance Services for the system inclusive of all necessary spare parts and replacement parts and replacement parts ensure the system is kept in good working order and condition and functioning effciently within the manufacturer’s specification. The Maintenance Services consist of :
 - ✓ Preventive Maintenance (PM)
 - ✓ Corrective Maintenance (CM)
 - ✓ Operation Maintenance (OM)
- The tenderer shall also ensure the technical services shall be available twenty-four (24) hours a day for the convenience of the Government to provide assistance for any emergency service. In the event that any attended call are made during the preventive maintenance period, there shall not be ay charges for the replacement of parts.

2 MAINTENANCE SERVICES

2.1 PREVENTIVE MAINTENANCE

- Schedule or routine maintenance, which includes testing and inspection, on the system shall be performed during Government working hours (07.45 am – 12.15pm and 01.00 pm – 04.30 pm)
- Preventive maintenance shall be performed in accordance with the maintenance schedules set out in **Schedule II - Plant Preventive Maintenance Schedule (PPM)** or as recommended by the manufacturers’ service manuals.
- Although the maintenance schedules may not include instructions for every component of each item of the equipment, the Tenderer is expected to carry out the usual maintenance process in accordance with the normal trade practices and to meet specific requirements of the respective equipment’s manufacturer’s recommendations.
- The frequencies of the preventive maintenance may be adjusted by mutual agreement, to suit the duty and conditions of operation of the system’s equipments.
- Where follow – up work is considered necessary and involves further repairs the Tenderer shall notify the Superintendent Officer of the extent of the repairs before proceeding with the work.

- The tenderer shall ensure the downtime of any of the equipment within the system is kept to a minimum. The maximum period for which any equipment to be continuously out -of service shall be **One (1) day**. A penalty of **B\$20.00 per day** shall be imposed if the said there period is exceeded and that, it is in the opinion of the Superintendent Officer, the system ought reasonably to have been put back to service.
- The Tenderer is also required to submit monthly reports covering details of periodic inspection servicing and repairs. The monthly report shall include, but not limited to, a log showing time when fault notice was received, nature of fault time when rectification works was initiated actual time for repair. Materials and parts used.

2.2 CORRECTIVE MAINTENANCE

- Corrective Maintenance shall be performed at **ANY TIME (inclusive of public holiday)** upon notification by the Superintending officer or his representative.
- Corrective Maintenance shall be to verify troubleshoot and rectify operation issues on the existing PABX system such as no tone, outgoing barred, swap spare cards, etc including cable work.
- The tenderer shall dispatch his technician to a site specified by the Superintending officer or his representative within Two (2) hour (hereinafter 'Respond Time') after being notified in writing or telephone that a fault is reported via a "Service Call Slip" which the Tenderer shall collect prior to commencing the repair or replacement works. The Service Call Slip must be certified by the Superintending Officer or his representative with an official stamp, time in, time out and date.
- If the Respond Time is exceeded, **a penalty of B\$50.00 per hour** upon the Tenderer for every hour or part thereof that the Respond Time is exceeded.
- The technician shall complete any repair or replacement of parts within seven (7) days (depends on the stock availability) from the time the technician arrives at the specified site (hereinafter 'Downtime'). A penalty of B\$100.00 per day shall be imposed. If the said Downtime is exceeded and that , it is in opinion of the Superintending Officer , the system ought reasonably to have been put back in service.
- Any breakdown report(s) shall be forwarded to the Estate Maintenance Section (hereinafter 'EMS'), MOH HQ on the next working day of the approval of EMS's Superintending Officer.

2.3 OPERATION MAINTENANCE

- The Tenderer is required to provide service Charges to PABX System such as outgoing restriction, extension relocation, new extension line , patching, additional telephone lines added / bind to extensions, setting up of phone at user desk etc.
- The Tenderer is also required to provide necessary protection against the existing plants and equipment in the adjacent working areas while carrying out the Maintenance Services.

3. SPARE PARTS

- The Tenderer shall maintain sufficient spare parts which are commonly used to ensure and enable all preventive maintenance to be carried out and to replace any parts which may reasonably expected to be needed due to breakdown.
- The Tenderer shall submit a price list of all parts or item as listed out in Schedule III – Schedule of spare parts. This list shall be inclusive of duties, taxes, labour charges and maintained for three years.

- The tenderer shall remove and replace any parts supplied which are damaged , defective or do not meet the respective specification. Failure to do within the stipulated time by the Superintending officer may result in the removal of the part/s by the Superintending Officer and replaced by others. The Government reserves the right to recover all costs and expenses incurred for such removal and replacement.
- A grace period of **two (2) weeks** for repairs which are outstanding due to unavailability of spare parts or awaiting spare parts, after which penalty of **B\$100.00 per day or part thereof** shall be imposed. A written notice will be given to the Tenderer seven (7) days prior to expiry of the grace period and start of the penalty.
- If, in the opinion of the Superintending Officer, any of the parts supplied are not in accordance with the specifications, the superintending officer reserves the right to submit the part/s to expert examination and /or test show that the said part/s is/are in accordance with its specification/s.
- These shall be genuine parts, materials and consumables approved by the system manufacturers and wherer new parts or materials are to be used, the Superintendent Officers approval shall be an advance.
- The Contractor shall give (9) months warranty period to all replacement parts and repair after complete workdone.

4 PERSONNEL

- To ensure the proper and efficient execution of the maintenance services, of the maintenance services, the Tenderer shall provide and employ qualified and competent workers to perform the Maintenance Services as follows:
 - ✓ One (1) registered Engineer
 - ✓ One (1) registered technician / supervisor
 - ✓ Two (2) tradesmen
- Failure to provide the required personnel to carry out the Maintenance Services will result in an imposition of the following charges:

✓ Engineer	-	B\$100/day
✓ Supervisor/Technician	-	B\$75/day
✓ Tradesman	-	B\$50.00/day
- The Tenderer shall ensure that such personnel and properly trained and employed (if they are employed outside of Brunei Darussalam) by the Tenderer throughout the **One Year** duration.
- The tenderer is required to submit a list of names, addresses, qualification, experiences and other relevant information that the Superintending Officer may require, of all persons that shall be employed for the performance of the Maintenance Services in the format set out in Section 3 of the Invitation to Tender. Any Amendments made to the list shall be submitted in writing within five (5) days upon knowledge that any person has been added or deleted from the list during the **One Year** duration.
- The Superintending Officer reserves the right to remove, reject or replace any persons employed by the Tenderer who in the opinion of the Superintending Officer is not competent to execute the maintenance Services and shall direct the Tenderer to replace such a person/s.
- All personnel employed by the Tenderer shall be neatly and properly attend in uniforms and equipped with proper tools and safely equipment to enable them to carry out their work safely, accurately and without any risk of causing damage to the system or any of the building under the MOH.

5 INSURANCE

- The Tenderer shall warrant that he will maintain at his own expense , comprehensive general liability, errors and omissions, workers' compensation, public liability, property damage and automobile liability insurance. Upon request by the Government, the tenderer shall furnish certificates showing that such insurance is in effect will not be cancelled or changed in the absence of a prior 30-days' written notice to the Government.

6 LOG BOOKS AND REPORTS

- A record of the work done on each maintenance visit for each location in Schedule I shall be noted in a log book by the Tenderer.
- The Log book must show the date , time and duration of work performed description of work performed and the name of the Tenderer's personnel responsible for performing the work.
- Completion of the maintenance visit shall be affixed via the technician's signature and shall be confirmed in writing by the Superintending Officer of his representative.
- The log book must be available for inspection by the Government at any time.
- The Tenderer shall also submit Maintenance Service Report in a format acceptable to the Government and shall include the following information.
 - ✓ Reference number of any equipment of the system.
 - ✓ Job number
 - ✓ Date of completion job
 - ✓ Date, time and total time any equipment of the system is made unavailable to the Government.
 - ✓ Name of tenderer's technician / personnel responsible for carrying out the job;
 - And
 - ✓ Comments of the person requesting the Maintenance Services,
- Any verbal reports made by the EMS or any breakdown shall be made available to the Superintendent Officer or his representative within twenty-four (24) hours of receiving the complaint. Such report must state the nature of the fault, work done and whether any further work is required.

7 EQUIPMENT AND TOOLS

- The Tenderer shall insure that all technicians working on site equipped with adequate equipment and/or tools to enable them to carry out their work safely, accurately and without risk of causing any damage to the system or any of the buildings. Tenders shall list out equipment and/or tools include but are not limited to the following:
 - ✓ Multitester
 - ✓ Insulation tester
 - ✓ Test pin
 - ✓ Fuse
 - ✓ Indicator panel bulbs
 - ✓ General tool kits

8 CONTRACT PRICE AND PAYMENT

- The Tenderer shall quote the cost of an annual service contract which shall consist of the maintenance services charges and the cost of parts replaced (if any), upon receipt of:
 - ✓ One (1) original invoice;
 - ✓ One (1) duplicate invoice;
 - ✓ Service Call Slip;
 - ✓ A detailed Maintenance Service report.

- The Contractor shall submit the invoice of the previous month on the first week of the week month. All Claims shall be addressed to:

***Acting Assistant Project Development
Estate Management & Project Development
Ministry of Health
Bandar Seri Begawan
Negara Brunei Darussalam***

- Payment will be made within forty-five (45) days after submission of the invoice and other related documents, subject to any deduction under the contract and satisfactory certification by the Government during the preceeding month.

9. CONSUMABLE

- Consumable items as listed out in Schedule 'V' – consumable items shall be deemed to the included in the rates and prices for the maintenance services. No additional claims shall be entertained for these items.

10. USE OF SITE

- The Tenderer shall not use the site for any purpose other than that of carrying works in connection with the performance of the contract.
- The Tenderer shall at all times keep the site clear and free from all surplus materials, rubbish, debris arising from the execution of the works and shall keep the site in a clean condition.

11. HEALTH AND SAFETY, PRECAUTION AGAINST CONTROL

- The Tenderer shall provide all necessary measure, comply with all health and safety regulations and rates that the force, and comply with all orders and restrictions given to him from time to time by the Superintending Officer in regard to health and safety persons in the vicinity of the site and including safety and other regulation in force in the Ministry of Health Complexes and any requirements of the local authority and/or Public Service Authority. No claim by the Tenderer for additional payment shall be allowed on the grounds of any misunderstanding or misintrepretation due to lack of knowledge of these conditions, regulations and requirements.

SCHEDULE I

LIST OF EQUIPMENT

SCHEDULE OF EQUIPMENT FOT TELECOMMUNICATIONS SYSTEM AT MINISTRY OF HEALTH

			SERVICE PRICE	
ITEM NO.	EQUIPMENT	LOCATION	Monthly B\$	Total B\$
1	Philip iS3070 PABX System - Maintenance Agreement inclusive Preventive, Corrective and Operational Maintenance. a. 01 lot - CPU /Switching Card b. 496 ea – Analog Extension Circuit c. 32 ea – Digital Extension Circuit d. 16 ea - Analog Trunk Circuit e. 03 ea – Digital Operator Set f. 01 lot - Auto Attendent for MOH g. 01 lot – auto attendant for DSS	PABX ROOM MOH	a. _____ X 12 b. _____ X 12 c. _____ X 12 d. _____ X 12 e. _____ X 12 f. _____ X 12 g. _____ X 12	
2	Cabling works inclusive pipe , trunking and telephone set	MOH and DSS	\$ _____ x 12	
3	Analog Telephone set	MOH and DSS	\$ _____ x 12	
	SUB-TOTAL:	PER YEAR	\$ _____	\$ _____
	GRAND TOTAL:	FOR THREE YEARS	\$ _____	\$ _____

SCHEDULE II

PREVENTIVE MAINTENANCE SCHEDULE

LIST OF EQUIPMENT FOR PREVENTIVE MAINTENANCE (PPM) AND CHECKLIST

Equipment	Maintenance
Philip PABX	Monthly Services

1. Carry out monthly service.
2. Carry out system check.
3. Back Up.
4. Housekeeping.
5. Cable arrangement, labelling and others.

NOTE:- Manufacturer's instructions for maintenance shall be followed in conjunction with these guide.

Equipment	Maintenance
Philip PABX	Monthly Services

1. Carry out monthly service.
2. Carry out system check.
3. Back Up.
4. Housekeeping.
5. Cable arrangement, labelling and others.

NOTE:- Manufacturer's instructions for maintenance shall be followed in conjunction with these guide.

SCHEDULE III
SPARE PARTS LISTS

ALL PRICES FOR SINGLE UNIT - 1NO., OR 1M , OR M2 etc				
No.	PART DESCRIPTION (As described below or approved equivalent)	Rate part only	Rate Labour to install	NETT PRICE TO SUPPLY & INSTALL
1	Analogue telephone set complete with speaker phone with caller ID feature fully type- approved by AITI			
2	Digital telephone set with speaker phone with caller ID featurer fully type- approved by AITI			
3	Integrated cordless telephone set fully type- approved by AITI			
4	Base station / repeater for cordless / wireless telephone			
5	Interface cards for cordless telephone			
6	Batteries for cordless telephone			
7	-ditto- but with charges			
8	Fax machine fullt type – approved by AITI			
9	UPA system			
a.	3KVA			
b.	5KVA			
c.	10KVA			
d.	15KVA			
e.	30KVA			
f.	45KVA			
10.	Wiring telephone point with CAT 6 -cable minimum 5 meter run on pvc trunking /conduit complete with telephone socket outlet			
11	Wiring telephone point with CAT 5 -cable minimum 5 meter run on pvc trunking /conduit complete with telephone socket outlet			
12	0.63mm Jelly filled outdoor copper cable			
a	200 pairs			

ALL PRICES FOR SINGLE UNIT - 1NO., OR 1M , OR M2 etc				
No.	PART DESCRIPTION (As described below or approved equivalent)	Rate part only	Rate Labour to install	NETT PRICE TO SUPPLY & INSTALL
b	100 pairs			
c	50 pairs			
d	20 pairs			
e	10 pairs			
13	CAT 6 cable			
14	CAT 5 cable			
15	Main distribution frame (any make, type, size)			
16	Termination block			
a	200 pairs			
b	100 pairs			
c	50 pairs			
d	20 pairs			
e	10 pairs			
17	Distribution blocks			
a	200 pairs			
b	100 pairs			
c	50 pairs			
d	20 pairs			
e	10 pairs			
18	PC based operator consoles			
19	Automated system i ntegrated voice mail -8 port			

ALL PRICES FOR SINGLE UNIT - 1NO., OR 1M , OR M2 etc				
No.	PART DESCRIPTION (As described below or approved equivalent)	Rate part only	Rate Labour to install	NETT PRICE TO SUPPLY & INSTALL
20	PC-based call accounting system complete with printer			
21	Installation charges for all the software packages			
22	Programming charges for all the equipment, including the telephone sets			
23	CCD card			
24	SNS Switching card			
25	ALC / GD/ GM32 port analog extension card			
26	ATU-G Analog Trunk Card			
27	DLX-U Digital Extension Card			
28	PMC Peripheral Module card			
29	Power supply unit (any make, type, size)			
30	Rectifier module			
31	BIM PC			
32	Standard Telbru Telephone Mainhole inclusive excavation			
33	Telephone mainhole cover			
34	PVC pipe duct			
a	Size 1"			
b	Size 2"			
c	Size 3"			
d	Size 4"			
	SUB-TOTAL C/F			
	GRAND – TOTAL B\$			

SCHEDULE IV

LIST OF TOOLS

TOOLS AND INSTRUMENTS TO BE USED THROUGH OUT THE CONTRACT PERIODS

ITEM NO.	NAMES OF TOOLS / INSTRUMENT	SIZE /RANGE	QUANTITY	Y/N
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

Note: Tenders are required to fill in List of Tools and instruments used through out the contract.

SCHEDULE V

CONSUMABLES ITEMS

Consumables items to be paid within the contract conditions including labour, supervision , testing and commissioning. To be used at any time when required throughout the contract period.

1. Disconnection Modules, etc.
2. Lines Protection (any type and sizes)
3. Surge protections (any type and sizes)
4. Lightning protections (any types and sizes)
5. Any type of Jumper cable / wire.
6. Cabling works.

CONTENTS

SCHEDULE A :	TENDER FORM
SCHEDULE B :	INFORMATION SUMMARY
SCHEDULE C :	SUB-CONTRACTS
SCHEDULE D :	COMPANY'S BACKGROUND
SCHEDULE E :	REFERENCES
SCHEDULE F :	DECLARATION
SCHEDULE G :	LIST OF PERSONNEL

SECTION 3

FORM TO BE USED

SCHEDULE A – TENDER FORM

To:

TENDER REFERENCE NO: KK/188/2026/ESTETMOH(TC)

INVITATION TO TENDER

THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATIONS SYSTEM UNDER
THE MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

TENDER OF (*name of tenderer*) _____

Company/Business Registration No.: _____

Tender Closing Date: _____

ITEM NO.	DESCRIPTION	QTY	UNIT PRICE	PRICE PER YEAR	PRICE PER 1 YEARS	PRICE FOR 3 YEARS
1	Preliminaries	L/Sum				
2	Cost of Plant Preventive Maintenance	1 Lot				
3	Cost for corrective maintenance	1 lot				
TOTAL AMOUNT						

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. (**refer to Contract Agreement Schedule A List of Equipments & Maintenance Charges**)
4. OUR OFFER IS VALID FOR SIX (6) 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 ____

Tenderer's official stamp:

Signature of authorised officer of Tenderer

Name:

Designation:

SCHEDULE B – 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:
 - *Provision of maintenance services for Telecommunication System*
- d. Minimum manpower proposal for the project which will be full time on site
- e. Other information which is considered relevant

SCHEDULE C

SUB-CONTRACTORS

- 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

		Alliance Relationship between Contractor and Sub-Contractor(s)		
Company Name	Responsibility Description	Alliance Exists? (Y/N)	Date Established	Alliance Description
Contractor				
		Not Applicable	Not Applicable	Not Applicable
Sub-Contractor(s)				

SCHEDULE D

COMPANY'S BACKGROUND

- 4.1 Each of the companies involved in this tender, including Contractor and subcontractor(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 with the Ministry of Development.

SCHEDULE E

REFERENCES

- 5.1 Tenderers shall submit a list of customers in Table 4.1 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 F

**PENGAKUAN PENENDER
*TENDERER'S DECLARATION***

SITE VISIT FORM

TENDER REFERENCE NO.: KK/188/2026/ESTETMOH(TC)

TENDER TITLE: THE PROVISION OF MAINTENANCE SERVICES FOR TELECOMMUNICATION SYSTEM UNDER MINISTRY OF HEALTH FOR A PERIOD OF ONE (1) YEAR

This is to confirm and verify that the company stated below has visited and understood the specifications stated in the tender above.

This site visit is a **Mandatory** for Every Tenderer to participate a tender. Without this site visit with our representative from Estate Maintenance Section MOH and client, the tender shall be considered **NON COMPLY**.

Name of Company	
Company Stamp	
Name of the Staff	
Position	
Date of Visit	
Verified by Representative from End User, Department:	
Name	
Signature	
Date	
Verified by Representative from MOH Estate	
Name	
Signature	
Date	