



EXPRESSION OF INTEREST (EOI)

BED MANAGEMENT COMMAND CENTRE FOR HOSPITALS

REF: MOH/EOI/2026/SEP/002

The Government of Brunei Darussalam, through the Ministry of Health ("MOH"), is seeking innovative and technology-driven vendors to propose a Bed Management Command Centre ("BMCC") solution primarily for Raja Isteri Pengiran Anak Saleha ("RIPAS") Hospital and any other hospitals designated by MOH. The BMCC solution should enable real-time visibility, coordination and optimisation of inpatient bed capacity and patient flow, including, but not limited to:

a) Core Bed Management and Real-Time Operational Visibility

- Real-time visibility of total occupied, vacant, blocked, discharging and cleaning statuses, including average length of stay at both hospital-wide (Command Centre) and ward levels (ward bed grid/view).
- Digital census logging for patient admission, discharge and transfer updates, structured, shift-based digital ward census entry replacing manual paper, Excel and messaging-based coordination processes.
- Integrated digital shift-handover notes across morning, evening and night shifts to record clinical coordination updates alongside census data.
- Bed-management and occupancy legends showing occupancy categories and real-time bed assignments across standard wards, isolation units, step-down units, day-case units and specialty wards.
- Discharge pipeline and bed-blocking status visibility, with alerts to support faster and safer bed allocation decisions.

b) Command Centre Dashboard and User Experience

- A centralised Command Centre dashboard (control-room / LCD display, web portal and mobile access) for Central Shift Coordinators, Matrons and hospital operations teams, including a consolidated hospital-wide census view.
- Flexible interface and view layouts, with support for multiple view modes, including full, summary and split views based on user preference.
- Real-time alerts and escalations to show live operational notifications for pending transfers, discharge bottlenecks and bed availability changes.

c) Access Control, Security and System History

- Role-based access control tailored to multiple user tiers (e.g. Super Admin, Admin, Matron, Shift Coordinator, Ward Nurse, Facilities/Biomedical).
- Full audit trail of data entries, with a complete history log for operational accountability and auditing.

d) Interoperability and Integration Capability

- Capable of integrating with MOH's Bru-HIMS/B2 and BruHealth platforms and related hospital systems (e.g. electronic medical records and pharmacy/discharge workflow systems).

e) Inter-Hospital and Facility Transfers

- Shared transfer-status tracking, receiving-ward bed availability, transfer priority levels, estimated time of arrival visibility and pre-arrival bed assignment (e.g. ward-to-ward and transfers from other facilities to RIPAS Hospital).

The Bed Management Command Centre solution must be fully operational to facilitate efficient bed and patient flow management. The Ministry of Health will designate the facilities and areas for deployment.

As a first step, prospective vendors are invited to register their interest in attending an optional Information Day session by email. Registrants will be informed of the session details in due course.

KEY DATES:

- **Deadline for Information Day registration: 26 September 2026, 4:30 p.m.** (Brunei Darussalam time)
- **Deadline for EOI submission: 10 October 2026, 4:00 p.m.** (Brunei Darussalam time)

To register for the optional Information Day, vendors must email innolab@moh.gov.bn and fazleen.khalidin@moh.gov.bn using the subject line **“Registration for Bed Management Command Centre Information Day”**. The email must include the company name and the contact person’s name, email address and telephone number. Registered vendors will be notified of the session details in due course.

Interested vendors must submit their complete EOI, including all information listed under the EOI Submission Requirements below, by email to the same addresses by the stated EOI submission deadline.

Submission email addresses: innolab@moh.gov.bn and fazleen.khalidin@moh.gov.bn, using the subject line **“EOI for Bed Management Command Centre”.**

Registration for the Information Day is separate from, and does not replace, the required EOI submission. Vendors must use the respective email subject stated for each step.

By submitting an EOI, the vendor acknowledges that it has read and understood, and agrees to comply with, the Terms and Conditions of this EOI. Any qualification, reservation or exception must be clearly identified in the vendor’s submission.

EXPRESSION OF INTEREST (EOI) SUBMISSION REQUIREMENTS:

The vendor must provide the following information in its submission:

- a) **Contact Information** including:
 - Name of the Company
 - Contact Person's Name
 - Physical Address
 - Contact Phone Number
 - Email Address
- b) **Solution Overview and Technology:**
 - Specify the solution architecture and deployment model (cloud, on-premise, or hybrid).
 - Specify the software modules included as part of the bundle or as options, including options for customisation and integration with other systems, if any.
 - Specify all hardware required for the BMCC to operate.
 - Specify supported platforms/devices for the command centre dashboard (control-room/LCD display, web portal, mobile application).
 - Specify the supported user roles/access tiers (e.g. Super Admin, Admin, Matron, Shift Coordinator, Ward Nurse, Facilities/Biomedical) and the audit-trail capability.
 - Provide the solution's implementation track record.
 - Clearly state the prices or estimated prices associated with each item (licensing, implementation, hardware/display infrastructure if applicable).
- c) **Data Sources and Integration Capability:**

Specify the data sources and systems with which the solution can integrate, including MOH’s Bru-HIMS/B2 and BruHealth platforms, electronic medical record (“EMR”) systems, pharmacy and discharge workflow systems, and facilities or biomedical maintenance systems for equipment faults and bed-maintenance status. Where direct system integration is not yet available, specify any supported interim data-exchange methods, such as structured file or CSV import. Also identify any supported asset or bed-tracking technologies, such as radio-frequency identification (“RFID”), Bluetooth Low Energy (“BLE”) or real-time location systems (“RTLS”), if offered.
- d) **Technical Expertise:**
 - Solution design and development, including system architecture, dashboard/user-interface design and network connectivity.

- Healthcare systems integration, where applicable, including electronic medical record (EMR) and health information management system integration (Bru-HIMS and BruHealth).
 - **Security and Compliance**, including the following:
 - i. Data security, including an understanding of cybersecurity measures such as encryption and authentication, and compliance with applicable local data-protection laws and relevant international healthcare-security standards, where required.
 - ii. Access control, including role-based access and audit logging for all users of the Command Centre system.
 - Maintenance and support capabilities, including remote monitoring, system maintenance, regular maintenance services, software updates, and on-site or remote support for issues that may arise. Clearly state the applicable or estimated prices for maintenance and support services.
 - **Vendor Reputation and Experience**
 - i. Proven Track Record: Demonstrated experience in implementing similar bed/patient-flow management solutions in the healthcare industry or related fields.
 - ii. References and Case Studies: Ability to provide references or case studies of past successful deployments, especially in hospital or government healthcare environments.
- e) **Staff Strength:** Indicate the total number of staff members employed.

TERMS AND CONDITIONS OF THE EOI:

By submitting an EOI, each vendor acknowledges that it has read and understood, and agrees to comply with, the following terms and conditions relating to the proposed BMCC solution for RIPAS Hospital and any other hospitals designated by MOH. Any qualification, reservation or exception must be clearly identified in the vendor's submission.

1. Nature and Purpose of the EOI

This EOI is issued solely to obtain market information, assess available BMCC solutions and identify vendors that may be capable of meeting MOH's operational, technical, integration, security, implementation and support requirements. It is not a tender, request for proposal, offer or commitment by MOH to purchase any goods or services, award any contract, or proceed with any subsequent procurement exercise.

2. Vendor Responsibility and Submission

- The vendor is responsible for ensuring that its EOI is complete, accurate, clear and submitted by the stated deadline using the prescribed email address and subject line.
- Any assumptions, exclusions, dependencies, optional items, third-party components, licensing conditions and indicative pricing must be clearly identified.
- MOH may disregard any late, incomplete, misleading, conditional or non-compliant submission.
- The vendor must promptly notify MOH if any material information in its EOI changes before completion of this EOI process.

3. Costs and Expenses

All costs and expenses incurred in preparing, submitting, presenting, demonstrating or clarifying an EOI, and in attending the Information Day or any subsequent engagement, are solely the vendor's responsibility. MOH will not reimburse or otherwise be liable for such costs or expenses.

4. Clarifications and Information Day

MOH may request written clarifications, supplementary information, presentations, demonstrations, site visits or proof-of-concept activities from any vendor. Attendance at the optional Information Day does not confer any preference, guarantee any further invitation or replace the requirement to submit a complete EOI. Any clarification issued by MOH in writing may supplement or amend this EOI.

5. Evaluation and No Obligation

MOH may evaluate EOIs using criteria it considers relevant, including functional suitability, interoperability with Bru-HIMS/B2, BruHealth and related hospital systems, cybersecurity, data protection, implementation approach, scalability, vendor capability, track record, support arrangements and indicative total cost. MOH is not required to accept the lowest-priced or any submission, disclose evaluation scores or reasons, or invite any vendor to a later stage.

6. MOH's Rights

MOH reserves the right, at its sole discretion and without liability, to amend, suspend, cancel or reissue this EOI; extend or vary any deadline; seek further information; engage with one or more vendors; accept or reject any submission in whole or in part; combine, separate or revise requirements; and proceed or not proceed with any procurement, pilot, proof of concept or contract.

7. Confidentiality and Use of Information

Vendors must treat all non-public information supplied by MOH in connection with this EOI as confidential and use it only for preparing their response. Vendors must clearly mark any genuinely confidential or proprietary material in their submissions. Subject to applicable law and government requirements, MOH may use, copy and disclose submitted information internally and to its advisers, evaluators, hospitals, agencies and relevant public authorities for evaluation, planning, governance and procurement purposes.

8. Intellectual Property

Each party retains ownership of its pre-existing intellectual property. Submission of an EOI grants MOH a non-exclusive, royalty-free right to review, reproduce and use the submission for the purposes of this EOI and related internal planning or procurement. No licence or transfer of MOH intellectual property is granted to the vendor.

9. Data Protection, Security and Compliance

The vendor must identify how its proposed BMCC solution will comply with applicable Brunei Darussalam laws, government policies, MOH requirements and relevant healthcare information-security standards. The vendor must disclose proposed data-hosting locations, subcontractors, cross-border data arrangements, security controls, access controls, audit logging, business-continuity measures and incident-response arrangements where applicable. No live patient data may be accessed, processed or used for demonstrations or proof-of-concept activities without MOH's prior written authorisation and required safeguards.

10. Conflicts of Interest, Integrity and Vendor Conduct

The vendor must disclose any actual, potential or perceived conflict of interest and must not offer any gift, benefit, inducement or improper advantage in connection with this EOI. The vendor is responsible for the conduct and accuracy of information provided by its employees, agents, consortium members, subcontractors and technology partners.

11. Consortiums, Partners and Subcontractors

Where an EOI is submitted by a consortium or relies on partners or subcontractors, the lead vendor must identify all parties, their respective roles and the proposed contractual structure. The lead vendor remains responsible for the completeness of the submission and must obtain all necessary permissions to provide information concerning those parties.

12. Validity and Subsequent Procurement

Unless otherwise stated by the vendor, the information and indicative pricing in its EOI must remain valid for at least six (6) months after the EOI submission deadline. Any subsequent procurement, negotiation, pilot, proof of concept or contract will be subject to separate requirements, approvals, due diligence and contractual terms. Nothing in this EOI creates an exclusive arrangement or legally binding procurement commitment.