

TENDER REF. NO.: KK/225/2026/MED

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**SUPPLY, DELIVERY, INSTALLATION AND TESTING FOR
ONE (1) YEAR OF EMERGENCY CALL CENTRE AND
RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY
MEDICAL AMBULANCE SERVICES (EMAS), MINISTRY OF
HEALTH**

TENDER FEE : \$30.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 22nd 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]

SECTION 2

SPECIFICATIONS

TENDER REFERENCE NO.: KK/225/2026/MED

INVITATION TO TENDER

SUPPLY, DELIVERY, INSTALLATION AND TESTING FOR ONE (1) YEAR OF EMERGENCY CALL CENTRE AND RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL AMBULANCE SERVICES (EMAS), MINISTRY OF HEALTH

DELIVERY PERIOD	FULLY IMPLEMENTED AND OPERATIONAL BY THE END OF OCTOBER 2026.
PRICE VALIDITY	1 YEAR

ITEM NO.	DESCRIPTION			QTY
1	<i>Supply, Delivery, Installation And Testing For One (1) Year Of Emergency Call Centre And Response Management System For Emergency Medical Ambulance Services (EMAS), Ministry Of Health</i>			1 LOT
	Description	Minimum Requirement	Remark	
1.1	<i>Call Centre solutions include support services. All-inclusive inbound, outbound, and blended capabilities</i>	<i>The proposed 991 Call Centre solution shall adopt a fit-for-purpose and commercially optimized architecture focused on core emergency call handling and communication functionalities.</i> <i>The proposed platform shall leverage current-generation, industry-standard technologies that support high availability, cybersecurity resilience, system scalability, interoperability, maintainability, and lifecycle sustainability, while avoiding over-engineered or non-essential feature sets beyond operational requirements. The overall solution shall demonstrate cost-efficiency, technology appropriateness, and value-for-money procurement optimisation in alignment with Government governance, compliance, and financial audit expectations.</i>	<i>The solution can be a cloud-based infrastructure, but data hosting, storage, and backup must be physically located in the country and comply with National Data Governance, Cyber Security Brunei (CSB).</i>	

ITEM NO.	DESCRIPTION			QTY
1.2	<i>On-location server at the call centre</i> <i>Or</i> <i>Vendor-Hosted Infrastructure Solution (Off-Premise)</i>	<i>Servers - at least 2.8GHz, 6-core, 150W with 128GB memory & 2.4TB SAS.</i> <i>FXO Gateway for PSTN lines termination.</i> <i>IP phones for general users & headsets.</i> <i>Network switch with at least 24 ports & 2-layer internal.</i> <i>3 kVA UPS for the Main Site (1 unit), 3 kVA UPS for the Second Site (1 unit), and 1 kVA UPS for each individual Agent Station (10 units)</i> <i>20 Mbps FTTH or higher</i> <i>16U server rack or higher</i> <i>Virtualisation platform</i> <i>Operating System</i> <i>Electrical work for UPS installation & extension of connectivity to workstations.</i> <i>Agent workstations.</i> <i>Patch panel.</i> <i>C13-C14 Locking Power Cord.</i> <i>Cable management within the data centre & call centre floor.</i> <i>Rack Power Distribution Unit (PDU), equivalent to APC AP7551 or better</i> <i>ATS RCBO C13-C19 outlet.</i> <i>Firewall</i>		
1.3	<i>Support & maintenance</i>	<i>On-call support resource shall be available 24x7x365, including any upgrades, at no additional cost.</i>		1
1.4	<i>Redundancy and Downtime Management</i>	<i>The proposed system shall incorporate redundancy and failover capabilities to ensure operational continuity during system faults, outages, or unforeseen incidents. The solution shall support both automatic and manual failover mechanisms, including backup infrastructure, data redundancy, and service recovery processes, to minimise service disruption and maintain system availability during contingency situations.</i>		1

ITEM NO.	DESCRIPTION			QTY
1.5	<i>Business Continuity Plan (BCP) (Optional)</i>	<i>The solution provider is encouraged to provide a comprehensive Business Continuity Plan (BCP) detailing how the 991 Centre operations will continue uninterrupted during emergencies, including but not limited to pandemics, natural disasters, and technical failures.</i> <i>The proposed solution should be capable of rapidly scaling up operations during high-demand periods and emergencies, including indicative timelines for the activation of additional resources.</i> <i>An emergency-specific overtime compensation plan should be included, outlining the pay structure and triggers for overtime activation.</i>	<i>Optional</i>	1
1.6	<i>Call Centre Agents and Supervisors (Optional)</i>	<i>Minimum Requirements for Call Centre Agents Provided by the Solution Provider (If Offered)</i> <i>The solution provider may provide ten (10) call centre agents to support the call centre operations.</i> <i>Where provided, the minimum requirements are as follows:</i> <i>Agents shall be directly employed and managed by the solution provider company.</i> <i>Agents shall be available for 24/7 shift operations, including public holidays and weekends.</i> <i>The solution provider shall ensure sufficient manpower coverage for leave replacement, absenteeism, and contingencies.</i> <i>The solution provider shall provide a dedicated supervisor/team lead for operational coordination and performance monitoring.</i> <i>The Government reserves the right to request replacement of any personnel deemed unsuitable for operational requirements.</i> <i>All staffing costs, training, uniforms, and personnel management shall be fully borne by the solution provider.</i>	<i>Optional</i>	10

SCHEDULE 1

TENDER FORM

To:

TENDER REFERENCE NO.: KK/225/2026/MED

INVITATION TO TENDER

SUPPLY, DELIVERY, INSTALLATION AND TESTING FOR ONE (1) YEAR FOR EMERGENCY CALL CENTRE AND RESPONSE MANAGEMENT SYSTEM FOR EMERGENCY MEDICAL AMBULANCE SERVICES (EMAS), MINISTRY OF HEALTH

TENDER OF (*name of tenderer*) _____

Company/Business Registration No _____

Tender Closing Date: _____

DELIVERY PERIOD	
PRICE VALIDITY	

Item No.	Description	QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1	<i>Supply, Delivery, Installation And Testing For One (1) Year Of Emergency Call Centre And Response Management System For Emergency Medical Ambulance Services (EMAS), Ministry Of Health</i>	1 LOT					

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
	Description	Minimum Requirements	Remark						
1.1	Call Center solutions include support services. All-inclusive inbound, outbound, and blended capabilities	- The proposed 991 Call Centre solution shall adopt a fit-for-purpose and commercially optimized architecture focused on core emergency call handling and communication functionalities. - The proposed platform shall leverage current-generation, industry-standard technologies that support high availability, cybersecurity resilience, system scalability, interoperability, maintainability, and lifecycle sustainability, while avoiding over-engineered or non-essential feature sets beyond operational requirements. The overall solution shall demonstrate cost-efficiency, technology appropriateness, and value-for-money procurement optimisation in alignment with Government governance, compliance, and financial audit expectations.	The solution can be a cloud-based infrastructure, but data hosting, storage, and backup must be physically located in the country and comply with National Data Governance, Cyber Security Brunei (CSB).						

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1.2	On-location server at the call centre Or Vendor-Hosted Infrastructure Solution (Off-Premise)	- Servers - at least 2.8GHz, 6-core, 150W with 128GB memory & 2.4TB SAS. - FXO Gateway for PSTN lines termination. - IP phones for general users & headsets. - Network switch with at least 24 ports & 2-layer internal. 3 kVA UPS for the Main Site (1 unit), 3 kVA UPS for the Second Site (1 unit), and 1 kVA UPS for each individual Agent Station (10 units) 20 Mbps FTTH or higher 16U server rack or higher - Virtualisation platform - Operating System - Electrical work for UPS installation & extension of connectivity to workstations. - Agent workstations. - Patch panel. - C13-C14 Locking Power Cord. - Cable management within the data centre & call centre floor. - Rack Power Distribution Unit (PDU), equivalent to APC AP7551 or better - ATS RCBO C13-C19 outlet. - Firewall							

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1.3	Support & maintenance	On-call support resource shall be available 24x7x365, including any upgrades, at no additional cost.		1					
1.4	Redundancy and Downtime Management	The proposed system shall incorporate redundancy and failover capabilities to ensure operational continuity during system faults, outages, or unforeseen incidents. The solution shall support both automatic and manual failover mechanisms, including backup infrastructure, data redundancy, and service recovery processes, to minimise service disruption and maintain system availability during contingency situations.		1					

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1.5	Business Continuity Plan (BCP) (Optional)	- The solution provider is encouraged to provide a comprehensive Business Continuity Plan (BCP) detailing how the 991 Centre operations will continue uninterrupted during emergencies, including but not limited to pandemics, natural disasters, and technical failures. - The proposed solution should be capable of rapidly scaling up operations during high-demand periods and emergencies, including indicative timelines for the activation of additional resources. - An emergency-specific overtime compensation plan should be included, outlining the pay structure and triggers for overtime activation.	Optional	1					

Item No.	Description		QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
1.6	Call Centre Agents and Supervisors (Optional)	• <i>Minimum Requirements for Call Centre Agents Provided by the Solution Provider (If Offered)</i> • <i>The solution provider may provide ten (10) call centre agents to support the call centre operations.</i> • <i>Where provided, the minimum requirements are as follows:</i> ○ <i>Agents shall be directly employed and managed by the solution provider company.</i> ○ <i>Agents shall be available for 24/7 shift operations, including public holidays and weekends.</i> ○ <i>The solution provider shall ensure sufficient manpower coverage for leave replacement, absenteeism, and contingencies.</i> ○ <i>The solution provider shall provide a dedicated supervisor/team lead for operational coordination and performance monitoring.</i> ○ <i>The Government reserves the right to request replacement of any personnel deemed unsuitable for operational requirements.</i>	Optional					

Item No.	Description			QTY	Comply? (Y/N)	Please Specify the Proposed Solution & Specification	Unit Price	Total Cost	Remarks
		○ <i>All staffing costs, training, uniforms, and personnel management shall be fully borne by the solution provider.</i>							
GRAND TOTAL (B\$)									

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 _____, 2025.

Signature of authorised officer of Tenderer

Name:

Designation:

Date:

Tenderer's official stamp:

SCHEDULE 2 - INFORMATION SUMMARY

2.1 Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including Contractor and sub-contractor(s), if any)
- (c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:
 - *Supply, Delivery, Installation And Testing For One (1) Year For Emergency Call Centre And Response Management System For Emergency Medical Ambulance Services (Emas), Ministry Of Health*
- (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.

SCHEDULE 6 - SUBMISSION OF SAMPLE

- 6.1 Tenderers shall submit the Submission of Sample form below in respect of the items specified in this tender.
- 6.2 Samples of the items to be submitted shall be:
 - a) identical in packing and manufacture to the items to be offered by the Tenderer; and
 - b) marked with the corresponding item number of the tender.