

EXPRESSION OF INTEREST (EOI)

THE DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF SERVICE INFORMATION AND MANAGEMENT SYSTEM (SIMAS)

(Ref: MOH/EOI/2026/OCT/001)

NOTICE TO PROSPECTIVE VENDORS / SYSTEM INTEGRATORS

The Ministry of Health (MOH), Brunei Darussalam, is conducting Market Research to invite Expression of Interest (EOI) from qualified software developers, system integrators, and vendor companies to provide technical proposals, capabilities, and market feedback for the development, hardware deployment, software customization, and maintenance of the Service Information and Management System (SIMAS).

1. Background and Purpose

The Ministry of Health (“MOH”) Brunei Darussalam is planning the implementation of the Service Information and Management System (SIMAS). SIMAS is designed as a central, web-based shared platform supporting five (5) non-clinical support services (NCSS)¹ across all hospitals and health facilities in Brunei Darussalam. The primary purpose of this Expression of Interest (EOI) is to conduct market research to assess vendor capabilities, evaluate technology solutions, refine functional specifications, and understand the cost structures.

2. Overview of Technical & Operational Requirements

The selected SIMAS system will encompass four major functional pillars as outlined below:

Functional Pillar	Key Technical Specifications & Deliverables
A. Software & Architecture	- Web-based, multi-user database application with secure role-based access control and data encryption. - Full customization to accommodate workflow processes across 5 non-clinical services within 6 months from Commencement Date (Full Operations). - Interactive dashboard prompting user actions with active links and email/SMS alerts. - Document Management Features: Version control, check-in/check-out, and built-in viewer for .dwg, .dwf, .docx, .xlsx, and .pdf files without native software. - Compatibility with mobile devices for field staff and 24/7 high availability. - Capability for enhancement and integration with BruHIMS (Brunei Health Information and Management System).

¹ The five (5) NCSS are:
i. Cleaning Services (CLS);
ii. Linen and Laundry Services (LLS);
iii. Healthcare Waste Management Services (HWMS);
iv. Facilities Engineering and Maintenance Services (FEMMS); and
v. Biomedical Engineering Services (BMES).



Functional Pillar	Key Technical Specifications & Deliverables
B. Hardware & Infrastructure Deployment	• Setup of Help Desk hardware at every hospital/health facility. • Provision of minimum servers with 100% redundant functions: Database Server, Application Server, Backup Server, and Web Server. • Provision of laptops/desktops, secure hospital-wide Wi-Fi networking for real-time updates, suitable internet bandwidth, and GSM/mobile messaging alert features.
C. Data Management & Helpdesk Operations	• Facility data collection, compilation, and keying into SIMAS during the mobilization period (categorized by building, block, unit, and area). • Management of core records: KPIs, equipment maintenance schedules, spare parts & stock levels, equipment lifecycle, contracts, SLAs, vendor performance, RFID tags, and workorders. • Help Desk operations with trained operators deployed across hospitals. • Case complaint recording, criticality tracking, requisition mapping, workforce scheduling histograms, and data archiving/handover.
D. Maintenance, Training & Handover	• System maintenance throughout five (5) to ten (10) years contract period (budgeted at 30% of development budget). • Comprehensive training for designated users on SIMAS design/specifications, installation/maintenance, and usage/application (including manuals & audio-visual logistics). • Complete handover of source code (editable version), backup hardware/software, manuals, and data upon contract completion.

3. Budgetary Guidelines & Market Feedback Scope

For the purpose of market evaluation and budget estimation, prospective vendors are advised of the following Ministry guidelines:

- **Estimated Development Budget:** Vendors are invited to submit cost models and customization feedback.
- **Maintenance Provision:** System maintenance budget is expected to be maintained within 30% of the development budget to ensure ongoing operational reliability.
- **BruHIMS Integration:** Vendors are requested to provide cost estimations and technical approaches for developing additional modules and integrating SIMAS with BruHIMS.

4. Vendor Submission Requirements

Interested vendors are requested to provide the following information in their EOI proposal submission:

- Company Profile & Contact Information:**
 - Full Registered Name of the Company / System Integrator;



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- b. Name and Title of Designated Contact Person;
 - c. Official Physical Address;
 - d. Contact Telephone Number; and
 - e. Official Email Address.
- ii. **System Technical Proposal & Module Overview:**
- a. Overview of proposed software architecture, technology stack, and database engine;
 - b. Description of document management viewer capabilities and mobile device compatibility;
 - c. Helpdesk management workflow, automated alert features (SMS/email), and reporting capabilities;
 - d. Proposed approach for BruHIMS integration and data security/backup compliance.
- iii. **Track Record & Key Personnel:**
- a. Summary of relevant past experience in developing facility management / non-clinical support systems;
 - b. Details of staff strength, helpdesk operators, and key technical personnel deployed.
- iv. **Commercial & Cost Estimates:**
- a. Indicative cost breakdown for SIMAS software development and customization;
 - b. Hardware configuration, server deployment, and Wi-Fi/GSM infrastructure estimates;
 - c. Annual maintenance model and BruHIMS integration module cost estimates.

5. Submission Details & Contact Information

The EOI Proposal document shall be submitted via email to **muiz.ibrahim@moh.gov.bn** and **mardiyah.besar@moh.gov.bn** with subject: **MOH/EOI/2026/OCT/001**. Interested vendors who wish to attend the Information Day are requested to register by scanning the QR code below or via the link provided:



<https://forms.cloud.microsoft/r/mgBZ1vaDye>

SUBMISSION DEADLINE & EMAIL ADDRESSES

Completed EOI proposals must be submitted via email to **muiz.ibrahim@moh.gov.bn** and **mardiyah.besar@moh.gov.bn** on or before **Saturday, 21st November 2026, by 4:30 PM**.

Online Information Session: Ministry of Health warmly invites prospective vendors to join an online Information Session regarding this SIMAS initiative. Event details and joining instructions will be shared in due course upon receipt of initial interest.