

**BIL. SEBUTHARGA/QUOTATION REF.: UBD/Q/267/2021- [G]  
(ICTC)**

**TITLES:"Maintenance works for Universiti Brunei Darussalam EBursar System"**

No.	Quantity	SPECIFICATION
		Support and Maintenance for eBursar system for modules  - eProcurement Portal - Supplier's Portal
1	1 Lot	Scope of Services includes:- (a) Unlimited Supports and Training including bugs fixed, system operational support, including install patches, as and when required on the following functions of eBursar System:  1. End to end Business Process Management, from Requestor to Receiving of Goods, for Direct Purchase and Quotation processes 2. End to end Business Process Management, from notification of Direct Purchase or buying of quotation to Delivery of Goods for UBD Suppliers. 3. Extensive email notifications on all business processes 4. Audit Trail on all business processes 5. Seamlessly Integrated between Active Directory, Mail Server, ePayment System, eProcurement System, Supplier's System, Database Synchronization between eProcurement System and Supplier's System and the MetaStorm BPM 6. Reports and Statistics  Activities involve as follow: <ul style="list-style-type: none"> <li>• Provide troubleshooting and problem determination as and when problem occur in any System components.</li> <li>• Diagnose the problem and recommend for resolution.</li> <li>• Answer question pertaining to System in term of the administration and operation of the System.</li> <li>• Provide unlimited support and trainings via online</li> <li>• Provide support, bugs fixed and maintenance for eBursar System.</li> <li>• Provide support and maintenance for System's MS SQL database.</li> <li>• Apply the latest patches to the System, if necessary.</li> </ul>
2	1 Lot	Minor Enhancement requests
		The Company will undertake only approved change request and/or enhancement of System that require three (3) working day to perform the task or any reasonable period of time, to the maximum of three (3) working day, agreeable to both parties.
3	1 Lot	Professional Services & Deliverables
		- to help guide UBD support staff to ensure that System has minimal downtime including system backup and security, system performance and tuning. In addition, the Company will also recommend on solution that best fit UBD's environment and also future expansion, if there is any. - Provide documentation and report after any error has been resolved on a monthly basis

WARRANTI	3 years
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