

**BIL. SEBUTHARGA/QUOTATION REF: UBD/Q/280/2022 - [G]
(ICTC)**

**TITLE : "E-PAYMENT SYSTEM MAINTENANCE FOR UNIVERSITI BRUNEI
DARUSSALAM"**

| No. | Quantity | SPECIFICATIONS |
|--|----------|---|
| 1 | 1 lot | <p>Three years of ePayment Support Services Scope of Services includes:-</p> <p>Basic Support Including bugs fixed, system operational support, including install patches, as and when required; Activities involve as follow:</p> <ul style="list-style-type: none">• Provide troubleshooting and problem determination as and when problem occur in any System components.• Diagnose the problem and recommend for resolution.• Answer question pertaining to System in term of the administration and operation of the System.• Provide support and maintenance for System's MSSQL database.• Apply the latest patches to the System, if necessary. |
| 2 | 1 lot | <p>Professional services</p> <p>- The Company will advise and 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</p> |
| 3 | 1 lot | <p>Deliverables</p> <p>- Provide documentation and report of after the error has been resolved</p> |
| THIS QUOTATION REQUIRED 3 YEAR WARRANTY | | |