Summary Specification		
BIL. SEBUTHARGA/QUOTATION RE	**UBD/Q/165/2024 (ICTC) - [G]**	
TARIKH DIIKLANKAN :	**10 Sept 2024 [Selasa]**	
TARIKH TUTUP :	**24 Sept 2024 [Selasa]**	JAM: 2 Petang
DOCUMENT FEE :		B$ 10.00

IMPORTANT

The Official PDF quotation/tender form will be send via email once UBD Official receipt issued and send to vendors/supplier for confirmation of payment received.

Mode of Payments > REFER IN UBD WEBSITE

Please take note that the document fee for each of the New and Extended quotations will be BND 10.00 each

Important Note: **Please ensure that you provide the correct details when making the payment.**

Please email proof of the above payment to helpdesk.epay@ubd.edu.bn. , finance@ubd.edu.bn,eprocurement.support@ubd.edu.bn.

TITLE :	**"GENNEXT INFORMATION SYSTEM AND ONLINE ADMISSION SYSTEM MAINTENANCE FOR UNIVERSITI BRUNEI DARUSSALAM"**	
No.	**Quantity**	**Descriptions**
		GIS & OASYS platforms are developed using Orbeon Forms, Oracle Database and Pentaho Reporting As the GIS and OASYS platforms are heavily used and mission critical to the Universiti Brunei Darussalam, the Universiti Brunei Darussalam is now seeking for a Maintenance contract to do monthly maintenance on the GIS web-applications, DB and to fix technical issues related to the GIS web-applications.
1		**Maintenance Coverage** The maintenance will encompass the following software components. ● GIS web-app ● OASYS web-app ● GIS Oracle DB specific deployment ● OASYS Oracle DB specific deployment ● GIS backend modules ● OASYS backend modules The maintenance works should encompass the following: ● Helpdesk to answer chat and email from UBD IT staff regarding GIS and OASys issues ● Troubleshooting of issues raised by UBD IT staff ● Fixing existing software bugs in GIS, OASys (not inclusive of enhancements) ● Check log files of GIS and OASys web-applications and reset log files every month end ● Regular scheduled restart of GIS and OASys web applications ● Monthly maintenance reports

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2		**GIS and OASYS platforms maintenance process** Maintenance Service Level Agreement should meet the following criteria: - Severity 1 & 2 : Response Time within 4 hours - Severity 3 & 4 : Response Time within 48 hours
3		- Severity One (urgent) - Is a catastrophic production problem which may severely impact GIS & OASys production systems, or in which client's production systems are down or not functioning; loss of production data and no procedural work around exists. - Severity 2 (High) - Is a problem where the GIS & OASys system is functioning but in a severely reduced capacity. The situation is causing a significant impact to portions of Universiti Brunei Darussalam business operations and productivity. The system is exposed to potential loss or interruption of service. - Severity 3 (Medium) - Is a medium-to-low impact problem which involves partial non-critical functionality loss. In other words, they are problems that may impair some operations but allow clients to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to Universiti Brunei Darussalam operation and issues in which there is an easy circumvention or avoidance by the end user. This includes documentation errors. - Severity 4(Low) - Is for a general usage question or recommendation for a future product enhancement or modification. There is no impact on the quality, performance or functionality of the product.
4		During the maintenance period, a dedicated developer will be available via email, chat or Google Meet to discuss and respond to technical issues reported by the Universiti Brunei Darussalam.
		WARRANTY • Warranty duration must be at least one year (twelve months)

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