

Summary Specification	
BIL. SEBUTHARGA/QUOTATION REF.:	UBD/Q/021/2026 (ICTC) - [G]
TARIKH DIKLANKAN :	<u>28 April 2026 [Selasa]</u>
TARIKH TUTUP :	<u>12 Mei 2026 [Selasa]</u> JAM: 2 Petang
DOCUMENT FEE : B\$ 10.00	

Important Note:

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.

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

Payment Information

Quotations/tenders are identified as follows:

[G] – Kerajaan (Government Account)

Please ensure payment is made to the correct account:

[G] → UNIVERSITI BRUNEI DARUSSALAM [KERAJAAN]

Payment details and account numbers are available under “Mode of Payment” on the UBD website

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 :		"SUPPORT AND MAINTENANCE OF CAMPUS-WIDE NETWORK AND RELATED SYSTEMS FOR ICTC, UNIVERSITI BRUNEI DARUSSALAM"
No.	Quantity	SPECIFICATIONS
1	1 LOT	Vendor shall do support maintenance, to ensure the uptime and optimal performance of the following equipment at the following sites :-
1.1		Equipment : Cisco Border Router @1, Cisco 9400 @17,cisco 7000 @2 Cisco 6507 @2 , Cisco 2960 @115,Cisco AIR-LAP1262N-S-K9 @86, HP Encloser c7000 @5, cisco 9200 @28 Aruba wifi controller 7210 @2 Aruba controller 9240 @2 , Aruba AP 505 @ 383Server HP Proliant @74
1.2		Sites : FASS, SBE, SHBIE, SOASICS, FOS, FIT, IHS, LC, APB, EXAMINATION OFFICE, BURSARY, ADMISSION OFFICE, CAMPUS OFFICE, STUDENT AFFAIRS SECTION, ADMIN – PERSONNEL & ESTABLISHMENT OFFICE, REGISTRAR'S OFFICE, CHANCELLORY, AVC OFFICE, GRADUATE STUDIES OFFICE, R& I OFFICE, SOASICS, LIBRARY, OARA, UBDCONNECT, C3L, ICTC, ILIA, TLC, IBER, KBFSC, UBDCORP, HOSTELS, MARRIED QUARTERS, CORE, CANTEEN, STUDENTS CENTRE, OPEM, IADA, IAS, PRO CHANCELLOR, UBD STORE, AISENCE
1.3		The Scope of Work shall include but not limited to the following :
1.3.1		Wired and Wireless Network
1.3.1.1		To monitor and maintain daily, to ensure the uptime and optimal performance of the campus-wide connected network switches, Cisco wireless controllers, Cisco wireless AP, Cisco routers, HP servers and storage;
1.3.1.2		To create new VLAN for new Faculty/ office/ dept whenever upon request by ICTC;
1.3.1.3		To patch new network point whenever upon request by ICTC;
1.3.1.4		To deploy network switches (e.g Cisco 3750/ 2960) provided by ICTC and whenever upon request by ICTC;
1.3.1.5		To deploy wireless AP (e.g Cisco 802.11ac W2) provided by ICTC and whenever upon request by ICTC;
1.3.2		Microsoft Exchange and Active Directory
1.3.2.1		To create new email account for staff / student whenever upon request by ICTC;
1.3.2.2		To disable staff/ student account whenever upon request by ICTC;
1.3.2.3		To perform new update patches for Active Directory server, Exchange servers whenever required or upon request by ICTC;

1.3.2.4	To monitor and maintain daily, and to ensure the uptime and optimal performance of the Microsoft Exchange and Active Directory;
1.3.2.5	To generate monthly report on Microsoft Exchange and active users.
1.3.3	Security
1.3.3.1	To monitor Firewall log daily and to report immediately if there is any unusual traffic/activities;
1.3.3.2	To support and maintain, to ensure the uptime and optimal performance of Firewall Cisco ASA, and Juniper ISG2000;
1.3.3.3	To create new policy or edit policy on Firewall whenever upon request by ICTC;
1.3.3.4	To assist in diagnosing and rectifying viruses/malwares/spam attacks whenever required or upon request by ICTC;
1.3.3.5	To generate monthly report for Firewall.
1.3.4	Support and Maintenance Services
1.3.4.1	To provide 2 full-time 'on-site' staff with the qualification and skills to carry out the above mentioned tasks.
1.3.4.2	PLEASE attach the CV and professional certifications of the 'on-site' staff (e.g Certs on Microsoft Exchange, Microsoft Active Directory, Microsoft Server, HP Blade Servers, Storage, Firewall, Cisco CCNA or higher, Microsoft Hyper-v).
1.3.4.3	To power up all the listed equipment in server room in the event of power trip in server room during or after office hours (e.g night time or public holidays).
1.3.4.4	The Response Time for any reported problems for the above-mentioned scope of work shall be less than 0.5 hour unless otherwise stated.
1.3.4.5	The Service Level for problem analysis and resolution shall be as follows: Severity 1 problems shall be resolved within 4 hours;
1.3.4.6	NOTE : Severity 1 : • Problem impact : (1) affects the System such that UBD is unable to perform its business functions; and/or (2) has major security implication; Severity 2 : • Problem impact : affects a particular process or System for which there are acceptable alternatives for bypassing the problem; Severity 3 : • Problem impact : Minimal impact on the Government's ability to perform its functions.