

Summary Specification	
BIL. SEBUTHARGA/QUOTATION REF.:	UBD/Q/040/2026 (ICTC) - [G]
TARIKH DIKLANKAN :	12 Mei 2026 [Selasa]
TARIKH TUTUP :	26 Mei 2026 [Selasa] 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 EHRMS, UNIVERSITI BRUNEI DARUSSALAM"
No.	Quantity	SPECIFICATIONS
1	1 LOT	<p>The Bidder must satisfy all of the following mandatory criteria. Compliance shall be demonstrated through verifiable documentary evidence submitted with the quotation. Non-compliance with any criteria shall render the submission non-compliant.</p> <p>a) Demonstrable expertise in the architecture, configuration and operational environment of the eHRMS System as deployed at Universiti Brunei Darussalam(UBD) including direct familiarity with the System's development history all customised modules and all major revisions to date.</p> <p>b) Verified knowledge of UBD's eHRMS document and search profile configuration including all nineteen(19) HRMS Forms currently maintained their associated metadata structures and business rules governing their use.</p> <p>c) Proven capability to maintain and extend the System's customised data structures in MSSQL including schema management, stored procedures, query optimisation and performance tuning specific to the UBD production environment.</p> <p>d) Demonstrated experience with the scanning and automatic profiling workflow using Adobe Acrobat as integrated within the System including resolution of profiling anomalies in a live enterprise environment</p> <p>e) Documented experience with the UBD ICT environment including network topology, security policies, institutional data governance requirements and the operational constrains of a live university environment</p> <p>f) Demonstrated ability to maintain System continuity without any transition or knowledge-acquisition period, ensuring no disruption to UBD's HR operations from day one of the contract</p>
		<p>The Bidder must nominate a named individual as the primary Responsible Person for this engagement. That individual must hold a valid OpenText eDOCS Certified Professional credential at the time of submission. The following shall be provided as part of the submission:</p> <ol style="list-style-type: none"> 1) Full name and designation of the nominated individual 2) A copy of the valid OpenText eDOCS Certified Professional certificate, clearly showing the individual's name and certification level 3) A signed declaration confirming that the nominated individual will be directly and continuously involved in the delivery of services under this contract. <p>Substitution of the nominated Key Personnel during the contract period requires prior written approval from UBD. Any replacement individual must hold equivalent certification and experience.</p> <p>Scope of Work Basic support including bug fixed, system operational support, including install patches as and when required</p> <ol style="list-style-type: none"> 1. Maintain existing eHRMS Document and Search Profile (19 HRMS Forms) 2. Design and Create any additional eHRMS Document and Search Profile 3. eHRMS customized data administration and maintenance: <ol style="list-style-type: none"> a. Create new customized data b. Modifying and updating customized data c. Fixing incorrect customized data d. Configuration of customized data 4. Support for scanning and automatic profiling via Adobe Acrobat 5. MSSql database support and maintenance 6. Application of latest patches to the System, where applicable

		<p>Support Activities</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, bugs fixed and maintenance for eHRMS System.. <p>Unlimited Enhancement Services</p> <ul style="list-style-type: none"> • The Company shall provide unlimited enhancements to existing customized modules, subject to written mutual agreement on scope and scheduling for each request. The following conditions apply: <ol style="list-style-type: none"> 1. All enhancement requests must be submitted in writing by UBD's authorised representative. 2. The Company shall acknowledge each request within two (2) business day and provide a written scope confirmation, including estimated effort and proposed schedule 3. Enhancements estimated at no more than three (3) working day of effort are included within the scope of this contract, subject to mutual agreement on scheduling. Enhancements exceeding this threshold shall be subject to a separate written agreement. 4. Work shall commence only upon written approval from UBD 5. A completion record shall be documented and files as part of the Monthly Service Report.
		<p>Professional Services</p> <ul style="list-style-type: none"> • 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. n addition, the COmpany will also recommend on solution that best fit UBD's environment and also future expansion, if there is any. <p>Deliverables</p> <ul style="list-style-type: none"> • Provide documentation and report of after the error has been resolved on a monthly basis. <p>PRICE VALIDITY</p> <ul style="list-style-type: none"> • Price validity must be valid at least 6 months <p>WARRANTY</p> <ul style="list-style-type: none"> • Warranty duration must be at least one year (twelve months)