

<b>Summary Specification</b>	
BIL. SEBUTHARGA/QUOTATION REF.:	<u>UBD/Q/041/2026 (ICTC) - [G]</u>
TARIKH DIIKLANKAN :	<u>12 Mei 2026 [Selasa]</u>
TARIKH TUTUP :	<u>26 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](mailto:helpdesk.epay@ubd.edu.bn) , [finance@ubd.edu.bn](mailto:finance@ubd.edu.bn), [eprocurement.support@ubd.edu.bn](mailto:eprocurement.support@ubd.edu.bn).

TITLE :		"ONE YEAR OF EICTC SUPPORT AND MAINTENANCE SERVICES (YEAR 2026)"
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 all System integration points, including the Central Database schema, Active Directory configuration, Exchange Server mail routing and the UBD-specific Student and Staff Onboarding Process as originally designed and implemented.</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) 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 student and staff services from day one of the contract</p>
		<p><b>SCOPE OF SERVICE</b></p> <p>The Company shall within the time periods shall provide the Services which shall include the following:</p> <p>(a) Ongoing operational support with unlimited requests, including bugs fixed, system operational support, including install patches, as and when required on the following functions of eICTC system:</p> <ol style="list-style-type: none"> <li>1. Seamlessly integrated to: <ol style="list-style-type: none"> <li>a. Central Database</li> <li>b. Active Directory</li> <li>c. Exchange Server</li> </ol> </li> <li>2. Registration of student and staff (auto and manual process) <ol style="list-style-type: none"> <li>a. Generate Random Password</li> <li>b. Create AD Account</li> <li>c. Join AD User Group</li> </ol> </li> </ol>

		<ul style="list-style-type: none"> <li>d. Create Email Account</li> </ul> <ol style="list-style-type: none"> <li>3. Email Notification</li> <li>4. Print Student and Staff Library Card</li> <li>5. Barcode Generator / Scanner</li> <li>6. Administration Portal <ul style="list-style-type: none"> <li>a. Dashboard</li> <li>b. ICTC Asset Tracking</li> <li>c. User Management</li> <li>d. Service Management</li> <li>e. Report Management</li> <li>f. Role Based Access to Modules</li> </ul> </li> <li>7. User Panel <ul style="list-style-type: none"> <li>a. Loan Asset</li> <li>b. Consumable Item Booking</li> <li>c. ICTC Services</li> </ul> </li> </ol>
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		<p><b>Activities involve as follow:</b></p> <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 support, bugs fixed and maintenance for eICTC System.</li> <li>• Provide support and maintenance for System's MSSQL database.</li> <li>• Apply the latest patches to the System, if necessary</li> </ul> <p>(b) Unlimited Enhancement Services The Company shall provide unlimited enhancements to existing modules, subject to written mutual agreement on scope and scheduling for each request. Enhancements shall not commence without written authorisation from UBD's designated representative.</p> <p>The enhancement process shall proceed as follows:</p> <ol style="list-style-type: none"> <li>1. UBD submits a qwritten Enhancement Request detailing the requirement, expected outcome and priority.</li> <li>2. The company shall assess the request and provide a written Scope Estimate including effort, timeline and any dependencies within 2 business days</li> <li>3. Both parties shall agree in writing on scope, timeline and conditions before work commences, No verbal approvals shall be accepted.</li> <li>4. Enhancement 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.</li> <li>5. All Completed enhancements shall be documented in the corresponding Monthly Service Report, including a summary of the change, testing performed and deployment date.</li> </ol>
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		<p>(c) Professional services 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> <p>(d) Deliverables Provide documentation and report of after the error has been resolved on a monthly basis.</p> <p>(e) Exclusion The Maintenance Services do not cover the following circumstances:</p> <ol style="list-style-type: none"> <li>1. Where the defect and/or errors in the System is due to the System having been modified, replaced, altered or tampered with by persons other than the Company or its agents or the designated equipment in a manner other than that specified by the Company;</li> <li>2. where the defect in the System is due to any accident, fire, flood, failure of electrical power, air-conditioning, humidity control, neglect or misuse on the part of the UBD;</li> <li>3. Correction of errors caused by the use of computer programs not licensed by the Company;</li> <li>4. Rectification of errors caused by a fault in the designated equipment;</li> <li>5. Equipment maintenance;</li> <li>6. Technical maintenance to the computer installation;</li> <li>7. Diagnosis or rectification of faults not associated with the System;</li> <li>8. Enhancement designated to extend the System to provide facilities not contained in the operating specifications or otherwise not contemplated by the Parties at the commencement date;</li> <li>9. Any failure on hardware parts or any peripherals, and</li> <li>10. Change of system or network configuration</li> </ol>
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