

Summary Specification	
BIL. SEBUTHARGA/QUOTATION REF.:	<u>UBD/Q/135/2026 (ICTC) - [G]</u>
TARIKH DIIKLANKAN :	<u>11 Ogos 2026 [Selasa]</u>
TARIKH TUTUP :	<u>24 Ogos 2026 [Isnin]</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 :		"UNIVENTRY SYSTEM SUPPORT AND MAINTENANCE FOR UNIVERSITI BRUNEI DARUSSALAM"
No.	Quantity	SPECIFICATIONS
1	1 LOT	To support and maintain UNIventry system for period of one(1) year. Please refer to Appendix A: Scope of Services. PRICE VALIDITY Price validity must be valid at least 6 months WARRANTY Warranty must be at least one year (12 months)

APPENDIX A

Scope of Services

UNInventory System Maintenance Services 2026

Universiti Brunei Darussalam

Throughout this document, the UNInventory System is referred to as the “System” and the awarded vendor is referred to as the “Service Provider.” The System comprises two integrated platforms — the Web Application and the Mobile Application (iOS and Android) — and two distinct deployments:

- **Campus-Wide Deployment** — the standard UNInventory system used across UBD for asset management and tracking.
- **IHS Deployment** — a specialised version of UNInventory deployed exclusively at the Institute of Health Sciences (IHS), incorporating a Consumables Management module with BIN-based inventory control. This deployment is currently live and in production.

1. Pre-Requisite

Bidders must satisfy all of the following mandatory criteria. Compliance must be demonstrated through verifiable documentary evidence submitted with the quotation. Failure to satisfy any criterion will render the submission non-compliant and it will not be evaluated further.

- a) The Bidder must demonstrate expert-level familiarity with the architecture, source code, and full operational environment of the UNInventory System as currently deployed at UBD, including direct knowledge of the System’s complete development history, all major revisions to date, and the UBD-specific Asset Management and Tracking Process.
- b) The Bidder must hold unencumbered ownership of, or documented and verified access rights to, the complete source code repository of the System, covering the Campus-Wide deployment, the IHS deployment, and both the Web and Mobile applications. Evidence of this must be submitted with the quotation. Bidders who cannot demonstrate this will be deemed non-compliant.
- c) The Bidder must demonstrate verified knowledge of all System integration points as implemented within the UBD production environment, including Active Directory configuration, Exchange Server mail routing, and the FICO batch custodian assignment workflow.
- d) The Bidder must demonstrate proven capability to maintain, enhance, and deploy a live mobile application on both iOS and Android platforms, including documented experience with App Store (Apple) and Google Play (Google) submission, versioning, and platform compliance requirements.
- e) The Bidder must demonstrate proven capability to maintain the System’s MSSQL database in a live enterprise environment, including schema management, stored procedures, query optimisation, and performance tuning as currently configured for UBD.
- f) The Bidder must demonstrate working knowledge of the System’s .NET Framework web application stack, including the specific build configuration, IIS hosting setup, and deployment procedures as implemented for UBD.
- g) The Bidder must demonstrate direct operational knowledge of the IHS Consumables module, including the BIN-based inventory management workflow, automatic inventory deduction on check-out, low-stock alert configuration, and audit trail management as deployed in the IHS production environment. Bidders with no prior involvement in the IHS deployment will be deemed non-compliant on this criterion.
- h) The Bidder must demonstrate documented experience operating within the UBD ICT environment, including familiarity with UBD’s network topology, institutional security policies, and the operational constraints of a live university environment.
- i) The Bidder must be able to commence service delivery from day one of the contract period without any transition, knowledge-acquisition, or ramp-up period across both deployments. Evidence of this capability must be supported by the documentation provided under criteria (a) and (b) above.

2. UBD's Service Expectations

UBD requires that the annual maintenance investment deliver measurable and growing value. Routine operational support is the baseline expectation. The 2026 contract requires the Service Provider to deliver, in addition to full operational support across both deployments, a set of committed improvements that expand the System's capabilities and user experience. The following table summarises UBD's minimum expectations for this contract period:

Requirement	UBD's Expectation for 2026
Operational Support	Full continuity of support across Web and Mobile platforms — campus-wide and IHS Consumables deployments — with no disruption to operations
Enhancement Services	Unlimited enhancements to existing modules and functionalities across all deployments, demonstrating growth in value delivered year on year
UI Modernisation	A planned, phased modernisation of the Web Application user interface to a current, responsive framework
Interactive Dashboard	Delivery of an interactive infographic Dashboard covering both campus-wide asset management and IHS Consumables / BIN status
Reporting	A structured Monthly Service Report demonstrating accountability, SLA adherence, and continuous improvement across all deployments

Bidders whose proposals address only routine support without demonstrating the capability and commitment to deliver the above improvements will be assessed as not meeting UBD's requirements for this contract period.

3. Scope of Services

The Service Provider shall provide the following services throughout the contract period. All services shall be delivered to the standard of a competent and experienced maintainer of the System, with full accountability for service quality and outcomes across both the Web and Mobile platforms and both deployments.

3.1 Basic Support — Campus-Wide Deployment

The Service Provider shall provide ongoing operational support, bug fixes, and patch management for the campus-wide UNInventory deployment, covering as a minimum the following functional areas:

Web Application

- Dashboard
- Inventory
- Reports
- Settings
- Online Help
- FICO Admin — Batch Assigning of Custodian
- Active Directory Services
- Exchange Server Services
- Email Notification

Mobile Application (iOS and Android)

- My List of Assets
- FICO List of Assets
- Move In
- Move Out
- Accepting of Assets
- Assigning of Custodian

3.2 Basic Support — IHS Consumables Deployment

The IHS deployment is a specialised version of UNInventory deployed exclusively at the Institute of Health Sciences. It incorporates a Consumables Management module with BIN-based inventory control that is not present in the campus-wide deployment. The Service Provider shall provide ongoing operational support, bug fixes, and patch management for this deployment across both the Web and Mobile platforms.

BIN Definition: In the IHS context, a BIN is a logical and physical unit that maps a designated consumable type to a specific physical storage location (shelf, rack, or cabinet). Each BIN maintains its own inventory count, which is automatically decremented upon check-out.

The following functional areas must be maintained as a minimum:

Function	Description
BIN Management	Create, configure, and maintain BINs. Each BIN maps to a specific physical storage location (shelf, rack, or cabinet) and a designated consumable type. BIN configurations are managed by authorised IHS administrators.
Consumable Check-Out	Record the issue of consumable items from a designated BIN. Upon check-out, the System automatically deducts the issued quantity from the BIN's current inventory in real time. Available on both Web and Mobile platforms.
Low Stock Alerts	When a BIN's current inventory falls at or below a configurable threshold, the System generates an automated alert to designated IHS administrators. Thresholds are configurable per BIN.
Audit Trail / Usage History	The System maintains a full, tamper-evident audit trail of all check-out transactions per BIN, recording the item, quantity issued, date and time, and the user who performed the transaction.
Consumables Reporting	Generate reports on BIN stock levels, consumption history by item or date range, low-stock events, and transaction logs. Reports are accessible via the Web Application.

3.3 Support Activities

The following activities are required as part of the Basic Support obligation, covering both deployments and both platforms:

1. Provide troubleshooting and problem determination as and when issues arise in any System component on either platform or either deployment.
2. Diagnose problems and recommend and implement resolutions.
3. Answer questions pertaining to the System in terms of administration and operation, including IHS-specific BIN management and consumables workflows.
4. Provide support, bug fixes, and maintenance for both the Web and Mobile applications across both deployments.
5. Provide support and maintenance for the System's MSSQL database, including IHS Consumables data structures.
6. Monitor iOS and Android platform compatibility, including the impact of operating system updates and App Store / Google Play compliance changes on the Mobile Application.
7. Apply the latest patches to the System where applicable, following prior written notification to UBD.
8. Unlimited training as and when needed by UBD.

3.4 Service Level Agreement

All support requests shall be classified and managed in accordance with the following Service Level Agreement. The SLA applies to both deployments and both platforms:

Priority	Definition	Platform(s)	Response Time	Resolution Target
Critical	System down or core function unavailable; affecting all or a majority of users	Web and/or Mobile	Within 2 business hours	Within 1 business day
High	Significant function impaired; no workaround available	Web and/or Mobile	Within 4 business hours	Within 2 business days
Normal	Non-critical issue or minor defect; workaround available	Web and/or Mobile	Within 1 business day	Within 5 business days

Response time is defined as the time from receipt of a logged support request to commencement of active investigation. Resolution target is the time by which the issue is resolved or a documented workaround is in place. All times refer to UBD business hours. The Service Provider must log all support requests and report SLA adherence in the Monthly Service Report.

3.5 Enhancement Services

UBD requires the Service Provider to provide unlimited enhancements to existing modules and functionalities across both deployments and both platforms. Enhancement services shall be subject to the following conditions:

1. All enhancement requests will be submitted in writing by UBD's authorised representative.
2. The Service Provider shall acknowledge each request within one (1) business day and provide a written scope confirmation stating estimated effort and proposed schedule.
3. Work shall commence only upon written approval from UBD.
4. A completion record shall be produced upon delivery and included in the Monthly Service Report.
5. Enhancements to the Mobile Application requiring updated builds shall be submitted to the App Store (iOS) and Google Play (Android) in a timely manner, with submission status communicated to UBD in writing.

3.6 UI Modernisation Programme

The System's Web Application was originally developed on the Microsoft .NET Framework. UBD requires the Service Provider to undertake a planned modernisation of the Web Application's user interface during the 2026 contract period, transitioning the front-end to a current, responsive framework while preserving all existing business logic, data integrity, and integration points across both the campus-wide and IHS deployments.

The following requirements apply:

1. The Service Provider shall submit a UI Modernisation Plan to UBD within thirty (30) days of contract commencement. The plan must cover the proposed framework, a phased delivery schedule covering both deployments, and a risk mitigation approach.
2. Modernisation shall be delivered in phases to ensure zero disruption to live operations throughout the contract period.
3. Each phase shall be subject to User Acceptance Testing (UAT) by UBD's designated representative prior to deployment to the production environment.
4. The modernised interface shall be fully mobile-responsive and consistent with UBD's visual identity guidelines.
5. Progress shall be reported monthly in the UI Modernisation Progress section of the Monthly Service Report.

3.7 Interactive Infographic Dashboard

UBD requires the Service Provider to design and deliver an Interactive Infographic Dashboard for the Web Application as a committed enhancement under this contract. The Dashboard shall serve both the campus-wide deployment and the IHS deployment, with components relevant to each clearly distinguished. The following infographic components are required as a minimum:

Infographic Component	Deployment	Minimum Requirement
Asset Utilisation Overview	Campus-Wide	Visual summary of total assets by category, status (active, disposed, under repair), and location
Asset Movement Trends	Campus-Wide	Graphical timeline of Move In and Move Out activity over selectable date ranges
Custodian Summary	Campus-Wide	Distribution of assigned assets per custodian, highlighting unassigned or overdue assignments
Inventory Health Indicators	Campus-Wide	At-a-glance indicators for items pending acceptance and outstanding FICO batches
Top Asset Categories	Campus-Wide	Ranked breakdown of asset categories by count, updated in real time
BIN Stock Level Overview	IHS	Visual summary of all BINs showing current stock levels against configured thresholds, with at-a-glance indicators for BINs at or below low-stock threshold
Consumption Trends	IHS	Graphical view of consumable usage history per BIN or consumable type over selectable date ranges, enabling IHS administrators to identify usage patterns and plan replenishment

All Dashboard infographics must be interactive, enabling users to drill down into underlying data, apply date range filters, and export summary views. The design must be optimised for both desktop and tablet viewing. IHS-specific components shall be accessible only to authorised IHS users.

Prior to development, the Service Provider shall submit design mockups for UBD's written approval. Development shall not commence without this approval.

3.8 Professional Services

The Service Provider shall provide proactive advisory and professional services throughout the contract period, covering both deployments. UBD requires, as a minimum, the following:

1. Quarterly System health reviews covering both the campus-wide and IHS deployments, and both Web and Mobile platforms, with written findings and recommendations presented to UBD's designated representative.
2. Proactive assessment of available patches and updates, with a written recommendation on applicability submitted to UBD prior to any deployment.
3. Verification of all scheduled System and database backups across both deployments, with immediate written escalation to UBD of any backup failures or anomalies.
4. Monitoring of iOS and Android OS release cycles to proactively identify and mitigate compatibility risks to the Mobile Application.
5. Security hardening advisory aligned with UBD's institutional security policies, with recommendations submitted in writing.
6. Advisory and guidance to UBD and IHS support staff on System administration, BIN management best practices, and future expansion planning.

3.9 Continuity and Institutional Knowledge

UBD requires that the Service Provider demonstrate full institutional knowledge of the System across both deployments from day one of the contract. This includes, but is not limited to, the source code, MSSQL database schemas, API and integration specifications, IHS BIN configuration and consumables data structures, and all deployment-specific

configurations as currently implemented in the UBD production environment. Any Bidder who cannot demonstrate this without a transition or ramp-up period will be deemed non-compliant under Section 1 criterion (i).

3.10 Deliverables

The Service Provider shall produce and submit a Monthly Service Report to UBD's designated representative no later than the fifth (5th) business day of the following month. The report is a mandatory contractual deliverable. Failure to submit on time will be recorded and may affect contract renewal assessment. The report shall contain the following sections as a minimum:

Report Section	Required Contents
Incident Summary	All support requests logged during the period: date, priority, platform (Web/Mobile), deployment (Campus-Wide / IHS), description, actions taken, and resolution outcome
SLA Adherence	Response and resolution performance measured against SLA targets, with variance notes per platform and deployment
Enhancement Log	All enhancement requests received, in progress, or completed during the period, with written approval references and completion records
UI Modernisation Progress	Status update on the UI modernisation programme, milestones achieved, and next planned activities
Mobile Platform Status	iOS and Android version compliance, App Store / Google Play status, and any OS compatibility observations
IHS Consumables Status	Summary of BIN-related incidents, low-stock alert events, audit trail exceptions, and any IHS-specific configuration changes during the period
Database Health	MSSQL maintenance activities: integrity checks, index maintenance, and performance observations across all deployments
Backup Status	Verification outcome for all scheduled backups; anomalies escalated immediately
Recommendations	Proactive advisory items and forward-looking recommendations for UBD's attention

4. Exclusions

The Maintenance Services do not cover the following circumstances:

- a) Where the defect and/or errors in the System are due to the System having been modified, replaced, altered, or tampered with by persons other than the Service Provider or its agents, in a manner other than that specified by the Service Provider.
- b) 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 UBD or IHS.
- c) Correction of errors caused by the use of computer programs not licensed or approved by the Service Provider.
- d) Rectification of errors caused by a fault in designated equipment.
- e) Equipment maintenance.
- f) Technical maintenance to the computer installation.
- g) Diagnosis or rectification of faults not associated with the System.
- h) Enhancements 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.
- i) Any failure of hardware parts or peripherals, including barcode scanners, mobile devices, or any equipment used for consumable check-out at IHS.
- j) Change of system or network configuration.
- k) Mobile device procurement, device management (MDM), or end-user device support.
- l) App Store (Apple) or Google Play (Google) developer account fees, where applicable.
- m) Physical BIN labelling, shelving, or storage infrastructure at IHS.