

Summary Specification	
BIL. SEBUTHARGA/QUOTATION REF.:	<u>UBD/Q/163/2026 (LIBRARY) - [G]</u>
TARIKH DIIKLANKAN :	<u>01 Sept 2026 [Selasa]</u>
TARIKH TUTUP :	<u>15 Sept 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 :		<u>TO PROVIDE MAINTENANCE AND TECHNICAL SUPPORT SERVICES FOR UBD LIBRARY ELIBRARY SYSTEMS</u>
No.	Quantity	SPECIFICATIONS
1	1 Lot	Full Specification; <i>Refer the attachment</i>

TECHNICAL SPECIFICATION

Annual Maintenance and Support of UBD e-Library Systems

Current System Summary

System area	Current environment
Library Management System	Koha version 23
Institutional Repository	DSpace version 7.4
Digital Preservation System	Archivematica - existing deployed version
Identity and Authentication	Keycloak - existing deployed version
System Integration	Koha SIP2 service and all existing connections to self-service and RFID equipment
Infrastructure	Four (4) existing servers, virtual machines, storage, backup, SSL certificates and existing application/server-level DDoS controls

Item	Requirement
Maintenance period	Twelve (12) months from the agreed commencement date
Support arrangement	8 x 5 routine support during UBD working days and hours (Brunei time), with emergency contact for critical system outages and DDoS incidents
Purpose	Maintenance of the existing systems, including application/server-level DDoS prevention and mitigation, with separately priced optional storage capacity upgrade and optional RFID equipment maintenance

1. Objective and General Requirements

The Contractor shall maintain the existing UBD e-Library environment in good working condition through preventive maintenance, troubleshooting, corrective maintenance, software support and technical assistance. The annual price shall include labour, remote support, necessary on-site attendance, travel and normal tools required for the stated scope.

- The Contractor shall appoint a service contact and technical escalation contact before commencement.
- Within ten (10) business days from commencement, the Contractor shall verify the supported system and equipment baseline, including versions, configurations, integrations and known issues.
- All production changes shall be coordinated with UBD and supported by an appropriate backup, snapshot or rollback arrangement.

2. Existing Equipment and Tender Preparation

The system information above and the equipment quantities below are provided for tender preparation. Tenderers may conduct a site visit and contact UBD Library through the tender contact details to confirm configurations, equipment models, serial numbers and technical dependencies before submission.

Optional RFID / access equipment	Current quantity
Self-loan / self-check machine	2 units
Access gate	2 units
Library material detection gate	2 units
RFID conversion station	3 units
Book return system and book bin	1 set
Handheld RFID scanner	1 unit

3. Core Maintenance Scope

3.1 Software, SIP2 and Library Operations Support

- Provide technical support and guidance for all systems and integrations listed in the Current System Summary.
- Maintain and troubleshoot the Koha SIP2 service and all existing SIP2 connections, including configuration, credentials, connectivity, logs and coordination with equipment providers. This requirement applies whether or not UBD selects optional RFID equipment maintenance.
- Diagnose and correct faults affecting applications, databases, scheduled services, existing customisations and existing integrations.
- Assist UBD in managing the Institutional Repository structure, including creating, moving or reorganising communities, sub-communities and collections; configuring workflows, roles, permissions, access rules and repository paths; and providing operational guidance.
- Provide advisory support on library operations, metadata standards and normal system practices within the existing functions.
- Carry out interface, layout, workflow, configuration and content updates within the existing system framework where these do not require a new module, replacement of the existing platform or a fundamental change to the system architecture.
- Install applicable fixes, patches and security updates and update relevant system administration, operating and user manuals whenever configuration, workflow or system changes make an update necessary.

3.2 Monitoring, Backup, Servers and Infrastructure

- Monitor application availability, server health, storage capacity, system logs, scheduled jobs and backup status at agreed intervals, and perform preventive maintenance at least quarterly during approved off-peak maintenance windows.
- Support and verify scheduled backups for the supported systems. Backup failures identified during maintenance shall be reported promptly with recommended corrective action.
- Provide restoration assistance using the latest valid backup available in the UBD environment and conduct at least one agreed sample restoration test during the maintenance period.
- Troubleshoot and maintain the four (4) servers, supported operating systems, virtual machines and existing storage configuration.
- Where UBD supplies compatible additional storage or replacement server components, install, configure, allocate, transfer data where necessary and test the items as part of maintenance.
- Install, configure and test compatible SSL certificates procured by UBD and coordinate with UBD/ICTC for network, firewall or infrastructure matters.
- Maintain and update the existing application/server-level DDoS prevention and mitigation controls. This includes reviewing relevant logs and updating protection scripts, blocked IP addresses or ranges, allow/deny rules, rate limits, thresholds or equivalent controls when necessary; backing up the configuration and establishing a rollback plan before changes; testing the changes; and coordinating with UBD during incidents.
- The purchase cost of hardware, damaged parts, consumables, licences and operating-system relicensing is excluded unless separately priced. Installation, configuration and testing of compatible items supplied by UBD remain included.
- Following each quarterly cycle, the vendor shall submit a written Quarterly Maintenance Report summarizing server health metrics, storage growth trends, backup test outcomes, and security log findings.

3.3 Software Updates and Upgrade Assessment

A. Minor Updates and Security Patching

The Contractor shall apply applicable bug fixes, security patches, and minor software updates required to keep the supported systems secure, stable, and operational. Critical security patches addressing high-risk vulnerabilities shall be applied within 72 hours of release or notification, subject to prior configuration backup.

B. Major Upgrade Scope

The Contractor shall continuously review the availability and suitability of major version upgrades during the maintenance period. Where a major upgrade can be safely implemented using the existing infrastructure—without requiring new custom module development, platform replacement, or fundamental architectural changes—the upgrade shall be included within the core maintenance scope at no additional cost.

For the avoidance of doubt, modifications to existing interfaces, layouts, workflows, configurations, and existing customisations within the current system framework shall be treated as standard maintenance, not fundamental redevelopment.

C. Upgrade Prerequisites and Testing

Prior to implementing any major upgrade, the Contractor shall:

1. Conduct a comprehensive compatibility and capacity assessment identifying potential impacts on existing customisations, third-party integrations, data integrity, system performance, and service availability.
2. Verify complete system backups and snapshots.
3. Successfully perform trial testing in a non-production or staging environment.
4. Submit a documented Implementation Plan, Rollback Strategy, and Downtime Schedule to UBD for written approval prior to production deployment.

D. Out-of-Scope Upgrades and Written Proposals

Where a recommended upgrade requires additional hardware, storage, operating system upgrades, software licenses, development of new modules, or fundamental platform/architectural changes, the Contractor shall submit a formal written proposal to UBD containing:

- Technical specifications and hardware/storage requirements;
- Estimated resource requirements and implementation timelines;
- Risk assessment and mitigation strategies; and
- Detailed, itemised cost estimates for UBD's review and consideration prior to any commitment.

E. Documentation and Post-Upgrade Support

Following any implemented upgrade, the Contractor shall update all relevant system administration, operating, and user manuals. The Contractor shall also provide a 14day – 120 days post-upgrade stabilization period to monitor system behavior and resolve any post-deployment issues or regressions promptly.

4. Optional Storage Capacity Upgrade

The storage capacity upgrade is optional and shall be quoted separately. UBD may select one option or none, subject to technical suitability, operational requirements, available budget and applicable procurement approval.

Supply, install, configure and integrate additional enterprise-grade SAS HDD storage for the existing Dell PowerVault ME5012 Storage System.

- Minimum HDD specification: 8TB HDD, SAS 12Gbps, 7.2K RPM, 512e, 3.5-inch, Hot-Plug, fully compatible and supported with the existing Dell PowerVault ME5012 Storage System.
 - Option A: Two (2) x 8TB SAS HDD configured as RAID 1.
 - Option B: Three (3) x 8TB SAS HDD configured as RAID 5.
- All HDDs shall be new, enterprise-grade and supported by Dell for the existing PowerVault ME5012 Storage System.
- All required carriers/caddies, accessories, firmware and related components necessary for installation and operation shall be included.
- The Tenderer shall state the manufacturer, model and part number of the proposed HDDs, together with the applicable hardware warranty and support coverage. The proposed HDDs shall include a minimum warranty period of three (3) years, covering defective hardware and replacement where applicable.
- The Tenderer shall state the total raw capacity and actual usable capacity after RAID configuration for each option.
- Installation shall include RAID and storage configuration, integration and testing, and shall not adversely affect existing data, storage configuration or services.
- The Tenderer shall confirm that the proposed HDD and RAID configuration are compatible, supported and suitable for the existing Dell PowerVault ME5012 Storage System.

5. Optional RFID and Access Equipment Maintenance

Physical RFID and access equipment maintenance shall be quoted separately by equipment type. UBD may select all, some or none of the items. The Koha SIP2 service and software-side connection checks remain under the core software maintenance scope.

- Provide troubleshooting and corrective maintenance for selected physical equipment, including controllers, readers, sensors and equipment software.
- Conduct quarterly inspection, cleaning, testing and preventive maintenance for the selected equipment.
- Install, configure and test compatible replacement components supplied by UBD. Replacement-part and consumable costs are excluded unless separately priced.
- State whether the price includes on-site labour, travel and any proprietary diagnostic software, licence or manufacturer access required.

6. Support, Reporting and Documentation

Item	Requirement
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Technical Specification

Item	Requirement
Routine request	Support during agreed 8 x 5 business hours, with acknowledgement and initial response within one (1) business day.
Critical outage	Complete unavailability of a core system, major data-integrity issue, serious DDoS incident or widespread failure with no reasonable workaround.
Critical response	Emergency contact and remote response outside business hours, with initial response within two (2) hours. The Contractor shall continue reasonable corrective action until service is restored or an acceptable workaround is provided.
Progress updates	For unresolved critical incidents, provide status updates at intervals agreed with UBD and immediately advise of any significant change or dependency.
On-site support	Required when an issue cannot reasonably be diagnosed or resolved remotely.
Quarterly reporting	Submit within five (5) business days after each quarterly maintenance exercise. Report preventive maintenance completed, incidents, system condition, backup status, restoration testing, storage capacity, software updates, DDoS attack attempts or alerts, scripts/rules updated, outstanding risks and recommendations.
Documentation	Maintain service records and update relevant manuals, system inventory, configuration documents and scripts following changes.
Ticket closure	A support case shall be closed after the resolution or workaround is recorded and confirmed by UBD.

7. Information Security and Access

- The Contractor shall use only access methods approved by UBD/ICTC and shall protect all credentials and information obtained during the maintenance service.
- UBD data, system files, logs and backups shall not be copied or transferred outside the approved environment without prior written approval.
- Any suspected unauthorised access, data exposure or security incident affecting the supported environment shall be reported to UBD promptly.

8. Tenderer's Clarifications and Compliance

The Tenderer shall clearly identify in its proposal any exclusions, assumptions, dependencies, non-compliance or services that may require additional charges. Any such exclusion or additional charge shall be subject to UBD's prior consideration and approval. Where no exclusion or qualification is expressly stated against a requirement, the requirement shall be deemed included in the tendered price.

Tenderers are encouraged to conduct a site visit before submitting their quotation to familiarise themselves with the existing systems, infrastructure and equipment. Tenderers who do not conduct a site visit shall clearly state the assumptions used in preparing their quotation and confirm their ability to support the existing environment.

9. Pricing Schedule

Tenderers shall provide a separate price for every item. UBD reserves the right to award the core services and any combination of optional items, including one optional storage capacity upgrade configuration and any optional RFID maintenance items, subject to operational requirements, available budget and applicable procurement approval. Any limitation, non-compliance, proprietary dependency or additional recurring cost shall be stated clearly.

No.	Description	Qty.	Unit / fixed price (BND)	Total (BND)
1	Core software maintenance for all systems and integrations listed in the Current System Summary, including existing databases, configurations, customisations, manuals and Koha SIP2 service with all existing connections	1 year		
2	Server and infrastructure maintenance: four (4) servers, supported operating systems, virtual machines, existing storage, backup and SSL configuration	1 year		
3	Core application/server-level DDoS prevention and mitigation maintenance: review relevant logs; update existing scripts, IP/range	1 year		

No.	Description	Qty.	Unit / fixed price (BND)	Total (BND)
	blocks, allow/deny rules, rate limits and thresholds when necessary; provide incident support and quarterly reporting			
4A (Optional)	Dell PowerVault ME5012 Storage Capacity Upgrade – Supply, install, configure and test 2 × 8TB SAS HDD, RAID 1	1 set		
4B (Optional)	Dell PowerVault ME5012 Storage Capacity Upgrade – Supply, install, configure and test 3 × 8TB SAS HDD, RAID 5	1 set		
5A (Optional)	Self-loan / self-check machine maintenance	2 units		
5B (Optional)	Access gate maintenance	2 units		
5C (Optional)	Library material detection gate maintenance	2 units		
5D (Optional)	RFID conversion station maintenance	3 units		
5E (Optional)	Book return system and book bin maintenance	1 set		
5F (Optional)	Handheld RFID scanner maintenance	1 unit		
	Core maintenance subtotal - Items 1 to 3			
	Optional Storage subtotal – Item 4A to 4B			
	Optional RFID subtotal - Items 5A to 5F			
	Total if all maintenance items are selected			

10. Tender Submission Information

- Proposed support and escalation contacts.
- Completed pricing schedule.
- Point-by-point compliance statement, with any qualification identified against the relevant requirement.
- List of assumptions, exclusions, dependencies and non-compliance, if any.
- Confirmation of capability to support the stated systems and equipment.
- Details of any proprietary licences, manufacturer support or recurring third-party costs required.
- Proposed quarterly preventive maintenance schedule.