

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/ DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 12.00AM	FOCAL PERSON
KK/62/2024/HTD(TC)	THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS	3 YEARS	DEPARTMEN OF HEALTHCARE TECHNOLOGY	\$500.00	23 RD APRIL 2024	Nur Atiqah binti Haji Abd Latip Senior Biomedical Engineer Healthcare Technology Department Ministry of Health Negara Brunei Darussalam Contact No. 2381640 EXT 7551 e-mail: nuratiqah.abdlatip@moh.gov.bn

NOMBOR TAWARAN: KK/62/2024/HTD(TC)

**KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND
COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR
(AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND
COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS
FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS**

YURAN TAWARAN : \$500.00

NOMBOR RESIT :

TARIKH TUTUP : HARI SELASA, 23HB APRIL 2024

JAM : 2.00 PETANG

KEPADA :

**PENGERUSI LEMBAGA TAWARAN KECIL
PETI TAWARAN, TINGKAT BAWAH
BANGUNAN KEMENTERIAN KESIHATAN
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB 3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

**UNIT TAWARAN
KEMENTERIAN KESIHATAN
NEGARA BRUNEI DARUSSALAM**

**SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING
AUTOMATED EXTERNAL DEFIBRILLATOR (AED) FOR
MINISTRY OF HEALTH**

SCHEDULE A

1	SCOPE OF WORK	YES	NO	REMARKS
1.1	Supply of AED ;			
	<ul style="list-style-type: none"> Tenderer to supply AED as and when required for three (3) years, when Purchase Order is being issued 			
	<ul style="list-style-type: none"> The tenderer is obliged to deliver to any location within the four districts specified in the Purchase Order. 			
	<ul style="list-style-type: none"> The tenderer shall deliver the equipment to the location not more than four (4) weeks from the date of the Purchase Order 			
	<ul style="list-style-type: none"> The tenderer shall perform acceptance test and commissioning upon installation 			
1.2	Supply of Consumables;			
	<ul style="list-style-type: none"> Tenderer to supply consumables for a duration of three (3) years. 			
	<ul style="list-style-type: none"> The tenderer shall deliver the consumables to the location not more than four (4) weeks from the date of the Purchase Order 			
	<ul style="list-style-type: none"> All the consumables supplied throughout this tender <u>must</u> have a minimum shelf life of one (1) year on deliver. Any consumables with shelf life less than one (1) year will be rejected. Should the consumables be urgently needed, provision of a consumables with expiry date less than one (1) year should be first agreed by the User before delivery is made. 			
	<ul style="list-style-type: none"> Letter of undertaking (LOU) shall be produced upon each delivery of consumable with expiry date less than one (1) year and vendor shall declare in the LOU that unused, unopened, expired consumable will be replaced accordingly. 			
1.3	Comprehensive maintenance			
	<ul style="list-style-type: none"> To provide comprehensive maintenance after warranty period 			
	<ul style="list-style-type: none"> Comprehensive Preventive Maintenance (PM) Service: <ul style="list-style-type: none"> To perform in a cycle of every twelve (12) months from commissioning date or else stated in the tender. Inclusive replacements of all necessary PM Kit at no additional cost. "Maintenance Due Date" sticker MUST be provided on the machine after each Comprehensive PM Service 			

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<ul style="list-style-type: none"> Comprehensive Corrective Maintenance (CM) Service: <ul style="list-style-type: none"> Inclusive of supply and replacement of Spare Parts at no additional cost (including the replacement of battery when it is due for replacement or faulty) Any breakdown must be corresponding to a workorder number issued by Biomedical Engineering Section. Post repair test must be conducted and documented which include but not limited to electrical safety test, performance test and functional test. 			
<ul style="list-style-type: none"> Comprehensive Inspection Maintenance (IM) Service: <ul style="list-style-type: none"> To perform in a cycle of every six (6) months from date of commissioning, Physical hardware checks on main system and accessories, Performance and Functional Testing, Servicing/Cleaning, Software/System Checking and update (if necessary) Issuance of Inspection Maintenance (IM) Report 			
<ul style="list-style-type: none"> Inclusive of unlimited emergency and non-emergency breakdown calls to rectify any faulty, replace spare parts and repair problems encountered during office hours and if required, after office hours or public holidays. 			
<ul style="list-style-type: none"> Response time: <ul style="list-style-type: none"> 60 minutes after receipt of notification (Normal Operating hours) Not more than 1 hour after receipt of notification (Non-operating hours) 			
<ul style="list-style-type: none"> Down time: <ul style="list-style-type: none"> Not more than 24 hours after receipt of notification 			
<ul style="list-style-type: none"> Maintenance log should be provided for any work/ incident related to the equipment, which includes (but are not limited to); <ul style="list-style-type: none"> Description of work done (PM/CM/others), Date and time of work/ incident reported, Downtime period, Service report reference number 			
<ul style="list-style-type: none"> All work listed above MUST be performed by qualified factory-trained personnel from either the tenderer or the manufacturer. 			

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2. AUTOMATIC AED

ITEM	Minimum Quantity/year	Maximum Quantity/year
Automatic AED	3	30
Consumables, Electrodes	2 pairs	30 pairs

2.1	USER REQUIREMENT	YES	NO	REMARKS
Standard Features:	Automatic External Defibrillator			
	Type: Automatic			
	Energy sequence: <ul style="list-style-type: none"> up to 360 Joules for adult up to 100 Joules for paediatric 			
	Auto-identify patient type through pad connector so that a lower energy dose is delivered to pediatric patients			
	Able to do automatic self-test			
Type of feedback	Voice prompting			
	Visual prompt			
	Metronome			
Charge time	Charge time: ≤ 5 seconds			
	Able to perform self-test			
	Status indicator light			
Electrodes	Self-seal gel type			
	Shelf life: 2 years or more			
	Disposable pads for each unit <ul style="list-style-type: none"> 1 pair adult, 			

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	<ul style="list-style-type: none"> 1 pair paediatric OR 2 pairs of universal adult/paediatric disposable pads. 			
Battery	Type: Please specify			
	Standby life: ≥ 6 months			
Signage	Standard AED sign to be approved by Resuscitation Development & Monitoring Unit (RDMU), Ministry of Health			
	To be installed above of the AED Box			
Storage options	Tenderer should be prepared to supply either option depending on user's requirement.			
	MOH require 3 storage options as below;			
Option 1 – Wall mounted	Wall mounted AED box			
	With visual and audible alarm			
	With viewing window, to show the status of AED			
	Inclusive with installation of the AED box			
Option 2 - Backpack	Design specifically to store AED			
	Protective bag			
	With viewing window, to show the status of AED			
Option 3 – Floor Standing	Free standing AED box			
	With audible and visual alarm			
	The equipment should come with all necessary accessories for it to be fully operational.			

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AUTOMATED EXTERNAL DEFIBRILLATOR (AED) FOR
MINISTRY OF HEALTH**

2.2	PRICING AUTOMATIC AED	
i-	UNIT PRICE OF AUTOMATIC AED	BND\$
	Total Price for 30 units	BND\$
ii-	UNIT PRICE OF CONSUMABLES, ELECTRODES	BND\$
	Total Price for 30 pairs	BND\$
iii-	UNIT PRICE OF COMPREHENSIVE MAINTENANCE	BND\$
	Total Price for 30 units	BND\$
TOTAL FOR ONE (1) YEAR		BND\$
TOTAL FOR THREE (3) YEARS		BND\$

2.3	SECTION II PROCUREMENT (TO FILL IN)
BRAND:	
MODEL:	
COUNTRY OF ORIGIN:	
WHERE MARKETED:	
YEAR MANUFACTURED:	
WARRANTY PERIOD:	
DELIVERY TIME:	
PRICE VALIDITY:	

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2.4	SECTION III :TECHNICAL SPECIFICATION (TO FILL IN)		
MAINS POWER SUPPLY:			
EQUIPMENT AMBIENT OPERATING TEMPERATURE RANGE:			
BATTERY BACKUP:			
INTERNATIONAL SAFETY STANDARD:			
TECHNICAL SUPPORT:	NO OF LOCAL ENGINEER/TECHNICIAN:	NEAREST OVERSEA SUPPORT:	
DIMENSIONS:			MM / CM / INCH
WEIGHT:			KG / G / LBS
EQUIPMENT WHOLE LIFE TIME SUPPORT:	NUMBER OF YEARS, SPARE PARTS ARE AVAILABLE AFTER THE INSTALLATION OF THE EQUIPMENT: _____ YEARS		
		YES	NO
BROCHURE:	Submission of detailed brochure		
USER AND SERVICE MANUALS:	Tenderers to acknowledge that they must submit at least TWO sets of USER AND SERVICE manuals when applying commissioning form. One Set for End User, One Set for BME. (Please provide hardcopy or softcopy)		
WARRANTY UNDERTAKING LETTER	Tenderers to INCLUDE a Warranty Undertaking Letter stating the terms of warranty provided for the equipment in the tender. This includes but not limited to: <ul style="list-style-type: none"> • Duration of warranty, • Warranty coverage • Excluded from Warranty • Warranty Planned Preventive Maintenance (See below) 		
WARRANTY PLANNED PREVENTIVE MAINTENANCE:	Tenderer to include planned preventive maintenance per year as per recommended by the manufacturer's during the equipment warranty (one of which includes if necessary, a PM Kit), after		

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	the date of commissioning.		
USER TRAINING	<p>Tenderers to conduct training to users. Tenderer must prepare a training attendance or proof of training done to end user during commissioning and the refresher course (6) months after commissioning.</p> <p>Training must include but not limited to:</p> <ul style="list-style-type: none"> • Operation • Basic troubleshooting • User maintenance 		
TECHNICAL TRAINING	<p>Tenderers to conduct training to Biomedical Engineers and Technicians.</p> <p>Training must include but not limited to:</p> <ul style="list-style-type: none"> • Troubleshooting and basic corrective maintenance 		
ON-SITE:	<ul style="list-style-type: none"> • Training to be conducted locally, tenderers are required to: <ul style="list-style-type: none"> • Provide training materials, test equipment, demo equipment, etc. • Provide training to two groups of technical staffs. • Provide 2 days (minimum)_of training for each group. • Training to be conducted at the equipment site. 		

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3. SEMI-AUTOMATIC AED

ITEM	Minimum Quantity/year	Maximum Quantity/year
Semi-Automatic AED	5	70
Consumables, Electrodes	2 pairs	50 pairs

3.1	USER REQUIREMENT	YES	NO	REMARKS
Standard Features:	Semi-Automatic External Defibrillator			
	Type: Semi-Automatic			
	Energy sequence: <ul style="list-style-type: none"> up to 360 Joules for adult up to 100 Joules for paediatric 			
	With shock button			
	Able to do automatic and manual test			
Type of feedback	Voice prompting			
	Visual prompt			
	Metronome			
Electrodes	Self-seal gel type			
	Shelf life: 2 years or more			
	Disposable pads for each unit <ul style="list-style-type: none"> 1 pair adult, 1 pair paediatric OR 1 pair of universal adult/paediatric disposable pads. 			
Battery	Type: Please specify			
	Standby life: ≥ 6 months			

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Storage options	Tenderer should be prepared to supply either option depending on user's requirement.			
	MOH require 3 storage options as below;			
Option 1 – Wall mounted	Wall mounted AED box			
	With visual and audible alarm			
	With viewing window, to show the status of AED			
	Inclusive with installation of the AED box			
Option 2 - Backpack	Design specifically to store AED			
	Protective bag			
	With viewing window, to show the status of AED			
Option 3 – Floor Standing	Free standing AED box			
	With audible and visual alarm			
	The equipment should come with all necessary accessories for it to be fully operational.			

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3.2	PRICING SEMI-AUTOMATIC AED	
i-	UNIT PRICE OF SEMI-AUTOMATIC AED	BND\$
	Total Price for 70 units	BND\$
ii-	UNIT PRICE OF CONSUMABLES, ELECTRODES	BND\$
	Total Price for 50 pairs	BND\$
iii-	UNIT PRICE OF COMPREHENSIVE MAINTENANCE	BND\$
	Total Price for 70 units	BND\$
TOTAL FOR ONE (1) YEAR		BND\$
TOTAL FOR THREE (3) YEARS		BND\$

3.3	SECTION II PROCUREMENT (TO FILL IN)
BRAND:	
MODEL:	
COUNTRY OF ORIGIN:	
WHERE MARKETING:	
YEAR MANUFACTURED:	
WARRANTY PERIOD:	
DELIVERY TIME:	
PRICE VALIDITY:	

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3.4	SECTION III : TECHNICAL SPECIFICATION (TO FILL IN)		
MAINS POWER SUPPLY:			
EQUIPMENT AMBIENT OPERATING TEMPERATURE RANGE:			
BATTERY BACKUP:			
INTERNATIONAL SAFETY STANDARD:			
TECHNICAL SUPPORT:	NO OF LOCAL ENGINEER/TECHNICIAN:	NEAREST OVERSEA SUPPORT:	
DIMENSIONS:		MM / CM / INCH	
WEIGHT:		KG / G / LBS	
EQUIPMENT WHOLE LIFE TIME SUPPORT:	NUMBER OF YEARS, SPARE PARTS ARE AVAILABLE AFTER THE INSTALLATION OF THE EQUIPMENT: _____ YEARS		
		YES	NO
BROCHURE:	Submission of detailed brochure		
USER AND SERVICE MANUALS:	Tenderers to acknowledge that they must submit at least TWO sets of USER AND SERVICE manuals when applying commissioning form. One Set for End User, One Set for BME. (Please provide hardcopy or softcopy)		
WARRANTY UNDERTAKING LETTER	Tenderers to INCLUDE a Warranty Undertaking Letter stating the terms of warranty provided for the equipment in the tender. This includes but not limited to: <ul style="list-style-type: none"> Duration of warranty, Warranty coverage Excluded from Warranty Warranty Planned Preventive Maintenance (See below) 		
WARRANTY PLANNED PREVENTIVE MAINTENANCE:	Tenderer to include planned preventive maintenance per year as per recommended by the manufacturer's during the equipment warranty (one of which includes if necessary, a PM Kit), after the date of commissioning.		

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USER TRAINING	<p>Tenderers to conduct training to users. Tenderer must prepare a training attendance or proof of training done to end user during commissioning and the refresher course (6) months after commissioning.</p> <p>Training must include but not limited to:</p> <ul style="list-style-type: none"> • Operation • Basic troubleshooting • User maintenance 		
TECHNICAL TRAINING ON-SITE:	<p>Tenderers to conduct training to Biomedical Engineers and Technicians.</p> <p>Training must include but not limited to:</p> <ul style="list-style-type: none"> • Troubleshooting and basic corrective maintenance 		
	<ul style="list-style-type: none"> • Training to be conducted locally, tenderers are required to: <ul style="list-style-type: none"> • Provide training materials, test equipment, demo equipments, etc. • Provide training to two groups of technical staffs. • Provide 2 days (minimum)_of training for each group. • Training to be conducted at the equipment site. 		

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	SCOPE OF WORK	YES	NO	REMARKS
1.1	Products and Services Sought			
1.1.1	The Government intends to purchase (as and when required) Automated External Defibrillator (AED) for Ministry of Health. It is expected that comprehensive maintenance services and supply of consumables will be included for a duration of three (3) years			
1.1.2	Tenderers are hereby invited for THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AED) (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICE FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS.			
2.1	The tenderer shall propose the equipment inclusive of consumables and comprehensive maintenance service with spare part.			
2.2	Tenderers shall propose a newly manufactured Automated External Defibrillator (AED). i- Automatic AED ii- Semi-Automatic AED			
2.3	The required specification for the equipment stated in clause 2.2 are specified in Annex 2.1.			
2.4	The tenderer shall also provide related accessories for each of the AED supplied to the Government.			
2.4.1	Delivery, Installation and Configuration			
2.4.1.1	The tenderer is obliged to deliver to any location within the four districts specified in the Purchase Order.			
2.4.1.2	The tenderer shall deliver the equipment and/or consumables to the location not more than four (4) weeks from the date of the Purchase Order			
2.4.1.3	The tenderer shall observe the following requirements during delivery and installation;			

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	a. All ordinances or regulation enforced in Brunei Darussalam shall be followed.			
	b. Appropriate measures shall be taken to protect the installation site and the existing facilities from damage caused by installation works.			
2.1.1.4	Upon delivery of the Equipment and/or consumables to the specified location, the tenderer together with representative of the Government shall ensure;			
	a. The equipment and/or consumables is in good physical condition without defects.			
	b. The quantity and specifications of the equipment and/or consumables matches the quantity and specifications stated in the Purchase order.			
	c. All the required accessories and consumables are supplied.			
2.4.2	Acceptance and Commissioning			
2.4.2.1	The Acceptance Test shall consist of Installation Tests, which verify that the equipment functional and performance operates at optimum level without errors.			
2.4.2.2	The equipment shall be commissioned for use upon signing of the acceptance report by the Government.			
2.4.2.3	The tenderer shall provide for each equipment the following but not limited to; a. Asset ID b. Delivery date c. Purchase Order			
2.4.3	Support and Comprehensive Maintenance			
2.4.3.1	The tenderer shall provide support and maintenance for the equipment including its accessories throughout the contract period starting from the date of acceptance of the equipment for a period of three (3) years.			
2.4.3.2	The tenderer shall comply with the service levels required by the Government as stated in Clause 3.			
2.4.3.3	The tenderer shall repair/ replace any parts of the equipment with no additional cost to the Government.			

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2.4.3.4	<p>If the equipment is found to be;</p> <ul style="list-style-type: none"> a. Defective in design, material or workmanship, b. Fails to function properly or fails to meet any performance requirements <p>Unless it can be shown that it is caused by improper use or mishandling by the Government, the tenderer shall, at their own expense (including parts, labor, transportation and incidental costs) upon notification by the Government shall completely repair/ replace the equipment.</p>			
2.4.3.5	<p>The tenderer shall perform preventive maintenance according to the manufacturer's recommendation and perform but not limited to;</p> <ul style="list-style-type: none"> a. quality assurance test(s) b. software upgrade to the current AHA guidelines c. replacement of battery/ pads <p>with no additional cost to the Government.</p>			
2.4.3.6	<p>The tenderer shall document all preventive and corrective maintenance works as well as all the necessary tests and provide a copy of the document to the Government for record keeping.</p>			
2.4.3.7	<p>The tenderer shall provide maintenance sticker for all preventive maintenance works.</p>			
2.4.3.8	<p>Any Field Safety Corrective Action (FSCA) issued/ ordered by the original Equipment Manufacturer regardless of its severity shall be undertaken after the Customer, Government Technical Staff, and the Local Regulatory Authority have been alerted and informed. Copies of the FSCA must be given to the aforementioned.</p>			
2.4.4	<p>Warranty</p> <p>The tenderer shall provide one (1) year warranty starting from the date of acceptance.</p>			
2.5	<p>Master Contract</p>			

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2.5.1	The tenderer shall enter into the Master Contract with the Government (See Section 4).			
2.5.2	The Master Contract shall be for a period of three (3) years. All prices quoted shall remain fixed for the whole duration of the Master Contract period. The Government reserves the right to award this Master Contract to one or more Tenderers for the Equipment listed inclusive of the spare part and Consumables in Annex 2.1.			
2.5.3	Pursuant to the Master Contract, the Government will issue Purchase Orders direct to the tenderer based on their respective requirements. The tenderer is to work directly with the Government on the supply and delivery of the Equipment as well as related services.			
2.5.4	The quantity specified in Annex 2.2 is of estimated minimum and maximum quantity required and should not be taken as a final implementation quantity required by the Government.			
2.5.5	The Government may at any time during duration of the Master Contract, place any number of Purchase order with the tenderer.			
2.5.6	The tenderer shall keep track of all order and ensure that the cumulative amount of Equipment supplied to the Government does not exceed the maximum quantity.			
2.6	Refreshed Products			
2.6.1	Should there be any technology or specification updates to the Equipment, the tenderer may propose to the Government, the newer models and/or specifications with the same or better configuration at the same or lower price as stated in the Master Contract.			
2.6.2	Upon agreement by the Government, the Government shall amend the Master Contract to reflect the changes in models or specifications			
2.7	Project Team			
2.7.1.	Project Team shall consist of staffs from the Tenderer and its subcontractor(s) and shall from the relevant sub-teams to provide the services as stipulated in Clause 2.			
2.7.2	The Tenderer shall;			

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2.7.2.1	Manage and monitor the services required in this Tender, and track its subcontractor's performance and service levels, set out herein.			
2.7.2.2	Provide comprehensive and regular reporting of the project performance and shall propose the reporting format as agreed by the Government. The frequency of reporting shall be on a monthly basis, except when the Government requires reports submitted on a "upon delivery" or quarterly basis.			
2.7.2.3	Attend all management meetings (which will be held at least every month and whenever additionally needed) and shall respond to enquiries from the Government.			
2.7.2.4	For fault correction relating to the equipment, provide general advice, guidance and liaison with other Government service providers or Tenderers.			
2.7.3	Key team personnel			
2.7.3.1	The Key Team Personnel (i.e Project Manager(s) and Team Leader(s)) of this project team shall be stationed in Brunei for the provision of their particular services during the Contract period.			
2.7.3.2	At least one Project Manager shall be assigned for this project team and shall work full time for the whole duration of the Contract period.			
2.7.3.3	This Project Manager shall be the key contact person to liaise with the Government for all contract matters as stated in the Contract.			
2.7.3.4	The Government shall be notified of any proposed changes to and replacements of any key Tenderer staff on the project management team during the Contract period. The tenderer shall seek the Government's approval before effecting the changes and replacements.			
2.7.3.5	All key team personnel shall possess at least 3 years experience in project implementation activities			

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2.7.4	<p>The team personnel should have the experience to carry out the following services;</p> <p>a. To have provided installation, configuration and testing services,</p> <p>b. To have provided support and maintenance services.</p>											
2.7.5	<p>The Tenderer shall work together with the new service provided to execute the Exit plan, when the Contract terminated or towards the end of the Contract period.</p>											
2.8	<p>Documentation and Deliverables</p>											
2.8.1	<p>The Tenderer shall be responsible for delivering all relevant documentation for the provision of related services. These shall include the following deliverables;</p> <table><tr><td>Service Type</td><td>Key Project Deliverables</td></tr><tr><td>Delivery, Installation and Configuration</td><td>Delivery Reports Test Reports</td></tr><tr><td>Acceptance and Commissioning</td><td>Acceptance Report</td></tr><tr><td>Support and Maintenance</td><td>Inspection Report Service Report Incident Report</td></tr></table>	Service Type	Key Project Deliverables	Delivery, Installation and Configuration	Delivery Reports Test Reports	Acceptance and Commissioning	Acceptance Report	Support and Maintenance	Inspection Report Service Report Incident Report			
Service Type	Key Project Deliverables											
Delivery, Installation and Configuration	Delivery Reports Test Reports											
Acceptance and Commissioning	Acceptance Report											
Support and Maintenance	Inspection Report Service Report Incident Report											
2.8.2	<p>The Tenderer shall consolidate all the documentation stated above such that a complete set of documentation is submitted to the Government for record.</p>											
2.8.3	<p>The documentation set submitted to the Government shall be in the hard copy form (e.g printed document) and soft copy (e.g DVDs/CDs/online/email).</p>											
2.8.4	<p>All equipment’s software shall be inclusive of documentation manuals and media kits.</p>											

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3	SERVICE LEVEL			
3.1	General			
3.1.1	The Government may contact the tenderer in the event of a fault in the equipment.			
3.1.2	The Tenderer shall be required to repair or replace the faulty hardware covered by the warranty that has been supplied and delivered by them within the service levels specified in Clauses 3.3.1.			
3.1.3	<p>If the faulty hardware does not meet the specified service levels and cannot be repaired and service not restored within the duration stated in Clause 3.3.1 then alternative services shall be provided by the Tenderer, at no additional costs to the Government.</p> <p>Alternative services provided shall include (but are not limited to):</p> <ul style="list-style-type: none"> • Immediate providing loan unit to replace the faulty equipment. <p>All incidental costs including parts, transportation and labour charges incurred by the Tenderer pursuant to Clause 3 shall be borne by the Tenderer.</p>			
3.2	Service Support			
3.2.1	The Tenderer shall provide 24 hours support services to the Government, 7 days a week.			
3.2.2	<p>The Tenderer shall also provide at least two telephone numbers, including an emergency contact number and an email address for use after Government Office operating hours or during public holidays to the Government Technical Services.</p> <p>The purpose is for both sales and post-sales services and</p>			

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	support.							
3.3	Prescribed Response Time							
3.3.1	<div>On receipt of a request from the Government, the tenderer undertakes to dispatch suitable qualified engineers/ technicians within the following Response and Total Down time;</div> <table><tr><td>Response time</td><td><ul style="list-style-type: none">60 minutes after receipt of notification (Normal Operating hours)Not more than 1 hour after receipt of notification (Non-operating hours)</td></tr><tr><td>Down time</td><td><ul style="list-style-type: none">Not more than 24 hours after receipt of notification</td></tr></table>	Response time	<ul style="list-style-type: none">60 minutes after receipt of notification (Normal Operating hours)Not more than 1 hour after receipt of notification (Non-operating hours)	Down time	<ul style="list-style-type: none">Not more than 24 hours after receipt of notification			
Response time	<ul style="list-style-type: none">60 minutes after receipt of notification (Normal Operating hours)Not more than 1 hour after receipt of notification (Non-operating hours)							
Down time	<ul style="list-style-type: none">Not more than 24 hours after receipt of notification							
3.3.2	If the tenderer fails to respond to the notification or to render the equipment fully operational within the timeframe stated above without providing suitable and equivalent alternative services, then the Government may impose liquidated damages of the amount specified in Section 4.							
3.4	Delays							
3.4.1	If the Tenderer;							
3.4.1.1	Fails to perform the Preventive Maintenance Services within the time specified in the Preventive Maintenance Services Schedule or'							
3.4.1.2	<div>Fails to complete the Corrective Maintenance Services within the specified Down Time;</div> <div>Then the sum equivalent to five percent (5%) of the annual fee for the affected Equipment for each week of such failure or delay and pro rata for parts of a week until the delayed PM has been completed (counted after the scheduled PM date); or the Equipment has been successfully repaired (counted after elapse of 24 hours after notification);</div>							

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3.4.1.3	Fails to comply within the Response Time as specified in Clause 3.3.1. Then the sum of Fifty Brunei Dollars (\$50.00) for each hour of such failure or delay counted after the end of the appropriate Response Time.			
3.5	Preventive Maintenance			
3.5.1	Scheduled or planned preventive maintenance on the equipment during Government working hours [7:45am-12:15pm, 1:30 – 4:30pm].			
3.5.2	Preventive Maintenance shall include cleaning, lubricating, inspecting, calibration and safety procedures designed to help in reducing product failure and to verify good and safe operating condition. The Tenderer will endeavour to rectify any identified problems.			
3.5.3	Preventive Maintenance shall be performed every six(6) months in accordance with the procedures specified in the manufacturer's service manuals. Preventive maintenance shall be completed within one (1) day from the time the service engineer arrives at the specified site.			
3.5.4	The successful tenderer shall submit to the Government a maintenance servicing schedule in accordance with these manuals, which may be amended from time to time, by mutual agreement, in writing. The schedule shall be submitted two (2) weeks within signing the Agreement in Section 4 of this Invitation to Tender.			
3.5.5	If the tenderer fails to perform the Preventive Maintenance according to the servicing schedule, there shall be a deduction charge from the annual Maintenance service charges of five percent (5%) for the affected equipment for each week delay of failure and pro-rata for parts of a week.			
3.6	Corrective Maintenance			
3.6.1	The Tenderer shall also perform corrective maintenance on the Equipment including its accessories.			

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3.6.2	This service shall be provided free of charge to the Government with unlimited breakdown calls per year.			
3.6.3	Corrective maintenance shall be performed AT NAY TIME (inclusive of public holidays) upon notification by the Government representatives.			
3.6.4	The tenderer shall dispatch their qualified Engineer/ technician within the service level specified in Clause 3.3.1, after being notified in writing or telephone that the equipment is inoperative. The service engineers shall complete any repair or replacement within the specified Service Levels.			
3.6.5	If the tenderer fails to perform the Corrective maintenance for any of the Equipment within the specified downtime, there shall be a deduction charge from the annual maintenance charges of five percent (5%) for the affected equipment for each week of delay or failure and pro-rata for appts of a week.			
4	PAYMENT			
4.1	All payment claim shall be submitted by the Tenderer together with the supporting documents such as tenderer's original invoice, delivery order, acceptance report and/or service report.			
4.2	Payments will be made within the period of sixty (60) days upon receiving such claims			
4.3	Payments for equipment supplied will commence upon signing of the acceptance report.			

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SCHEDULE 1 – INFORMATION SUMMARY

1.1. Tenderers shall provide in this Schedule the following information:

- (a) Management summary
- (b) Company profile (including the Tenderer and Tenderer's sub-contractor(s), if any) shall include company strengths, organisation structure, management background, financial standing etc.
- (c) Copies of Company's Certificate of Corporation or Firm's Certificate of Registration, as applicable, and a receipt of the document fee.
- (d) Years of experience (as of the Tender Closing Date) and skills of the Tenderer and sub-contractor(s) in
 - ☐ Supply of medical equipment
- (e) Other information which is considered relevant.

SCHEDULE 2 – SUB-CONTRACTS

- 2.1. Tenderers shall complete **Table 2.1** below with information about all the companies involved in the provision of the services and items specified in this tender. This shall include details about the Tenderer and each sub-contractor involved, as well as their respective responsibilities.
- 2.2. Tenderers shall also indicate in **Table 2.1** below any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.
- 2.3. Tenderers shall also provide letter of certification of any alliance relationship established with each sub-contractor.

Table 2.1 – Responsibility Table

Company Name	Responsibility	Alliance Relationship between contractor and sub-contractor(s)		
	Description	Alliance exists? (Y/N)	Date Established	Alliance Description
Tenderer				
Sub-Contractor(s)				

SCHEDULE 3 – TENDERER’S BACKGROUND

- 3.1. Tenderers shall set out in this Schedule its company and sub-contractor(s) (if any) profile, including company strengths, organisation structure and management background, details of workshop and branches (in all four districts) and the percentage of local Bruneians working in the company.

SCHEDULE 4 – REFERENCES

- 4.1. Tenderers shall submit a list of customers in **Table 4.1** to whom the tenderers has provided similar services and items as specified in this tender in the recent 5 years as of the Tender closing date

Table 4.1 References of previous customers

Customer Name and Address	Customer Type (Government or Quasi Government)	Contact Person	Designation	Contact Number and Email Address

Note: Tenderers shall indicate whether the customer is a Government or Quasi Government organization. A Quasi Government is defined as an organization which;

- i- Managed and controlled by the Government;
- ii- Has at least 50% shares held by the Government.

Please leave the column blank if the customer is neither a Government or Quasi Government organization.

- 4.2 The Ministry of Health shall treat all the information submitted under this schedule in strict confidence
- 4.3 The Ministry of Health reserves the right to contact the references for tender assessment purposes.

SCHEDULE 5 – TENDERER’S EMPLOYEES AND THEIR DUTIES

5.1. Project Team Structure

5.1.1. Tenderers shall provide a clear organisation chart to show the project management structure.

5.1.2. Tenderers shall provide a clear organisation chart of the project team. Descriptions shall be provided to show how the project team addresses the technical requirements and how to discharge the Implementation and Related services stated in **Section 2**.

5.2. Project Role and Staffing Arrangement

5.2.1. Tenderers shall provide, in **Table 5.1** below, the following information in respect of each of their project staff designated:

- (a) Name;
- (b) Company to which the project staff belongs;
- (c) Proposed role in this project;
- (d) Terms of Service;
- (e) Language (Spoken); and
- (f) Deployment of staff for this project, including information about estimated effort and estimated schedule of work.

Table 5.1 Project Role and Staffing Arrangement

Name	Company	Language Spoken	IC/Passport No.	Proposed Project Role		Terms of Service		Schedule of Work	
				Team/ Sub-Team	Staff	Full-time/ Part time	Onsite / Local Offsite/ Overseas	Start Date	End Date

SCHEDULE 6 – SOFTWARE

6.1. Software items

6.1.1. Tenderers shall propose in this part all necessary software items that will be:

- Licensed to the Government
- Supplied and supported by the Contractor

These must include Operating System Software and other software running on each of the proposed Equipment. Details of the proposed software items, including product description and version number shall be provided.

6.1.2. Tenderers shall complete **Table 6.1(a)** and **Table 6.1(b)** with all the software items that will be supplied by the Tenderer and licensed to the Government, in performing the functions specified in **Section 2** (including all the essential functions and desirable functions that the Tenderer is committed to offer).

6.1.3. Tenderers shall complete **Table 6.1(a)** and **Table 6.1(b)** with same contents (other than cost-related information), ensuring the two tables correspond with each other.

6.1.4. Tenderers shall:

- (a) Enter 'N/C' (i.e. no charge) where applicable
- (b) Charge annual licence fees, if applicable
- (c) Include all necessary and related components for the installation of the software

Table 6.1(a) Proposed Software Items

Item No	Product/ Version No.	Description	Manufacturer	One-time cost	Annual License Fee
			Total		

Table 6.1(b) Proposed Software Items

Item No	Product/ Version No.	Description	Manufacturer
			Total

SCHEDULE 7 – SUBMISSION OF SAMPLE

- 7.1. Tenderers shall submit the submission of sample form below in respect of the items specified in this tender.
- 7.2 Samples of the items to be submitted shall be:
 - a. identical in packing and manufacture to the items to be offered by the Tenderer; and
 - b. maked with the corresponding item number of the tender.

THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS, FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS

Project Ref : KK/62/2024/HTD(TC)

SUBMISSION OF SAMPLE FORM

Rujukan Tawaran <i>Tender Reference</i>	KK/62/2024/HTD(TC)
Tajuk Tawaran <i>Tender Title</i>	"THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS, FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS"
Kementerian / Jabatan <i>Ministry / Department</i>	MINISTRY OF HEALTH
Nama Syarikat <i>Company Name:</i>	

No	Description	Sample submitted (Indicate with v)	Sample submitted (Indicate with x)	Offered/ Not offered (Indicate as appropriate)

We understand as stated in the instructions to Tenderers that Tenders without samples shall not be considered.

[signature of authorized officer of Tenderer]

Name:

Designation:

Date:

Date of receipt : _____

Receiving Officer : _____

SCHEDULE 8 – DOCUMENTATION AND DELIVERABLES

- 8.1 Tenderers shall set out a complete list of documentation that will be provided, including all the documents for the equipment and software specified in **Section 2**.
- 8.2 Tenderers acknowledge that such documentation is subject to the Government's Approval and may be subject to change to meet the Government Requirements.

SCHEDULE 9 – INSTALLATION AND ACCEPTANCE TESTS

- 9.1 Tenderers shall state in this Schedule the Installation and Acceptance Tests (as specified in **Section 2 – Government Requirements** to be performed.
- 9.2 Tenderers shall propose the test approach and the test tools (if any) for conducting the the Installation and Acceptance Tests.
- 9.3 Tenderers shall propose the Installation and Acceptance Tests checklist for the final acceptance subject to approval by the Government.

SCHEDULE 10 – TRAINING PLAN

10.1 Training Plan and Approach

Tenderers shall describe the training plan and approach, as specified in **Annex 2.1**. These shall include the following:

- a. Overall training methodology and approach, for example, training recommendations so that end-user training can be effectively rolled out within the planned timeframe.
- b. Detailed approach of the course, for example:
 - i. Types of learning modes (e.g. classroom, hands-on assisted training)
 - ii. Types of delivery aids (e.g. presentation slides)
 - iii. Types of course materials
 - iv. Course Contents
 - v. Size per class

10.2 Training Resources

Tenderers shall describe in this Schedule their training resources and facilities.

10.3 Training Courses to be provided by Contractor

10.3.1 Tenderers shall propose in this Schedule the course to be provided and conducted by the Tenderer, as specified in **Annex 2.1**.

10.3.2 Tenderers shall complete Table 10.1 using the following guidelines:

Column Heading	Descriptions
Course Title	The title of the course, which shall be clear and self-explanatory for the Ministry of Education's understanding. Where necessary, brief descriptions shall be included.
Course Contents	The topics/sub-topic to be covered during the course
Format	Classroom and hands on (please specify).
Number of Sessions per Course	The number of sessions that trainees need to attend in order to complete the course.
Total Duration (Hours) per Course	Total number of hours that trainees need to attend in order to complete the course.
Proposed Number of Classes	More than one class shall be proposed for a particular course if the number of trainees is large and considered not manageable in one class.
Category of Trainee	Project team member, end user, others (please specify).
Size per Class	Number of trainees per class.
Scheduled Date(s) for each Class	The proposed date(s) for trainees to attend the sessions.
Venue	Venue to be provided by the Contractor, or third-party training centre, unless otherwise required by Government. Please provide details if the venue is to be provided by Contractor or by third-party training centre.

Table 10.1 Training Plan and Details

Course Title	Format	Number of Sessions per Course	Total Duration (Hours) per Course	Proposed Number of Classes	Category of Trainee	Size per Class	Scheduled Date(s) for each Class	Venue

SCHEDULE 11 – STATEMENT OF COMPLIANCE

- 11.1 Tenderers shall indicate their compliance by completing the compliance table in **Annex 2.1 and 2.2**, with clause-by-clause including sub-clause by sub-clause statement of compliance corresponding to **Section 2**.
- 11.2 Proposal without this compliance table will be considered incomplete and will be disqualified.

Note: 1 Please put “Yes” if complies “No” if not complied
2 Where appropriate, Tenderers shall specify how the requirement will be met in the remarks column

SCHEDULE 12- DECLARATION FORM

- 12.1 Tenderers are required to make a declaration in the form of the Tenderer's Declaration (**Section 3 Annex 3.1**). The purpose of the declaration is to prevent incidences of collusion among potential tenderers to this Invitation To Tender.

ANNEX 3.1 – TENDERER’S DECLARATION FORM

PENGAKUAN PENENDER / TENDERER’S DECLARATION

ANNEX 3.2 – TENDER FORM (TECHNICAL PROPOSAL)

**TENDER FORM
(FOR SUBMISSION IN TECHNICAL PROPOSAL ENVELOPE)**

Date : _____

**TO: THE CHAIRMAN
MINI TENDER BOARD
MINISTRY OF HEALTH
COMMONWEALTH DRIVE
JLN MENTERI BESAR
BANDAR SERI BEGAWAN BB 3910
BRUNEI DARUSSALAM**

Sir,

Having examined the documents comprised in the Invitation To Tender, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for **THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS, FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS** in conformity with the said Requirements and Schedules in the sum stated and sealed in a separate envelope marked “**Pricing Proposal**”.

We agree to abide by this Tender for a period of **TWELVE (12) months** from the deadline for submission of tender and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We shall execute a formal agreement in the appropriate form set out in the Tender Document together with such further terms and conditions, if any, agreed upon between the Government and us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

Dated this _____ days of _____ 20 _____

Signature

(In the Capacity of)

Duly Authorised to sign Tender for and on behalf of

Witness

Address

Signature

ANNEX 3.3 – TENDER FORM (PRICING PROPOSAL)

TENDER FORM (FOR SUBMISSION IN PRICING PROPOSAL ENVELOPE)

Date : _____

**TO: THE CHAIRMAN
MINI TENDER BOARD
MINISTRY OF HEALTH
COMMONWEALTH DRIVE
JLN MENTERI BESAR
BANDAR SERI BEGAWAN BB 3910
BRUNEI DARUSSALAM**

Sir,

Having examined the documents comprised in the Invitation To Tender, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for **THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF AUTOMATED EXTERNAL DEFIBRILLATOR (AS AND WHEN REQUIRED) INCLUSIVE OF CONSUMABLES AND COMPREHENSIVE MAINTENANCE SERVICES WITH SPARE PARTS, FOR MINISTRY OF HEALTH FOR A PERIOD OF THREE (3) YEARS** in conformity with the said Requirements and Schedules for the sum of

(Total amount in words and figures)

We agree to abide by this Tender for a period of **TWELVE (12) months** from the deadline for submission of tender and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We shall execute a formal agreement in the appropriate form set out in the Tender Document together with such further terms and conditions, if any, agreed upon between the Government and us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

Dated this _____ days of _____ 20 _____

Signature

(In the Capacity of)

Duly Authorised to sign Tender for and on behalf of

Witness

Address

Signature