

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/DIVISION/ UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 2.00PM	FOCAL PERSON
KK/354/2022/UPP(TC)	THE PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR 'TALIAN HARAPAN' CALL CENTRE FOR A PERIOD OF THREE (3) YEARS	3 YEARS	RIPAS HOSPITAL	\$10.00	24 <sup>th</sup> JANUARY 2023	Yusri bin Haji Kifle Head of Clinical and Community Psychology Services Raja Isteri Pengiran Anak Saleha (RIPAS) Hospital Negara Brunei Darussalam Contact No.: 2242424

## SECTION 2

### SPECIFICATIONS

TENDER REFERENCE NO: KK/354/2022/UPP(TC)

INVITATION TO TENDER  
THE PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION  
FOR "TALIAN HARAPAN' CALL CENTRE FOR A PERIOD OF THREE (3) YEARS

ITEM NO.	DESCRIPTION	
1	<b>PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR "TALIAN HARAPAN' CALL CENTRE FOR A PERIOD OF THREE (3) YEARS</b>	
a)	Subscription of Third Party Managed Services for Call Centre (which includes leasing of hardware and software solution)	
b)	Call Centre solution with 2 Agent and 1 Supervisor Licenses Hardware, including <ul style="list-style-type: none"><li>- 3 Headsets</li><li>- 3 IP Phones</li></ul>	
c)	- Firewall (IPsec Tunnel)	
d)	Other Scopes / Specifications:	Please refer to <b>Appendix 1 &amp; 2</b>
e)	On/going Support	For a period of Three (3) years
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued
g)	Project Location	Ground Floor, Women and Children (WCC), Raja Isteri Pengiran Anak Saleha Hospital (RIPAS)
h)	Tender Duration	Three (3) years
i)	Price Validity	<b><u>Twelve (12) Calendar Months</u></b>

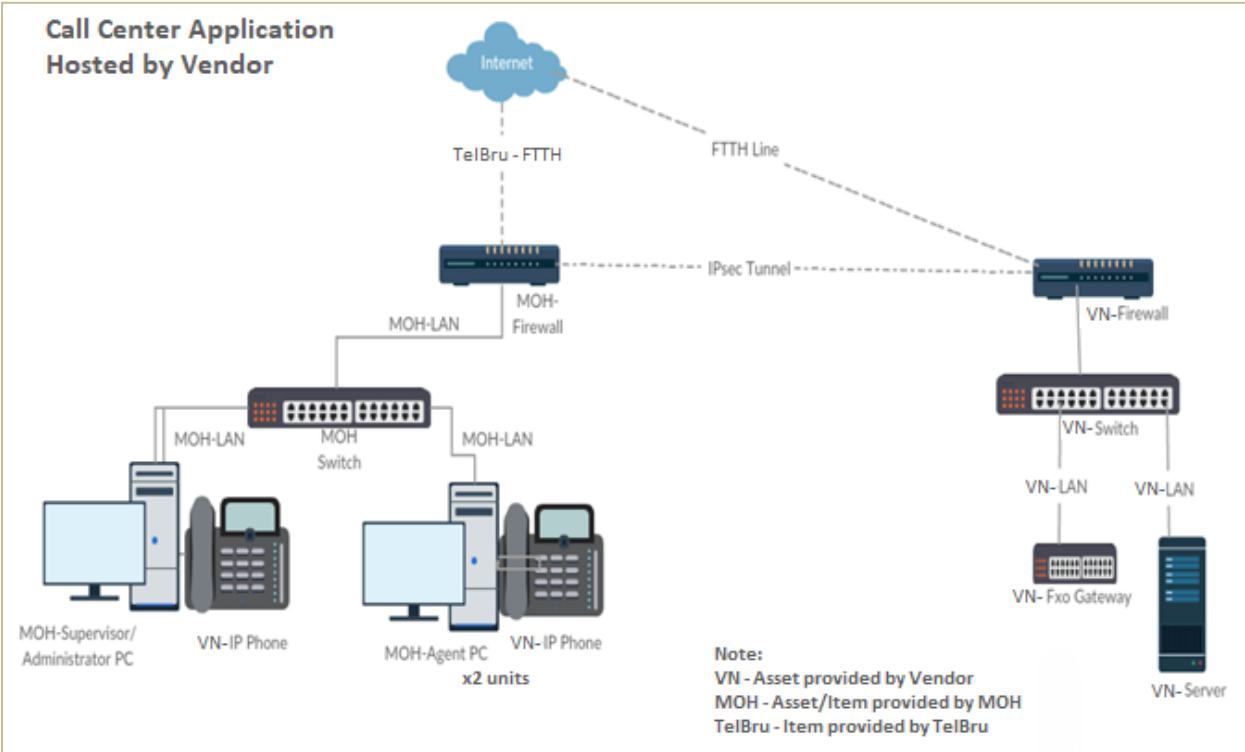
**Scopes of Works / Specifications:**

- Shall be able to record calls (has interactive voice response recording)
- Ability to automatically track/log number of calls and information (caller ID time, duration, waiting time etc.) for answered calls, pending/awaiting calls and abandoned/missed calls
- Effectively manage call queues.
- Place callers on hold and/or re-direct calls
- Phone has mute system whereby other actions can be done simultaneously such as checking hospital records, activating emergency services, etc
- It has enable mode system that can be used for real-time supervision and monitoring purposes.
- Reporting features (Management dashboard) – number of calls, number of answered calls, abandoned calls, duration of calls, waiting time, time before call answered etc that can be broken down as per day or per month.
- System Usage (maintenance and support)
- Soft-skills training and ongoing support.
- Operation hours
  - Daily – 8.00am – 11.00pm
- RIPAS Hospital reserves the right to terminate the aforementioned service/project by giving a 30 days' notice of awarded vendor without additional cost

**Out of Scope:**

- No integration with BruHIMS is required.
- **Workstations/computers for the agents to be provided by RIPAS Hospital.**
- The RIPAS call Centre Level 1 support/users space and electrical power (premise and workstations at WCC, RIPAS Hospital) will be provided by RIPAS.
- Telephone line to be subscribed by RIPAS directly from telephone service provider.
- Internal cabling at RIPAS site is not part of the scope.
- Proposed set up does not include Disaster Recovery.
- Call charges to be borne by RIPAS directly with telephone service provider

System Architecture Diagram



## SECTION 3

### SCHEDULE 1

#### TENDER FORM

To:

TENDER REFERENCE NO: KK/354/2022/UPP(TC)

**INVITATION TO TENDER**  
**THE PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS**

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TENDER OF (*name of tenderer*) \_\_\_\_\_

Company/Business Registration No \_\_\_\_\_

Tender Closing Date: \_\_\_\_\_

ITEMS NO.	DESCRIPTION	MONTHLY COST (B\$)	TOTAL COST (1 YEAR) (B\$)	TOTAL COST (3 YEARS) (B\$)
1	<b>PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS</b>			
a)	Subscription of Third Party Managed Services for Call Centre (which includes leasing of hardware and software solution)			
b)	Call Centre solution with 2 Agent and 1 Supervisor Licenses Hardware, including - 3 Headsets - 3 IP Phones			
c)	– Firewall (IPsec Tunnel)			
d)	Other Scopes / Specifications:	Please refer to <b>Appendix 1 &amp; 2</b>		
e)	On/going Support	For a period of Three (3) years		
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued		
g)	Project Location	Ground Floor, Women and Children (WCC), Raja Isteri Pengiran Anak Saleha Hospital (RIPAS)		
h)	Tender Duration	Three (3) years		
i)	Price Validity	<b><u>Twelve (12) Calender Months</u></b>		

ITEM NO.	DESCRIPTION	COMPLY		PLEASE SPECIFY (IF ANY)
		YES	NO	
1	<b>PROVISION AND MANAGEMENT OF HARDWARE AND SOFTWARE SOLUTION FOR “TALIAN HARAPAN’ CALL CENTRE FOR A PERIOD OF THREE (3) YEARS</b>			
a)	Subscription of Third Party Managed Services for Call Centre (which includes leasing of hardware and software solution)			
b)	Call Centre solution with 2 Agent and 1 Supervisor Licenses Hardware, including - 3 Headsets - 3 IP Phones			
c)	Firewall (IPsec Tunnel)			
d)	<b>Scopes of Works / Specifications:</b> <ul style="list-style-type: none"> <li>• Shall be able to record calls (has interactive voice response recording)</li> <li>• Ability to automatically track/log number of calls and information (caller ID time, duration, waiting time etc.) for answered calls, pending/awaiting calls and abandoned/missed calls</li> <li>• Effectively manage call queues.</li> <li>• Place callers on hold and/or re-direct calls</li> <li>• Phone has mute system whereby other actions can be done simultaneously such as checking hospital records, activating emergency services, etc</li> <li>• It has enable mode system that can be used for real-time supervision and monitoring purposes.</li> <li>• Reporting features (Management dashboard) – number of calls, number of answered calls, abandoned calls, duration of calls, waiting time, time before call answered etc that can be broken down as per day or per month.</li> <li>• System Usage (maintenance and support)</li> <li>• Soft-skills training and ongoing support.</li> </ul>			

ITEM NO.	DESCRIPTION	COMPLY		PLEASE SPECIFY (IF ANY)
		YES	NO	
	<ul style="list-style-type: none"> <li>Operation hours Daily – 8.00am – 11.00pm RIPAS Hospital reserves the right to terminate the aforementioned service/project by giving a 30 days' notice of awarded vendor without additional cost</li> </ul>			
	<p><b>Out of Scope:</b></p> <ul style="list-style-type: none"> <li>No integration with BruHIMS is required.</li> <li>Workstations/computers for the agents to be provided by Ministry of Health (RIPAS).</li> <li>The RIPAS call Centre Level 1 support/users space and electrical power (premise and workstations at WCC, RIPAS) will be provided by RIPAS.</li> <li>Telephone line to be subscribed by RIPAS directly from telephone service provider.</li> <li>Internal cabling at RIPAS site is not part of the scope.</li> <li>Proposed set up does not include Disaster Recovery. Call charges to be borne by RIPAS directly with telephone service provider</li> </ul>			
e)	On/going Support	For a period of Three (3) years		
f)	Completion of project delivery / implementation and training	Within 1 week after Purchase Order / Letter of Award issued		
g)	Project Location	Ground Floor, Women and Children Centre (WCC), Raja Isteri Pengiran Anak Saleha Hospital		
h)	Tender Duration	Three (3) years		
i)	Price Validity	Twelve (12) Calendar months		

1. We offer and undertake on your acceptance of our Tender to provide the above-mentioned services in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.
3. We shall execute a formal agreement in the appropriate form set out in Section 4 – Contract of the Invitation to Tender together with such further terms and conditions, if any, agreed between the Government and us.
4. OUR OFFER IS VALID FOR TWELVE (12) CALENDER MONTHS FROM THE TENDER CLOSING DATE.
5. When requested by you, we shall extend the validity of this offer.
6. We further undertake to give you any further information which you may require.

Dated this                      day of                      20

\_\_\_\_\_  
**Signature of authorised officer of Tenderer**

Name:

Designation:

Tenderer's official stamp:



## SCHEDULE 2 - INFORMATION SUMMARY

1.1 Tenderers shall provide in this Schedule the following information:

(a) Management summary

(b) Company profile (including Contractor and sub-contractor(s), if any)

(c) Years of experience (as of the Tender Closing Date) of the Contractor and sub-contractor(s) in the:

- ***Supplying, Maintaining Equipment, Hardware and Software; and Delivery of Equipment, Hardware and Software on lease or rental***

(d) Other information which is considered relevant

**SCHEDULE 3 – SUB-CONTRACTS**

3.1 Tenderers shall complete Table 3.1 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 Contractor and each sub-contractor involved, as well as their respective responsibilities.

3.2 Tenderers shall also indicate in Table 3.1 any alliance relationship established with each sub-contractor. An alliance is defined as a formal and binding business relationship between the allied parties.

Table 3.1 Responsibility Table

Company Name	Responsibility Description	Alliance Relationship between Contractor and Sub-contractor(s)		
		Alliance Exists? (Y/N)	Date Established	Alliance Description
Contractor				
		<b>Not Applicable</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
Sub-contractor(s)				

#### **SCHEDULE 4 – COMPANY’S BACKGROUND**

- 4.1 Each of the companies involved in this tender, including Contractor and sub-contractor(s) (if any), shall provide information on the company’s background, scope of operations, financial standing and certified copy of its Certificate of Incorporation or Certificate of Registration (as the case may be).

## SCHEDULE 5 – REFERENCES

- 5.1 Tenderers shall submit a list of customers in Table 5.1 to whom the Contractor has provided similar services as specified in this tender in the recent 5 years as of the Tender Closing Date.

Table 5.1 References of previous customers

Customer Name and Address	Customer Type (Govt or Quasi Govt)*	Contact Person	Title	Contact Number, Fax Number and E-mail Address

**\*Note:** Tenderers shall indicate whether the customer is a Government or Quasi Government organisation. A Quasi Government is defined as an organisation which (1) is managed and controlled by the Government; or (2) has at least 50% shares being held by the Government. Please leave the column blank if the customer is neither a Government or Quasi Government organisation.

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