

**E-GOVERNMENT NATIONAL CENTRE (EGNC)**  
 Simpang 69-18, Jalan E-Kerajaan, Gadong BE1110, Brunei Darussalam  
 Department/References : EGNC/PM/4.2/2023.014 (Tel) 2424955 (Fax) 2424940 (Email) [procurement@egc.gov.bn](mailto:procurement@egc.gov.bn)

**APPENDIX 1: QUOTATION OF PREVENTIVE MAINTENANCE FOR PABX SYSTEM FOR BI-ANNUALLY (JUNE 2023 & DECEMBER 2023) AT E-GOVERNMENT NATIONAL CENTRE**

Item	Description	Unit	Qty	Please specify contents of the proposed item/sectotion		Unit Price (BND)	Total Cost (BND)	Department / References	
1.	<b>Preventive Maintenance for PABX SYSTEM:</b>	Lot	1					Contact Person:  Habnah email <a href="mailto:Habnah.mohiddin@egc.gov.bn">Habnah.mohiddin@egc.gov.bn</a>	
	<b>Model No: PANASONIC KX-TDA600 DIGITAL HYBRID IP PABX SYSTEM</b>								
	<b>1.1 (Scheduled) Preventive Maintenance - JUNE 2023 &amp; DECEMBER 2023 [Services include system check, back up, housekeeping such as proper cabling arrangement, labeling and battery life expectancy]</b>					y/n			
	<b>1.2 Corrective Maintenance</b> two [2] hours after receiving complaint. [to verify, troubleshoot and rectify operation issues on the existing PABX system such as no tone, outgoing barred, etc.]  Response time: 1. Critical [Operation Down] - Less than 2 hours. 2. Major [Part of operation down] - 2 to 4 hours 3. Minor [No operation impact] - 1 day 4. Info [Request for information] - 2 to 4 days					y/n			
	<b>1.3 Operation Maintenance</b> include configuration (to liaise with telecommunication provider) [Changes to PABX system such as outgoing restriction, extension relocation, new extension line, patching, additional telephone lines added/bind to extensions, etc.]					y/n			
<b>1.4</b> In case of complete PABX <b>shutdown</b> cause by the PABX equipment or by external cause, the vendor should <b>provide compatible loan equipment</b> for immediate solution to restore the system and fully operational condition.			y/n						

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	1.5 The vendor <b>must have</b> experience in implementing PABX System Maintenance work in the past 2 years [please attach with support document]			y/n				
	<b>Quotation Validity: at least 3 months or more</b>			Specify				
	Please contact 2424955 ext 121 for site visit							
	The quotation must be submitted via email only to <a href="mailto:e.sebuthargaegnc@egc.gov.bn">e.sebuthargaegnc@egc.gov.bn</a>							
				<b>TOTAL COST :</b>				
	Please Also Observe The Following:  a. Any vendors that have not completed or properly filling in the form will not be entertained. b. Vendors are welcome / recommended to see the site c. Please provide product brochures d. Quotation Validity: at least <b>3 months or more</b>  <b>ISSUE QUOTATION: 22 May 2023</b> <b>CLOSE QUOTATION : 01 June 2023 (10.00 AM)</b>	<i>Acknowledgement:</i>  <i>Company Ref. No.: .....</i>  I hereby certify the above quote to be correct.  Signature: .....  Designation: .....  Date : .....				<i>Company's Official Stamp:</i>		

**DELIVERY CONFIRMATION LETTER**

To:  
Chairman of Procurement Committee,  
E-Government National Centre,  
Ministry of Transport and Infocommunications,  
Spg 69-18, Jalan E-Government  
Gadong BE1110, Negara Brunei Darussalam.

**QUOTATION OF: EGNC/PM/4.2/2023.014**

With regards to the quotation above that our Company participate, our Company agreed to the terms below:

1. In the event that our Company is successful in this quotation, we promise to perform and supply within the promise period according to the specifications and quantity mention in Appendix 1 from the issued date.
2. In the event that our Company is unable to make provision in the original period specified in paragraph 1., the company will:
  - a) Inform E-Government National Centre within 14 days before the date of supply is to be made in writing with an explanation. In this regard, our Company agreed to implement one of the following ways:
    - i) Replace with the same specifications that is agreed with E-Government National Centre or
    - ii) Lending until supply is made that is agreed with E-Government National Centre.
  - b) Inform in the event that the conditions mentioned above in clause (a) cannot be fulfilled, therefore E-Government National Centre reserves the right to cancel this quotation.
3. If our Company fails to perform as required to make the supply, our Company will be banned from participating in any future tender or quotation from the Government of His Majesty Paduka Seri Baginda Sultan dan Yang Di Pertuan Negara Brunei Darussalam.
4. If our Company fails to meet these requirements, our company will be charged a penalty of 10% of the total price of the delayed or unsuccessful supply without any acceptable reasons. E-Government National Centre is entitled to deduct from the security deposit or any payments to be received by the Company in the event that the Company are not able to supply within the stipulated period.

Signature, Name & Position

Company Cop & dates

**TERMS AND CONDITIONS OF RFP**  
**REF. NO: EGNC/PM/4.2/2023.014**

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- 1.1 The Tenderer is required to quote the proposed services which will best meet the requirement as per given in the enclosed Request for Quotation (RFQ) taking into consideration the following:  
**a. Any amendments made should be initialled with the Tenderer's stamp**
- 1.2 All prices are to be quoted:  
a. In Brunei Dollars (BND),  
b. With minimum validity period of 3 months from closing date of quotation.
- 1.3 RFQ responses must be submitted **via email 'e.sebuthargaegnc@egc.gov.bn'** using the form in Appendix 1 attached hereto on or before the closing date **Thursday 01<sup>ST</sup> June 2023 (10.00 AM)**.
- 1.4 The E-Government National Centre hereafter referred to as the Customer has and reserves the right:  
a. not to accept the lowest or any quotation,  
b. to accept any quotation in whole or in part, or  
c. to penalise and cancel any order or contract from/with the Tenderer if the delivery, installation and commissioning schedule and other related terms and conditions are not met or adhered to by the Tenderer.
- 1.5 Any clarification of the requirement can be requested not later than 1 (one) working day before the closing of the quotation submission. For any clarification please contact **Habnah by email [Habnah.mohiddin@egc.gov.bn](mailto:Habnah.mohiddin@egc.gov.bn)**
- 1.6 A contract shall be signed with the Government to exercise the terms.
- 1.7 After the services have been delivered, a copy of the Delivery Order is required to be faxed to 2424940 with attention to Procurement Section, E-Government National Centre.
- 1.8 The Tenderer must not make any public statement in relation to this quotation document or to the awarding of any consequent order for the supply of the required items.
- 1.9 The above terms and conditions are subject to review or revision whenever deemed necessary without prior written notice.
- 1.10 If the Supplier does not hear from the Customer within 3 weeks from the date of quotation's closure, the Supplier's quotation is considered unsuccessful.

**PUSAT KEBANGSAAN E-KERAJAAN  
KEMENTERIAN PENGANGKUTAN DAN INFOKOMUNIKASI**

**APPENDIX 4**

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**VENDOR'S PARTICIPATION FORM  
FOR QUOTATION REF: EGNC/PM/4.2/2023.014**

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Tick (✓) where appropriate:-

Quote

No Quote

Name: .....

Designation: .....

Tel / Fax / E-mail: .....

Date: .....

Company's chop:

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NOTE :

Your response is highly appreciated.

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Pusat Kebangsaan E-Kerajaan  
Simpang 69-18  
Jalan e-Kerajaan  
Gadong BE1110  
Negara Brunei Darussalam

Tel: 2424955/6/7 ext 122 / Fax: 2424940