

E-GOVERNMENT NATIONAL CENTRE (EGNC)

Simpang 69-18, Jalan E-Kerajaan, Gadong BE1110, Brunei Darussalam

Department/References: EGNC/PM/4.2/2022.094 (Tel) 2424955 (Fax) 2424940 (Email) procurement@egc.gov.bn

APPENDIX 1: QUOTATION OF EGNC OGECE HARDWARE MAINTENANCE (25 JANUARY – 24 JULY 2023)

| Item | Description | Qty | Please specify (y/n) and the Proposed Item & Specification | | Quartely Total (BND) | Half Yearly Total (BND) | Department / References |
|------|---|-------|--|--|----------------------|-------------------------|--|
| | Scope of work: | 1 Lot | | | | | Contact Person: |
| | 1. The Contractor shall be responsible for the maintenance of the System Hardware Only for the period of six (6) months from 25th January 2023 until 24th July 2023). | | y/n | | | | Insyirah email insyirah.ishak@egc.gov.bn |
| | 2. Preventive Maintenance | | | | | | |
| | 2.1. Monthly checks of hardware health; either physical or by system or both. | | y/n | | | | |
| | 2.2. Provide installation services for firmware update provided whenever new firmware releases are made available for the respective hardware. | | y/n | | | | |
| | 3. Curative Maintenance | | | | | | |
| | 3.1. Upon receipt of a notification from the Government that the hardware or any part(s) thereof are faulty or inoperative, the inspection and testing of the hardware and the diagnosing of any faults or defects therein by the Contractor; and | | y/n | | | | |
| | 3.2. the carrying out by the Contractor of such repairs, replacement of parts and/or adjustment as the Contractor may determine necessary to remedy the said fault(s) and defect(s). | | y/n | | | | |
| | 3.3. Awarded Contractor is expected to keep in stock parts and components of the items listed in Annex 1. | | y/n | | | | |

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| | <p>4. Service Expectations</p> <p>4.1. Contractor is expected to comply to services stated below:</p> <ul style="list-style-type: none"> - Contractor shall respond within two (2) hours; - Problem shall be resolved within twenty-four (24) hours after responding; | | y/n | | | | |
| | <p>4.2. Should service expectations are not met, contractor requires to loan a unit of the equipment and ensure no impact to our services.</p> | | y/n | | | | |
| | <p>4.3. If contractor fails to deliver services within the expectations specified in 4.1 and 4.2, contractor shall pay liquidated damages to the Government at the rate of one percent (1%) of the Contract Price, per day for each occurrence of delay (including Fridays, Saturdays, Sundays and Public Holidays) during which the Maintenance and Support Services remains uncompleted up to a maximum of ten percent (10%) of the Contract Price.</p> | | y/n | | | | |
| | <p>5. Loan Hardware</p> <p>5.1. The contractor shall, at no costs provide the Government with a functionally equivalent hardware ("Loan Hardware"):</p> <ul style="list-style-type: none"> - If by the second (2nd) day after the service engineer or technician arrives at the Location, it is determined that the faulty hardware cannot be repaired within the prescribed response time (clause 4.1 and 4.2); or - If the Contractor determines that it is necessary to move a Hardware or part thereof ("the Removed Hardware") to the Contractor's premises in order to repair or service the Removed Hardware and as a consequence the Removed Hardware cannot be used by the Government. | | y/n | | | | |

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| | 5.2. Once the Removed Hardware is repaired and restored to good working order, the Contractor shall forthwith replace the Loan Hardware with the removed hardware, upon successful completion of the user acceptance tests. | | y/n | | | |
| | 5.3. If the Removed Hardware is unable to be repaired or restored to good working order, then the Loan Hardware provided by the Contractor shall at the Governments discretion be deemed to have replaced the faulty Hardware and which shall be provided to the Government at no additional cost. | | y/n | | | |
| | 6. Deliverables 6.1. Incident & Problem Resolution Reports (Ad hoc) - Type of Service/Complaint - Work Done - Details of Faulty and The Replacement Parts for The Equipment | | y/n | | | |
| | 6.2. Maintenance report 6.2.1. Signed report should be submitted in the form of Portable Document Format (PDF) containing summary of tasks done from the start to the end of the month and should be submitted before the fourteenth (14th) of the next month. | | y/n | | | |
| | 7. Payment Milestones 7.1. Invoices and payment to be done on quarterly basis. 7.2. Quarterly invoices are to be supported with Monthly Preventive Maintenance reports and Incident & Problem Resolution Report (if any) which have been verified and signed by EGNC. | | y/n | | | |

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|------|--|--|--|--|----------------------------------|-------------------------|-------------------------|
| | Quotation Validity: at least 3 months or more | | <i>Specify</i> | | | | |
| | | | TOTAL COST: | | | | |
| | Please Also Observe The Following: a. Any vendors that have not completed or properly filling in the form will not be entertained b. Quotation Validity: at least 3 months or more ISSUE QUOTATION: 17 November 2022 CLOSE QUOTATION: 30 November 2022 (9.00 AM) | <i>Acknowledgement:</i> <i>Company Ref. No.:</i> <i>I hereby certify the above quote to be correct.</i> <i>Signature:</i> <i>Designation:</i> <i>Date :</i> | | | <i>Company's Official Stamp:</i> | | |

ANNEX 1: LIST OF OGECH HARDWARE

| SERVER & CHASSIS | | |
|---------------------------------------|----------------------|-----------------|
| Model | Service Tag | Location |
| Dell PowerEdge M1000e | BQVF82S | EGNC DC |
| Dell PowerEdge M610x | 3H1H82S | EGNC DC |
| Dell PowerEdge M610x | 7H1H82S | EGNC DC |
| Dell PowerEdge M610x | 8H1H82S | EGNC DC |
| Dell PowerEdge M1000e | 23GF82S | EGNC DC |
| Dell PowerEdge M610x | 5H1H82S | EGNC DC |
| Dell PowerEdge M610x | 6H1H82S | EGNC DC |
| Dell PowerEdge M610x | BH1H82S | EGNC DC |
| Dell PowerEdge M1000e | 2H1H82S | EGNC DC |
| Dell PowerEdge M610x | 4H1H82S | EGNC DC |
| Dell PowerEdge M610x | 9H1H82S | EGNC DC |
| Dell PowerEdge M1000e | 89KF82S | EGNC DC |
| Dell PowerEdge M610x | 63GF82S | EGNC DC |
| Dell PowerEdge M610x | 33GF82S | EGNC DC |
| Dell PowerEdge M610 | D9KF82S | EGNC DC |
| Dell PowerEdge M610 | CGKF82S | EGNC DC |
| Dell PowerEdge M610 | HGKF82S | EGNC DC |
| Dell PowerEdge R420 | 2996HY1 | EGNC DC |
| Dell PowerEdge R420 | 1M87HY1 | EGNC DC |
| Dell PowerEdge R510 | DZ1572S | EGNC DC |
| DISTRIBUTION SWITCH MODULE | | |
| Model | Serial Number | Location |
| Distribution Switch Module | SAL1521E7YS | EGNC DC |
| Distribution Switch Module | SAL1522EEC6 | EGNC DC |
| DELL POWERSHIELD MD1200 (JBOD) | | |
| Model | Service Tag | Location |
| Dell PowerVault MD1200 | 6LTF82S | EGNC DC |
| Dell PowerVault MD1200 | 4LTF82S | EGNC DC |
| Dell PowerVault MD1200 | DLTF82S | EGNC DC |
| Dell PowerVault MD1200 | 3LTF82S | EGNC DC |
| Dell PowerVault MD1200 | 7KTF82S | EGNC DC |
| Dell PowerVault MD1200 | CKTF82S | EGNC DC |
| Dell PowerVault MD1200 | 5LTF82S | EGNC DC |
| Dell PowerVault MD1200 | 9KTF82S | EGNC DC |
| Dell PowerVault MD1200 | 1LTF82S | EGNC DC |
| Dell PowerVault MD1200 | 4KTF82S | EGNC DC |
| Dell PowerVault MD1200 | 2LTF82S | EGNC DC |

| | | |
|------------------------|---------|---------|
| Dell PowerVault MD1200 | FKTF825 | EGNC DC |
| Dell PowerVault MD1200 | 8Q1G825 | EGNC DC |
| Dell PowerVault MD1200 | 8R1G825 | EGNC DC |
| Dell PowerVault MD1200 | HKTF825 | EGNC DC |
| Dell PowerVault MD1200 | 7LTF825 | EGNC DC |
| Dell PowerVault MD1200 | GKTF825 | EGNC DC |
| Dell PowerVault MD1200 | 9R1G825 | EGNC DC |
| Dell PowerVault MD1200 | GR1G825 | EGNC DC |
| Dell PowerVault MD1200 | DR1G825 | EGNC DC |
| Dell PowerVault MD1200 | CLTF825 | EGNC DC |
| Dell PowerVault MD1200 | JKTF825 | EGNC DC |
| Dell PowerVault MD1200 | BKTF825 | EGNC DC |
| Dell PowerVault MD1200 | DPKG825 | EGNC DC |
| Dell PowerVault MD1200 | BQ1G825 | EGNC DC |
| Dell PowerVault MD1200 | JPKG825 | EGNC DC |
| Dell PowerVault MD1200 | 6KTF825 | EGNC DC |
| Dell PowerVault MD1200 | DKTF825 | EGNC DC |
| Dell PowerVault MD1200 | 6PKG825 | EGNC DC |
| Dell PowerVault MD1200 | BR1G825 | EGNC DC |
| Dell PowerVault MD1200 | HPKG825 | EGNC DC |
| Dell PowerVault MD1200 | 7Q1G825 | EGNC DC |
| Dell PowerVault MD1200 | 8LTF825 | EGNC DC |
| Dell PowerVault MD1200 | FR1G825 | EGNC DC |
| Dell PowerVault MD1200 | DQ1G825 | EGNC DC |
| Dell PowerVault MD1200 | 3R1G825 | EGNC DC |
| Dell PowerVault MD1200 | HR1G825 | EGNC DC |
| Dell PowerVault MD1200 | 9LTF825 | EGNC DC |
| Dell PowerVault MD1200 | BLTF825 | EGNC DC |
| Dell PowerVault MD1200 | FQ1G825 | EGNC DC |
| Dell PowerVault MD1200 | 2PKG825 | EGNC DC |
| Dell PowerVault MD1200 | 2R1G825 | EGNC DC |
| Dell PowerVault MD1200 | 3PKG825 | EGNC DC |
| Dell PowerVault MD1200 | 6R1G825 | EGNC DC |
| Dell PowerVault MD1200 | FPKG825 | EGNC DC |
| Dell PowerVault MD1200 | JQ1G825 | EGNC DC |

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/4.2/2022.094

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/4.2/2022.094

- 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 1 year 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 **Wednesday 30th November 2022 (9.00 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 **Insyirah by email insyirah.ishak@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

**VENDOR'S PARTICIPATION FORM
FOR QUOTATION REF : EGNC/PM/4.2/2022.094**

Tick (√) where appropriate:-

Quote

No Quote

Name :

Designation:

Tel/Fax/Emai:.....

Date :

Company's chop:

NOTE :

Your response is highly appreciated.

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

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