

Request for Information for The Supply and Delivery of IT Equipments with Related Software and Services for ITCP III

Reference: EGNC/PM/4.1/8.2017

1. Introduction

1.1 Background

- 1.1.1 IT Central Procurement (ITCP) is one of the central contract services provided by the E-Government National Centre (EGNC) to government agencies in order to standardise the procurement usage and management of IT equipments within the Government and related agencies.
- 1.1.2 ITCP also aims to allow the Government to procure IT equipments at a fixed price throughout the contract period and eliminate the need for separate request for quotations and proposals to ensure faster delivery and proper management of the IT equipments.
- 1.1.3 ITCP was introduced in year 2010 (17 Aug 2010) and then follow through with second contract for ITCP II which is currently on going from 19 June 2014. ITCP II is expiring on 18 June 2017.
- 1.1.4 This Request For Information (RFI) is conducted to explore product availability and local support for a propose new ITCP III contract.

1.2 Lesson learned

- 1.2.1 Multiple options
 - 1.2.1.1 Still too much variant in current laptop and desktop model
 - 1.2.1.2 Various dealing with principle support
 - 1.2.1.3 Various dealing with companies
- 1.2.2 Support
 - 1.2.2.1 No central support hotline
 - 1.2.2.2 Multiple dependencies on various principle and partner
- 1.2.3 Upgrade deployment
 - 1.2.3.1 Multiple master image to be prepare and configure
 - 1.2.3.2 Slowed down upgrade deployment

1.3 Objectives of ITCP

- 1.3.1 The following are the main objectives of the ITCP:
 - To manage the efficiency and improve the process of procuring IT equipments by Ministries and departments
 - To standardise the procurement of the common IT equipments amongst Government Ministries and Depts
 - To achieve lower overall pricing for IT equipments through volume
 - To reduce the time-consuming tendering and quotation process
 - To standardised the type of IT equipments and ensure easy monitoring, tracking and statistical preparation for the Government IT Equipment

- To allow Ministries, departments and agencies to procure IT equipments at fixed standard prices throughout the master contract period

1.4 Objective of RFI

- 1.4.1 The following are the main objectives for this RFI:
- 1.4.1.1 Current Brunei market product offering
 - 1.4.1.2 Current Brunei market support
 - 1.4.1.3 Current Estimated market pricing

1.5 Terms and Conditions

- 1.5.1 One (1) electronic copy (on a clean USB drive) clearly marked “**Request for Information for The Supply and Delivery of IT Equipments with Related Software and Services for ITCP III**” should be submitted on or **before 2:00pm** local time on (**Tuesday, 30-May-2017**) addressed to the following:

E-Government National Centre (EGNC)
Simpang 69-18, Jalan E-Kerajaan
Bandar Seri Begawan BE1110
Brunei Darussalam
Phone: 2424 955 ext 122/123
Fax: 2424 940
Email: procurement@egc.gov.bn

Attn: EGNC Procurement

- 1.5.2 All responses received shall become the property of the E-Government National Centre and will not be returned.
- 1.5.3 EGNC will not accept any responsibility for costs incurred in responding to this Request For Information.
- 1.5.4 Submitting a response does not present a commitment on the part of EGNC to proceed further in this process or plan with any Respondent.
- 1.5.5 EGNC may at its discretion, enter into discussions or negotiations with any Respondent, request further information from the marketplace, or pursue other options.
- 1.5.6 EGNC may request for a demo unit for each item stated in this RFI requirement for further review.
- 1.5.7 Questions regarding submission requirements or any technical questions regarding this RFI should be directed to the above email address.
- 1.5.8 The RFI does not constitute a commitment to offer of a Contract or prospective Contract.

2. Eligibility Criteria

- 2.1 All ICT companies but preferably the respondents should have an office locally in Brunei Darussalam.
- 2.2 Respondents should not be blacklisted by the Government of Brunei Darussalam.

3. Scope of work

3.1 EGNC is proposing three (3) type of procurement model for this RFI:

- 3.1.1 Outright
- 3.1.2 Leasing for 3 years
- 3.1.3 Short term lease

3.2 Respondent to prepare a loan one unit of each IT equipment stated in Clause 3.4.1 if requested by the Government representative for a period of one (1) month to evaluate the form factor and performance of the unit.

3.3 Outright

3.3.1 Respondent shall propose the following IT equipments with related software, accessories and services:

- 3.3.1.1 24-inch monitor
- 3.3.1.2 A3 Color Heavy Duty Laser Printer
- 3.3.1.3 A4 Color Multi-Function Laser Printer
- 3.3.1.4 A4 Mono Laser Printer

3.3.2 The proposed minimum specifications for the IT equipment stated in Clause 3.3.1 are specified in **Annex 2.1**.

3.3.3 **Refer to annex A for the Scope of Work for respondent reference in quoting the services.**

3.4 Standard Lease (3 years)

3.4.1 Respondents shall propose the following IT equipments with related software, accessories and services:

- 3.4.1.1 Standard Notebook
- 3.4.1.2 Standard Desktop

3.4.2 The proposed minimum specifications for the IT equipment stated in Clause 3.4.1 are specified in Annex 2.1.

3.4.3 Respondents shall propose as is specification stated in 3.4.1 or best/recommended specification available in market inclusive of the market pricings for IT equipment with base packs and IT equipment with extended packs separately where applicable to meet the objective of this RFI.

3.4.4 **Refer to annex A for the Scope of Work for respondent reference in quoting the services.**

3.5 Short-term lease (Up to 3 months)

3.5.1 To propose the IT equipments as stated in Clause 3.3.1 and 3.4.1 with related software, accessories and services for short term usage by the Customer.

3.5.2 Short term leasing is based on weekly basis with minimum of a week lease and maximum of 3 months lease.

3.5.3 The required specifications for the IT equipments are specified in **Annex 2.1**.

3.5.4 **Refer to annex A for the Scope of Work for respondent reference in quoting the services.**

4. Submission of RFI

4.1 Submission format

4.1.1 Respondents shall submit the RFI in the following format:

4.1.1.1 Title Page

- a) The title page should indicate the title “The Supply and Delivery of IT Equipments with Related Software and Services for ITCP III”, Respondent name, address, telephone and fax number, email address and contact person’s name.
- b) Table of Contents/Index

4.1.1.2 Section 1: Corporate Experience

- a) Describe the type of company (e.g. Limited Companies)
- b) Describe the company size
- c) Provide client references if applicable

4.1.1.3 Section 2: Corporate Capability

- a) Describe capability (financial, experience and workload capacity) to undertake this project

4.1.1.4 Section 3: Proposed Model/Solution

- a) A summarized brief description for each of the proposed model/solution in each categories of the mode of procurement (e.g. standard lease and outright purchase)

4.1.1.5 Section 4:

- a) Provide a table to list the Scope of Services which the Respondent will undertake for the project based on Annex A.

4.1.1.6 Section 5:

- a) Other applicable attachments can be included and listed under Additional Information.

Annex A: Scope of Services for all procurement model

O = Outright

3L = Lease for 3 years

SL = Short Term Lease

No	Scope	O	3L	SL	Remark
1	Pre-delivery				
1.1	To perform pre-installation of the latest version of the following software before delivering the IT equipments to the Customer's location:		✓		
a	Microsoft Windows Enterprise Edition (64-bit) (for item 3.4.1)		✓		
b	Microsoft Office Professional Plus.		✓		
c	Antivirus Software		✓		
d	Application software and drivers that comes bundled with the IT equipment.		✓		
1.2	To include in the proposal (if any) the total cost of software licenses for the duration of the lease period, where applicable such as Antivirus Software.		✓		
2	Delivery, Installation and Configuration				
2.1	To deliver to any of the four districts within Brunei if required under a Purchase Order.	✓	✓	✓	
2.2	To deliver the IT equipment to the Customer's location no more than five (5) weeks from the date of the Purchase Order.	✓	✓		
	To deliver the IT equipment to the Customer's location no more than two (2) weeks from the date of the Purchase Order for Short term lease.			✓	
2.3	Require to observe the following requirements during delivery and installation:				
2.3.1	All ordinances or regulations enforced in Brunei Darussalam shall be followed.	✓	✓	✓	
2.3.2	Appropriate measures shall be taken to protect the installation site and the existing facilities from damage caused by installation works.	✓	✓	✓	
2.4	To conduct a test on the IT equipments to ensure good physical condition upon delivery to customer's premise.	✓	✓	✓	
2.4	To match the quantity and specifications stated Purchase Order with the Customer.	✓	✓	✓	

2.5	To perform installation and configuration for the IT equipments including the following:				
2.5.1	Installation of all software and drivers that comes with the IT equipment.	✓			
2.5.2	Installation and configuration of software and drivers for existing IT equipments (such as printers and scanners) into the IT equipment, if required by the Customer.	✓	✓	✓	
2.5.3	Configuration of network settings for the IT equipment, if required by the Customer.	✓	✓	✓	
2.6	To liaise and coordinate with the Customer to ensure the provision for any necessary connectivity and configuration requirements.	✓	✓	✓	
3	Acceptance and Commissioning				
3.1	The Acceptance Test shall consist of Installation Tests, which is the process of verifying that the IT equipments operate successfully without errors.	✓	✓	✓	
3.2	To submit all test reports to the Customer for verification.	✓	✓	✓	
3.3	The IT equipments shall be commissioned for use upon signing of the acceptance report by the Customer.	✓	✓	✓	
4	Onsite Warranty				
4.1	To provide 1 year onsite warranty for IT equipments specified under Clause 3.3.1, including parts and labour.	✓			
4.2	To provide onsite warranty for IT equipments specified under Clause 3.4.1 throughout the lease period, including parts and labour.		✓		
4.3	To provide onsite warranty for IT equipments specified under Clause 3.5.1 throughout the lease period, including parts and labour.			✓	
4.4	The warranty period for the IT equipment shall start from the date of acceptance.	✓	✓	✓	
5	Support and Maintenance				
5.1	To provide support and maintenance services for all IT equipments specified under 3.5.1 throughout the lease period, starting from the date of acceptance of the IT equipment.		✓	✓	

5.2	To comply with the service levels required by the Government.	✓	✓	✓	
5.3	To perform preventive maintenance at a minimum of every six (6) months to ensure that the IT equipments operate in optimum performance.		✓		
5.4	Preventive maintenance for IT equipments specified under Clause 3.4.1 is not required because such IT equipments are not owned by the Government. Preventive maintenance for such IT equipments is at the awarded contractor's own initiative to perform at no additional cost to the Government.		✓		
5.5	To provide Corrective Maintenance without delay in accordance to the Service levels.		✓	✓	