

Tender Reference: BELTS/IT/2024/1

Tender Title: The Supply, Design, Installation, Implementation, Commissioning, Maintenance and Support of IT Systems and Infrastructure Refresh Project



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SECTION 3

TENDER SCHEDULES

FOR

**THE SUPPLY, DESIGN, INSTALLATION, IMPLEMENTATION,
COMMISSIONING, MAINTENANCE AND SUPPORT
OF
IT SYSTEMS AND INFRASTRUCTURE REFRESH PROJECT**

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COMPOSITION OF TENDER

The composition of the Technical and Commercial Proposal shall be as follows:

Tender Schedules	Technical Proposal	Commercial Proposal
Schedule 1	All	
Schedule 2	All	
Schedule 3	All	
Schedule 4	All	
Schedule 5	All	
Schedule 6	All except Table 6.1 (a)	Table 6.1 (a)
Schedule 7	All except Table 7.1 (a)	Table 7.1 (a)
Schedule 8	All	
Schedule 9	All	
Schedule 10	All	
Schedule 11	All	
Schedule 12	All	
Schedule 13	All	
Schedule 14	All	
Schedule 15	All	
Schedule 16		All
Schedule 17		All
Schedule 18		All

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SCHEDULE 1 – INFORMATION SUMMARY

1.1 Tenderers shall set out in this Schedule the following information:

- a. Management Summary;
- b. List of all the companies [including the Tenderer and all sub-contractor(s), if any] involved in the provision of the delivery of goods and services specified in this Tender, and the responsibility(s) of each company;
- c. Company profile [including the Tenderer and all sub-contractor(s), if any];
- d. Copies of Company's Certificate of Corporation or Firm's Certificate of Registration, as applicable, and a receipt of the document fee;
- e. Years of experience (as of Tender Closing Date), and skills of the Tenderer and all sub-contractor(s) in the provision of goods and services specified in the Tender;
- f. Overall description of proposed solution, including hardware, software, and operational designs;
- g. Description of the salient features and flexibility of the Hardware Facilities and Software proposed, including :
 - i. Product background and history;
 - ii. Industry application and known customer base;
 - iii. Expected support period and currency of system;
 - iv. Intuitiveness and usability of system; and,
 - v. Upgradability and expandability of system to cater to future requirements.
- h. Status and support policy of each major product; and,
- i. Other information that is considered and deemed important and relevant on the Tenderer's ability and suitability in fully and satisfactorily supplying and providing the goods and services required as described in this Tender.

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SCHEDULE 2 – TENDERER’S BACKGROUND

- 2.1 Tenderers shall set out in this Schedule the company profile, strengths, organisational structure, management background, and any registration or accreditation with other local and international trade of professional bodies of the Contractor and Sub-Contractor(s) (if any).

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SCHEDULE 3 – SUB-CONTRACTOR MANAGEMENT

- 3.1 Tenderers shall set out in this Schedule with information regarding all the companies and business entities involved in the provision of the goods and services specified in this Tender, including details of their respective responsibilities.
- 3.2 Tenderers shall also provide information regarding any partnerships established with each Sub- Contractor. A partnership is defined as a formal and binding business relationship between the involved parties.

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SCHEDULE 4 – TENDERER’S TRACK RECORD

4.1 Tenderers shall set out in this Schedule with information regarding its contributions within the last five (5) years on the provision of the following services or items for similar IT projects:

- a. Implementation and Related Services;
- b. Project Management Experience;
- c. Supply of Hardware;
- d. Supply of Software;
- e. Maintenance and Support Services;

4.2 Tenderers shall provide descriptions of their track record for the services or items as above, by completing **Table 4.1** as below. Tenderers are required to ensure that:

- a. Track records must be for similar functions to the system being tendered; and,
- b. The Tenderer must have performed a similar role as in this Tender for the listed projects.

Table 4.1 Company Track Record

Customer Name	Name, Version, and Description of Main Application	Description of Role	Location	Project Scale		Project Timeframe		Project Reference	
				BND	No. of Users	Start {ddmmyy}	End {ddmmyy}	Name	Contact

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SCHEDULE 5 – TENDERER’S EMPLOYEES AND THEIR DUTIES

- 5.1 Tenderers shall provide in this Schedule a clear organisational chart to show the project management structure including the escalation procedures.
- 5.2 Tenderers shall also set out in **Table 5.1** the following information in respect of each of their **KEY** Project Team members to be designated for the project:
- a. Name;
 - b. Company to which the staff belongs to;
 - c. Proposed role in this project;
 - d. Terms of Service;
 - e. Recent project experience; and,
 - f. Years of experience in Relevant Subject Areas.

Table 5.1 Project Role and Staffing Arrangement

Name	Company	Proposed Role	Terms of Service		Description of relevant Project Experience in last 10 Years	Years of Experience		
			Full-time/Part-Time	On-Site/Local Off-Site/Overseas		Project Management	Implementation and Related Services	Maintenance and Support Services

- 5.3 Tenderers shall attach with this Schedule the Curriculum Vitae of each proposed staff for the Project Team.

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SCHEDULE 6 – LIST OF HARDWARE

6.1 Tenderers shall list in **Table 6.1 (a)** and **Table 6.1 (b)** all hardware items required to deliver the proposed solution in **Section 2 – Specifications and Requirements**. Tenderers shall provide cost information up to five (5) years from commissioning in **Table 6.1 (a)**.

Table 6.1 (a) Hardware (Commercial)

Ser	Manufacturer	Model / Part No	Software Reference from Schedule 7	Description	Location	Qty	Year 1			Year ...			Year 5			Total
							Purchase Price	Maintenance Charge	Support Charge	Purchase Price	Maintenance Charge	Support Charge	Purchase Price	Maintenance Charge	Support Charge	
Sub-Total																

Table 6.1 (b) Hardware (Technical)

Ser	Manufacturer	Model/ Part No	Software Reference from Schedule 7	Description	Location	Qty	Authorised Local Support

6.2 Tenderers are required to ensure both **Table 6.1 (a)** and **Table 6.1 (b)** correspond with each other, whereby **Table 6.1 (b)** shall not include any cost-related information.

6.3 Tenderers are required to list and reference the relevant software from Schedule 7 to be installed on the proposed Hardware in **Table 6.1 (a)** and **6.1(b)**.

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SCHEDULE 7 – LIST OF SOFTWARE AND LICENSES

7.1 Tenderers shall list in **Table 7.1 (a)** and **Table 7.1 (b)** all relevant software items to be supplied by the Contractor and licensed to BELTS as part of the proposed solution, to achieve the functions and services specified in **Section 2 – Technical Specifications and Requirements**. Tenderers shall provide cost information up to five (5) years from commissioning in **Table 7.1 (a)**.

Table 7.1 (a) Software (Commercial)

Ser	Product/ Version No.	Description	Manufacturer	Qty	Year 1		Year ...		Year 5		Total
					License Fee	Support Charge	License Fee	Support Charge	License Fee	Support Charge	
Sub-Total											

Table 7.1 (b) Software (Technical)

Ser	Product/ Version No.	Description	Manufacturer	Qty

- 7.2 Tenderers shall attach to **Table 7.1 (a)** a sample of each license agreement available for the software items specified.
- 7.3 Tenderers are required to ensure both **Table 7.1 (a)** and **Table 7.1 (b)** correspond with each other, whereby **Table 7.1 (b)** shall not include any cost-related information.

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SCHEDULE 8 – PROJECT IMPLEMENTATION PLAN

- 8.1 Tenderers shall provide in this Schedule, a preliminary **Project Implementation Plan**, which shall describe the activities of the **Implementation and Related Services** of **Section 2 – Technical Specifications and Requirements**.
- 8.2 Tenderers are required to include within the **Project Implementation Plan**:
- a. Description of Project Management Approach;
 - b. Proposed Project Governance structure, including procedures for escalation of issues;
 - c. Proposed frequency and approach for Progress Monitoring and Reporting;
 - d. Description of Key Project Milestones, and their deliverables or outcomes;
 - e. Overview of the Project Stages and Estimated duration for completion of each stage;
 - f. A clear statement on the total estimated duration for completing the project (from award to commissioning stage);
 - g. Proposed approach for Quality Management;
 - h. Proposed approach for Risk Identification and Risk Management; and,
 - i. Any other methods or approaches which shall demonstrate the Tenderers' abilities to deliver the project on time, on cost, and in compliance with project requirements.
- 8.3 Tenderers shall attach together with this Schedule, a Project Timeline or Gantt Chart, which shall detail the sequence of activities and works to be performed across all Project Stages.

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SCHEDULE 9 – PRELIMINARY DESIGN DOCUMENT

- 9.1 Tenderers shall provide a **Preliminary Design Document** which shall describe the proposed solution for the requirements specified in **Section 2 – Technical Specifications and Requirements**.
- 9.2 Tenderers shall include in the **Preliminary Design Document** an overview of the proposed solution’s design concept, capabilities, innovative designs, and suitability to BELTS requirements.
- 9.3 Tenderers shall also describe the following aspects of the technical solution:
- a. High-Level System Design and Infrastructure Architecture Diagram of the proposed solution;
 - b. Configurability of the solution in response to changing business process or needs;
 - c. Breakdown of functions or tools for the solution (as proposed), and a description of their respective capabilities;
 - d. Extensibility of the solution in response to expanding requirements.

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SCHEDULE 10 – INTEGRATION PLAN

- 10.1 Tenderers shall provide an **Integration Plan** which describes a logical and planned approach with related activities for the integration of the upgraded Microsoft Exchange Email system to the existing BELTS Fortimail 200F email gateway appliance.
- 10.2 Tenderers shall include in the Integration Plan:
- a. High-Level Architecture Diagram of the proposed solution and its interfaces to BELTS Fortimail 200F email gateway appliance;
 - b. Identification of integration interfaces and the proposed method of integration;
 - c. Proposed resource or access requirements for integration;
 - d. Description on the use of any hardware or software for the purposes of integration, and to ensure costs and description for the deployment of the required hardware and software is included in **Schedule 6** and **7** respectively;
 - e. Alternative options for integration (if available); and,
 - f. Sequence or timeline of integration activities, and their duration.

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SCHEDULE 11 – DATA MIGRATION PLAN

- 11.1 Tenderers shall provide a **Data Migration Plan** which describes a logical and planned approach for the data migration effort for the transfer of information from the existing BELTS Microsoft Exchange Email and Data storage system, to the new/upgraded systems.
- 11.2 Tenderers shall include in the **Data Migration Plan**:
- a. Description of the Data Migration approach. Tenderers are encouraged to use workflow diagrams to describe the activity sequence;
 - b. Description on the use of any hardware or software for the purposes of Data Migration, and to ensure costs and description for the deployment of the required hardware and software is included in **Schedule 6** and **7** respectively;
 - c. Sequence or timeline of the Data Migration activities, inclusive of end usage date of existing system to start date of new solution database; and,
 - g. Resource identification or requirements from BELTS for successful extraction, conversion, and import/export of data. Sequence or timeline of integration activities, and their duration.

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SCHEDULE 12 – TRAINING PLAN

- 12.1 Tenderers shall describe the **Training Plan** and approach, as specified in **Section 2 – Technical Specifications and Requirements**. Tenderers shall categorise the proposed **Training Plan** and approach according to the End-User and Administrator training as appropriate.
- 12.2 Tenderers shall include in the Training Plan:
- a. Overall training methodology and approach, including the approach for verification or qualification of the trainees to be “fit for role”;
 - b. Detailed approach for addressing the requirements for continuity of training, such as refresher courses, train the trainer approach, ad-hoc training and etc.;
 - c. Sequence or timeline of Training to be delivered. Tenderers shall clearly indicate in the timeline, the individual training courses to be delivered and its expected duration; and,
 - d. Resources and facilities required for executing the training courses.
- 12.3 Tenderers shall ensure that the Training Plan is aligned with the schedule in **the Project Implementation Plan**.
- 12.4 Tenderers shall propose in this Schedule, the courses to be provided and conducted by the Tenderer, by completing **Table 12.1**.
- 12.5 Tenderers shall complete **Table 12.1** using the following guidelines:

Column Heading	Descriptions
Course Title	The title of the course, which shall be clear and self-explanatory for the employees of the BELTS’ 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	If multiple classes are required due to a large number of trainees.
Category of Trainee	Project team member, end user, others (please specify).
Trainee Pre-requisites (if any)	Any pre-requisites required for trainee to attend the sessions.
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 BELTS. Please provide details if the venue is to be provided by Contractor or by third-party training centre. For on-premise training courses, Contractor is required to ensure the necessary equipment is available for proper execution.
Qualification or Resume of Trainer	Qualification or resume of identified trainer.

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Table 12.1 Training Plan and Details

Course Title	Course Contents	Format	Number of Sessions per Course	Total Duration (Hours) per Course	Proposed Number of Classes	Category of Trainee	Trainee Pre-requisites	Size per Class	Scheduled Date(s) for each Class	Venue	Qualification or Resume of Trainer

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SCHEDULE 13 – MAINTENANCE AND SUPPORT PLAN

- 13.1 Tenderers shall describe the detailed methodology or plan for performing maintenance and support services as detailed in **Section 2 – Technical Specifications and Requirements** in order to ensure high availability and reliability of the solution proposed.
- 13.2 **The Maintenance and Support Plan** shall include:
- a. Categorisations of different levels of maintenance;
 - b. Description of the different levels of maintenance and support services, and their scope or coverage;
 - c. Descriptions on how defects are identified, reported, and rectified. Tenderers are encourage to use workflow diagrams to describe the relevant maintenance and support processes;
 - d. Proposed response times or support availability; and,
 - e. Description of scope of preventive or routine maintenance services (as applicable).
- 13.3 Tenderers shall complete **Table 13.1** with information on the authorised local company(s) or service provider(s) which shall act as the maintenance and support service provider for the duration of the support period.

Table 13.1 Lines of Maintenance and Support

Company Name	Description of Maintenance Support Services (Level 1, 2, 3, etc.)	Focal Person	Contact Details (email and telephone)

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SCHEDULE 14 – STATEMENT OF COMPLIANCE

- 14.1 Tenderers shall indicate their compliance to the clauses in **Section 2 – Technical Specifications and Requirements** including **Annex A** except **Clause 1 – Introduction** of said section.
- 14.2 Tenderers shall complete the Statement of Compliance Matrix in the format as per **Table 14.1** with a clause-by-clause statement of compliance including sub-clauses.
- 14.3 Tenderers shall specify in the remarks column on how the requirement shall be met. Tenderers may reference specific sections of their relevant schedules submitted as part of this Tender.
- 14.4 Preference is for full compliance. Tenderers who do not comply or partially comply are required to provide justification or a counter-proposal in the remarks column for BELTS consideration.

Table 14.1 Statement of Compliance Matrix

Clause No.	Sub-Clause No.	Compliance Yes/ No/ Partial	Remarks

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SCHEDULE 15 – DOCUMENTATION AND DELIVERABLES

- 15.1 Tenderers shall provide a complete list of documentation and deliverables as specified in **Annex B of Section 2 – Technical Specifications and Requirements**.
- 15.2 Tenderers shall complete **Table 15.1** by listing all the relevant documentation for all Hardware specified in **Schedule 6 – List of Hardware**.

Table 15.1 Hardware Documentation

Ref. No.	Description	Deliverable (D)/ Ref Material (R)	No. of Copies	
			Softcopy (Please specify medium)	Hardcopy

- 15.3 Tenderers shall complete **Table 15.2** by listing all the relevant documentation for all Software and Licenses specified in **Schedule 7 – List of Software and Licenses**.

Table 15.2 Software Documentation

Ref. No.	Description	Deliverable (D)/ Ref Material (R)	No. of Copies	
			Softcopy (Please specify medium)	Hardcopy

- 15.5 Tenderers shall complete **Table 15.3** by listing all the relevant documentations and deliverables for the **Implementation and Related Services** as stated in **Annex B of Section 2 – Technical Specifications and Requirements**.

Table 15.3 Documentation for Implementation and Related Services

Ref. No.	Description	Deliverable (D)/ Ref Material (R)	No. of Copies	
			Softcopy (Please specify medium)	Hardcopy

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15.6 Tenderers shall complete **Table 15.4** by listing all the relevant documentation and deliverables for **Maintenance and Support Services** as detailed in **Section 2 – Technical Specifications and Requirements**.

Table 15.4 Maintenance and Support Services Documentation

Ref. No.	Description	Deliverable (D)/ Ref Material (R)	No. of Copies	
			Softcopy (Please specify medium)	Hardcopy

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SCHEDULE 16 – CONTRACT COMPLIANCE

- 16.1 Tenderers shall indicate their compliance to the Draft Contract as detailed in **Section 4 – Draft Contract**.
- 16.2 Tenderers shall complete the **Contract Compliance Matrix** in the format as per **Table 16.1**.
- 16.3 Preference is for full compliance. Tenderers who do not comply or partially comply are required to provide justification or a counter-proposal in the remarks column for BELTS consideration.

Table 16.1 Contract Compliance Matrix

Ser	Clause Description	Compliance (Yes / No / Partial)	Remarks

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SCHEDULE 17 – PRICE SUMMARY AND PAYMENT TERMS

- 17.1 Tenderers shall provide a complete breakdown of the prices for the solution proposed. This shall include non-recurrent costs, annual recurrent costs, and other price information.
- 17.2 Tenderers shall ensure that the prices are consistent with the prices listed in **Schedule 6 and 7**. In the event of any discrepancy, this **Schedule 17** shall prevail.
- 17.3 Tenderers shall provide a complete and accurate price breakdown in the format as per **Table 17.1**.

Table 17.1 Price Summary

Non-Recurrent Costs						
Ser	Description	Qty	Unit Cost (BND)	Total Cost (BND)	Schedule Reference (if applicable)	Remarks
1. Hardware						
					Schedule 6	
					Schedule 6	
					Schedule 6	
			Sub-Total			
2. Software						
					Schedule 7	
					Schedule 7	
					Schedule 7	
			Sub-Total			
3. Implementation and Related Services						
			Sub-Total			
			Total Non-Recurrent Cost			
Annual Recurrent Costs						
1. Maintenance and Support Services						
	Year 1					
	Year 2					
	Year 3					
	Year 4					
	Year 5					
			Total Maintenance and Support Costs			
2. Hardware (e.g. Licenses, subscriptions, and etc.)						
					Schedule 6	
					Schedule 6	
					Schedule 6	

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3. Software (e.g. Licenses, subscriptions, and etc.)						
					Schedule 7	
					Schedule 7	
					Schedule 7	

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SCHEDULE 18 – TENDERER’S DECLARATION

18.1 Tenderers shall complete the Tenderer’s Declaration by completing **Appendix 1 – Tenderer’s Declaration** attached with this Invitation to Tender.