



بهاڭيان تيكنولوگي معلومات  
كمنترين حال احوال اڭام

BAHAGIAN TEKNOLOGI MAKLUMAT, KEMENTERIAN HAL EHWAL UGAMA

## REQUEST FOR QUOTATION (RFQ)

REFERENCE NUMBER: 020/KHEU/BTM/2/RFQ/2026

SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING  
OF QUEUE MANAGEMENT SYSTEM (QMS) HARDWARE  
FOR JABATAN HAL EHWAL SYARIAH (JHES) AND JABATAN URUSAN ZAKAT,  
WAQAF, DAN BAITULMAL (JUZWAB)

Submission Deadline:  
Wednesday, 22 July 2026, 2:00 PM

Submission Location:  
Peti Sebutharga, Tingkat 1  
Bahagian Kewangan  
Kementerian Hal Ehwal Ugama  
Jalan Menteri Besar, Berakas BB3910  
Negara Brunei Darussalam

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Enquiries:  
Information Technology Division  
Ministry of Religious Affairs

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Phone: +673 2382525 ext. 278



## SECTION 1: INSTRUCTIONS TO VENDORS

### 1.1 Submission Procedure

1.1.1 This RFQ operates on a **single-envelope** manual submission process.

1.1.2 Vendors must submit their entire technical and commercial proposal enclosed within **one (1) single, securely sealed envelope**.

1.1.3 The exterior of the envelope must be clearly labelled with the Document Reference Number, Project Title, and the Submission Deadline.

1.1.4 Submissions must be physically deposited into the Ministry of Religious Affairs Quotation Box (Peti Sebutharga) located at the **First Floor Finance Counter** no later than Wednesday, **22 July 2026, at 2:00 PM**. Late submission will be rejected automatically.

### 1.2 Document Fee and Registration

1.2.1 A non-refundable e-Document Fee of BND 5.00 applies to this procurement.

1.2.2 Payment of the e-document fee must be settled using one of the following official methods:

- Option A (Digital): Paid digitally via BIBD NEXGEN Wallet using the specific project reference code (See Appendix).
- Option B (Physical): Paid via cash physically at the Finance Division Counter (Bahagian Kewangan), Level 1, Ministry of Religious Affairs during official operational payment hours.

1.2.3 Vendors must enclose a copy of the successful digital transaction receipt (for Option A) OR a photocopy of the official government issued receipt received from the finance counter (for Option B) directly inside their submission envelope. Failure to include a valid proof of payment may result in immediate automatic disqualification.

### 1.3 Mandatory Eligibility Requirements

1.3.1 This quotation invitation is restricted exclusively to companies duly registered and operating within Negara Brunei Darussalam.

1.3.2 Vendors must attach the following physical verification records directly inside their submission envelope:

- A clear photocopy of the valid Business Registration Certificate (*Sijil Pendaftaran Perniagaan / Form X / Section 16/17*);
- A clear photocopy of the authorised Company Representative's Identity Card (*Kad Pengenalan*).

1.3.3 Entities registered as a Sendirian Berhad (Sdn Bhd) must also include a copy of their latest valid Certificate of Tax Compliance issued and validated by the Revenue Division (Bahagian Hasil), Ministry of Finance, alongside a copy of their most recent Form of Annual Returns submitted to ROCBN.

1.3.4 Failure to include any of these applicable mandatory eligibility documents may result in immediate automatic disqualification without technical grading.



## 1.4 Declaration-Based Corporate Verification

- 1.4.1 To minimise paper bloat and administrative complexity for statutory certificates not explicitly detailed in Section 1.3, vendors are **not required** to attach secondary physical corporate documents (such as historical contribution sheets) with this bid.
- 1.4.2 Vendors merely declare their valid registration numbers within the structured response packet fields.
- 1.4.3 The Ministry will verify these tracking numbers independently. Full physical copies of supporting statutory certificates will only be required from the top-ranked vendor selected for the final intent-to-award stage prior to purchasing execution.

## SECTION 2: EVALUATION METHODOLOGY

Proposals will be assessed using a structured, formulaic **75% Technical / 25% Commercial** weighted split. Evaluation steps proceed sequentially:

### [STAGE 1: Eligibility Check & Technical Evaluation]

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▼ (Must achieve minimum passing mark of 53%)

### [STAGE 2: Commercial Pricing & Value Ranking]

## 2.1 Stage 1: Eligibility Check & Technical Evaluation Matrix (Weightage: 75%)

### Step 1 – Eligibility Check (Pass/Fail):

The Ministry's opening committee will audit the mandatory documents listed in Section 1.3. If any required item or the BND 5.00 receipt is missing, the proposal is rejected instantly without technical reading.

### Step 2 – Technical Scoring:

Evaluation of "Outcome Achievement" and "Solution Design" will consider the vendor's ability to clearly demonstrate, within their submitted Solution Description (Part B1), how the proposed solution meets functional, integration, and operational requirements defined in Section 3.

| Technical Evaluation Domain       | Description                                                                                                                   | Max Points |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------|
| Outcome Achievement               | Degree to which the proposed system meets and enhances the specified functional operational outcomes defined in Section 3.    | 35         |
| Solution Design & Functionality   | Quality, component robustness, multi-traffic durability, and architectural layout of the proposed hardware kiosk network.     | 20         |
| Delivery & Performance Commitment | Strict adherence to the 6-week deployment turnaround, 3-year warranty terms, and explicit SLA service turnaround commitments. | 10         |



| Technical Evaluation Domain                                                        | Description                                                                                                                         | Max Points |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------|
| Vendor Capability & Experience                                                     | Verifiable corporate track record showcasing similar queue system setups or IT hardware integration projects over the past 3 years. | 10         |
| <b>TOTAL POINTS</b><br>(Minimum Passing Threshold Required to Advance = 53 Points) |                                                                                                                                     | 75         |

## 2.2 Stage 2: Commercial Evaluation (Weightage: 25%)

- 2.2.1 Technical proposals scoring below 53% baseline are disqualified immediately.
- 2.2.2 For all compliant proposals that pass the technical threshold, their commercial tables will be unsealed and graded using a relative pricing calculation:

$$\text{Commercial Score} = (\text{Lowest Quoted Price} / \text{Vendor's Quoted Price}) \times 25$$

- 2.2.3 The vendor achieving the highest combined score (Technical + Commercial) will be recommended for the contract award.

## SECTION 3: OUTCOME-BASED TECHNICAL SPECIFICATIONS

The technical benchmark below represents the Ministry's current setup. Vendors may propose equivalent or improved configurations, provided all required outcomes and integration requirements are met.

### 3.1 Interactive Public Kiosk Modules

- 3.1.1 **Display and Touch Performance:** The public kiosk must feature an industrial-grade touchscreen display interface optimized for high-traffic public counter access, ensuring immediate touch responsiveness under typical indoor ambient light environments.
- 3.1.2 **Ticket Printing Mechanism:** Integrated thermal printing modules must deliver high-resolution, smudge-free alphanumeric ticket generation. The internal printer assembly must support rapid, tool-free paper roll replacement by general administration staff.
- 3.1.3 **Connectivity:** Built-in network interfaces must support secure, wired physical connectivity directly to the Ministry's designated cloud environment without requiring complex or non-standard intermediary systems.

### 3.2 Display and Media Controller Infrastructure

- 3.2.1 **Visual Clarity Panels:** Main public waiting area display monitors must feature wide viewing angles and high contrast/brightness outputs to remain easily legible to citizens standing up to 15 meters away.
- 3.2.2 **Media Processing Units:** Compact media controller hardware units must support stable, hardware-accelerated playback of continuous queue status alerts, live data



feeds, and local public announcements simultaneously without visual lag or interface stutter.

### 3.3 Execution Window and Warranty

- 3.3.1 **Project Delivery:** The complete supply, physical placement, network termination, testing, and active commissioning of the QMS network must be completed within six (6) weeks from the collection date of the official Government Purchase Order.
- 3.3.2 **Hardware Protection:** All newly deployed hardware components must include a comprehensive three (3) year parts and labour on-site warranty. The specific service level turnaround (SLA) for resolving hardware failures during this warranty lifecycle must be explicitly stated in the vendor's response packet.

### 3.4 Handover Documentation

- 3.4.1 Upon completion, the vendor shall submit handover documentation including final consolidated inventory list in editable Excel format, asset label details, warranty details, installation summary, configuration notes, and confirmation of successful testing and commissioning.

### 3.5 Supporting Technical Documentation

- 3.5.1 Vendors shall submit manufacturer datasheets or product brochures for all proposed hardware components, including kiosks, display panels, media controllers and related equipment, as supporting evidence of compliance with the specified requirements.

### 3.6 Minimum Technical Benchmark (Guidance Matrix)

Proposed hardware must meet or exceed these benchmarks and must feature native, seamless software integration with the department's existing QMATIC Orchestra Platform supporting 11 total users (9 counters and 2 administrators) for Jabatan Hal Ehwal Syariah [JHES] (Bahagian Khidmat Nasihat Keluarga and Bahagian Kawalan Makanan Halal BSB Branch) and Jabatan Urusan Zakat, Waqaf dan Baitulmal [JUZWAB] KB Branch (2 counters and 1 administrators):

| Functional Component | Minimum Technical Benchmark                                                                                                                                                                                                                                                            | Target Operational Outcome                                                                                                   |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Public Kiosk Display | <ul style="list-style-type: none"> <li>Floor-standing public check-in enclosure.</li> <li>Minimum 22-inch and 10-inch industrial capacitive touchscreen display.</li> <li>Integrated heavy-duty direct thermal receipt printing module (minimum 58mm paper width standard).</li> </ul> | To provide a robust public check-in station capable of heavy-traffic daily use without touch lag or ink ribbon replacements. |



# RASMI TIER 1A

| Functional Component      | Minimum Technical Benchmark                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Target Operational Outcome                                                                                            |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Main Output Displays      | <ul style="list-style-type: none"> <li>• <b>Three (3) units x Minimum 43-inch</b> commercial display panels.</li> <li>• <b>One (1) unit x Minimum 32-inch</b> commercial display panel.</li> <li>• All units must include heavy-duty adjustable wall-mount brackets.</li> <li>• Resolution: Full HD (1080p) or higher.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | To guarantee sharp text legibility for waiting citizens up to 15 meters away under bright indoor lighting conditions. |
| Media Controllers         | <ul style="list-style-type: none"> <li>• Four (4) units of compact, dedicated hardware media hub controllers.</li> <li>• Operating system capability must natively support external web-based queue terminals.</li> <li>• Hardware-accelerated processing to handle concurrent live queue feeds and digital signage.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | To ensure stable, uninterrupted digital signage and queue number rendering without interface stutter.                 |
| Infrastructure Deployment | <ul style="list-style-type: none"> <li>• Supply and routing of all concealed high-speed video cabling behind display mounts.</li> <li>• <b>Installation of five (5) new electrical power socket points</b> at designated branches coordinates.</li> <li>• Carry out all installation, cabling, mounting and electrical works safely and professionally. Any damage caused to existing ministry infrastructure during delivery, installation, configuration or commissioning shall be rectified by the vendor at no additional cost to the Ministry.</li> <li>• All supplied hardware components shall be affixed with durable asset labels prior to handover. The label shall include, at minimum, company name, contact details, equipment brand/model, serial number, delivery date, warranty expiry date, and Ministry Asset ID where provided by the Ministry.</li> </ul> | Turnkey physical and electrical delivery to ensure a neat, professional installation.                                 |



| Functional Component | Minimum Technical Benchmark                                                                                                                                                                                                                                                                                                                                                   | Target Operational Outcome                                                                  |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Maintenance Services | <ul style="list-style-type: none"> <li>Fully comprehensive Software Support package for the existing queue platform framework for <b>one (1) year</b>.</li> <li><b>Four (4) cycles of quarterly preventative maintenance</b> per year, including system firmware updates, calibration, and physical cleaning of thermal print heads, rollers, and optical sensors.</li> </ul> | To guarantee system reliability, prevent hardware downtime, and optimize device lifecycles. |

## SECTION 4: STANDARD LEGAL AND PERFORMANCE CONDITIONS

This procurement operates under standard public purchasing rules that are proportionate to the scope and complexity of the requirement:

- 4.1 **The Binding Agreement:** This solicitation does not constitute an absolute promise of business. A legally binding contract is formed only when the Ministry issues an official Government Purchase Order (PO) and the selected vendor signs and accepts it.
- 4.2 **Termination for Default:** The Ministry reserves the right to cancel the Purchase Order if the vendor supplies defective hardware, breaches information security requirements, or fails to remedy any performance deficiencies within fourteen (14) working days from the date of written notice.
- 4.3 **Defect Rectification and Replacement:** The Vendor shall rectify and replace any defective, damaged, incorrectly installed, or non-compliant hardware supplied under this RFQ at no additional cost to the Ministry. Any defect or non-compliance identified after installation shall be rectified within fourteen (14) working days from the date of written notification by the Ministry.
- 4.4 **Variation of Scope and Quantities:** The Ministry reserves the right to adjust quantities or supporting installation requirements prior to award, where necessary, based on operational requirements, site conditions or budget considerations. Any such adjustment shall be mutually agreed with the successful vendor.

## SECTION 5: UNIFIED QUOTATION RESPONSE PACKET

*(This is the only section the vendor needs to physically fill out, sign, and return inside the sealed envelope, together with the mandatory eligibility documents listed in Section 1.3)*

### PART A: COMPANY PARTICULARS & ELIGIBILITY DECLARATIONS

| Field               | Vendor Response |
|---------------------|-----------------|
| Company Legal Name: |                 |



## RASMI TIER 1A

| Field                                        | Vendor Response                                                                                         |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Business Registration No. (Section 16/17):   |                                                                                                         |
| Company Type                                 | <input type="checkbox"/> Sole Proprietorship / Partnership<br><input type="checkbox"/> Sendirian Berhad |
| Company Representative Name                  |                                                                                                         |
| Representative Identity Card Number          |                                                                                                         |
| Tax Compliance Certificate No. (for Sdn Bhd) |                                                                                                         |
| Active TAP / SCP Employer Number             |                                                                                                         |
| Primary Contact Phone Number                 |                                                                                                         |
| Official Corporate Email Address             |                                                                                                         |

### Eligibility Confirmation:

I confirm that my company is registered and operating in Negara Brunei Darussalam. I have attached the following required documents to this submission:

- ☐ Photocopy of Business Registration Certificate (Section 16/17 or Form X).
- ☐ Photocopy of the authorised Company Representative's Identity Card.
- ☐ (For Sdn Bhd only) Photocopy of the latest valid Certificate of Tax Compliance and Annual Returns.

### PART B1: SOLUTION DESCRIPTION

Vendors must provide a concise technical narrative (maximum 500 words) describing:

- The proposed hardware solution and overall configuration
- How the proposed solution achieves the operational and system outcomes defined in Section 3
- Integration approach with the existing queue management platform
- Any value-added features or design considerations
- Key assumptions or constraints

Submissions without a solution description may be assessed as incomplete.



**PART B2: PERFORMANCE DECLARATION**

| Item                              | Vendor Response                                                                           |
|-----------------------------------|-------------------------------------------------------------------------------------------|
| Delivery Timeline (Weeks):        |                                                                                           |
| Warranty Duration (Months):       |                                                                                           |
| Fault Response Time (Hours):      |                                                                                           |
| Expected System Availability (%): |                                                                                           |
| Local Support Contact:            | Name:<br>Designation:<br>Phone:<br>Email:<br>Support Availability during warranty period: |

Note: Declared performance values will be considered during technical evaluation.



**PART C: COMPONENT PRICING SUMMARY**

Vendors must state their fixed commercial offers below. Quoted lump-sum values must encompass all delivery, mounting, cable concealment, hardware integration with the existing software platform, and required support lifecycles.

| Item                                  | Functional Description                                                                                                                                                                                                                                 | Qty   | Unit Price (BND) | Total Price (BND) |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------|-------------------|
| 1                                     | Floor-standing Public Ticket Kiosk Unit with built-in 22-inch industrial touchscreen and integrated thermal printer module. (JHES)                                                                                                                     | 1     |                  |                   |
| 2                                     | Floor-standing Public Ticket Kiosk Unit with built-in 10-inch industrial touchscreen and integrated thermal printer module (KB Branch)                                                                                                                 | 1     |                  |                   |
| 3                                     | 43-inch Commercial Visual Display Panel including adjustable wall-mount bracket.                                                                                                                                                                       | 3     |                  |                   |
| 4                                     | 32-inch Commercial Visual Display Panel including adjustable wall-mount bracket.                                                                                                                                                                       | 1     |                  |                   |
| 5                                     | Dedicated Hardware Media Hub Controllers.                                                                                                                                                                                                              | 4     |                  |                   |
| 6                                     | <b>Turnkey Professional Services Scope:</b> Physical mounting, concealed high-speed video cabling setup, bilingual voice announcement configuration (Malay and English), and installation of five (5) new electrical power socket points.              | Job   |                  |                   |
| 7                                     | <b>Platform Maintenance &amp; Support:</b> 1-Year software integration/support package for the existing QMATIC Orchestra platform, and four (4) quarterly preventative maintenance site visits (including thermal head, sensor, and roller servicing). | 1 Yr  |                  |                   |
| 8                                     | <b>System Consumables:</b> Direct Thermal Paper Rolls (2 Cartons = 50 x 2 rolls compatible with the proposed kiosk).                                                                                                                                   | 2 Ctn |                  |                   |
| <b>TOTAL LUMP-SUM QUOTATION VALUE</b> |                                                                                                                                                                                                                                                        |       |                  |                   |



**PART D: TECHNICAL COMPLIANCE CHECKLIST**

Indicate your equipment's adherence to the core performance expectations:

| Functional Specification Domain                                                                                                           | Compliant?<br>(Yes/No) | Brand / Model Offered +<br>Short Description |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------------------------------|
| Kiosk Touchscreen & Network Connectivity                                                                                                  |                        |                                              |
| High-Resolution Thermal Ticket Module                                                                                                     |                        |                                              |
| Long-Range High-Clarity Output Panels                                                                                                     |                        |                                              |
| Asset Labelling and Editable Inventory List                                                                                               |                        |                                              |
| Adherence to 6-Week Turnkey Delivery                                                                                                      |                        | <i>(Mandatory Execution Window)</i>          |
| Inclusion of 3-Year On-Site Hardware Warranty                                                                                             |                        | <i>(Mandatory Coverage)</i>                  |
| Manufacturer datasheets or product brochures for all proposed hardware components must be submitted as supporting evidence of compliance. |                        | <i>(Mandatory Supporting Evidence)</i>       |

**Installation Safety Declaration:**

| Response                                                                          | Vendor Response<br>(Yes/No) |
|-----------------------------------------------------------------------------------|-----------------------------|
| Vendor complies with applicable workplace safety requirements during installation |                             |
| Qualified personnel will be assigned for cabling, mounting and electrical works.  |                             |
| Vendor will protect existing Ministry infrastructure during installation.         |                             |
| Public Liability / Workmen Compensation coverage available, if applicable.        |                             |



**PART E: MASTER VALIDITY AND AUTHORISATION SIGN-OFF**

By signing and stamping below, I certify that:

- My company is an active corporate entity duly registered and operating within Negara Brunei Darussalam.
- I have physically attached all mandatory eligibility items within this envelope as explicitly dictated in Section 1.3.
- My company accepts all outcome-based operational requirements, processing frameworks, and standard performance penalties governing this RFQ.
- The commercial pricing declared in Part B remains locked, fixed, and valid for ninety (90) days from the closing date of this quotation box.
- All corporate data inputs and technical compliance answers recorded in this response packet are completely truthful, accurate, and verifiable.
- My company confirms that this quotation is submitted independently and without any conflict of interest, false representation, collusion, improper influence or corrupt practice.

\_\_\_\_\_  
**Authorised Signature & Company Stamp**

\_\_\_\_\_  
**Date of Execution**

**Printed Name of Authorised Representative:** \_\_\_\_\_

**Designation:** \_\_\_\_\_



## END OF DOCUMENT CHECKLIST FOR VENDORS

Before sealing your single submission envelope, verify with absolute certainty that it contains exactly the following items:

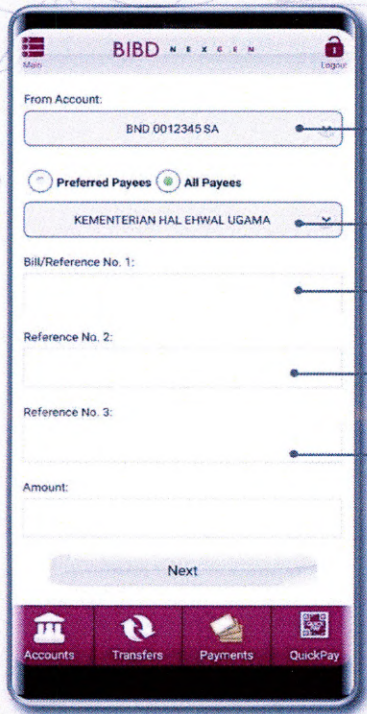
- ☐ This completed Section 5 Response Packet (all pages completed, signed, and stamped once).
- ☐ A printed copy of your BND 5.00 digital document fee payment receipt generated from BIBD Online (as required in Section 1.2).
- ☐ A clear photocopy of your valid Business Registration Certificate (*Sijil Pendaftaran Perniagaan / Form X / Section 16/17*).
- ☐ A clear photocopy of the authorised Company Representative's Identity Card (*Kad Pengenalan*).
- ☐ [FOR SDN BHD ONLY] A copy of the latest valid **Certificate of Tax Compliance** endorsed by the Revenue Division, Ministry of Finance.
- ☐ [FOR SDN BHD ONLY] A copy of the most recent **Form of Annual Returns** submitted to ROCBN.
- ☐ Manufacturer datasheets or product brochures for all proposed hardware components, including kiosks, display panels, media controllers and related equipment.

**IMPORTANT NOTE:** Failure to include any of the applicable mandatory documents listed above within your single sealed envelope at the time of box closing may result in **immediate automatic disqualification** without technical evaluation.

**END OF DOCUMENT**



## Appendix: BIBD Online Payment Instructions



**Step 1:**  
Login to BIBD NEXGEN Wallet and select **Payment Services / Donations**

**Step 2:**  
Select **Bill Payment**

**Step 3:**  
Select **Transfer from account**

**Step 4:**  
Select **All Payee - Kementerian Hal Ehwal Ugama**

**Step 5:**  
**Bill/Reference No.1**, key in Kod Tajuk Hasil (H1, H2) atau Kod Pembayaran Balik (P1, P2)

**Step 6:**  
**Reference No.2**, key in No. Tender / No. Quotation / Bil. Rujukan / No. Bilangan / Nama dan no. K/P / Tarikh dan Jam

**Step 7:**  
**Reference No.3**, key in Nama dan No. K/P / Nama Syarikat / No. Telefon

**Step 8:**  
Key in **amount** to be paid

**Step 9:**  
Select **Next** to complete your transaction

*Note:*  
BIBD NEXGEN Wallet v3.9.4

## Bill/Reference No.1

| Kod | Tajuk Hasil                     |
|-----|---------------------------------|
| H1  | Lembaga Tawarn Kecil (LTK)      |
| H2  | Jawatankuasa Sebutharga (JKS)   |
| H3  | Pengesahan Penyata Gaji         |
| H4  | Sewa Tempat / Bangunan Kerajaan |
| H5  | Penghapusan                     |
| H10 | Lain-lain Hasil Pendapatan      |

| Kod | Pembayaran Balik     |
|-----|----------------------|
| P1  | Gaji / Elaun         |
| P2  | Lain-lain Pembayaran |

