



# REQUEST FOR INFORMATION (RFI)

**Provision of a Digital E-Coupon  
Platform  
Ministry of Education**

# REQUEST FOR INFORMATION (RFI) NOTICE

## Provision of a Digital E-Coupon Platform

Reference	Details	Fee	Closing Date
MOE/ICT/DEVOPS/ RFI/2026/1	PROVISION OF A DIGITAL E- COUPON PLATFORM, MINISTRY OF EDUCATION	Free	Monday 13 April 2026

The Ministry of Education (MOE), Brunei Darussalam invites interested and qualified service providers to submit information for the **provision of a digital e-coupon platform**.

### 1. Objective

The purpose of this RFI is to obtain market insights on available digital e-coupon solutions to support **a working committee in managing the issuance, distribution, and redemption of e-coupons for beverages from participating merchants during large-scale events**. The platform should be capable of supporting large-scale distribution (exceeding 10,000 users) and assist the Ministry in its planning, evaluation, and decision-making process in relation to the potential implementation of an e-coupon system.

This RFI is issued strictly for **information-gathering purposes only** and does not constitute a commitment by the Ministry to procure any goods or services, nor does it imply the establishment of any contractual relationship. Responses submitted to this RFI will not be considered as part of any formal tender evaluation and will be used solely for reference in informing future procurement considerations.

### 2. Scope Overview

The proposed solution is expected to support a secure, scalable, and centrally managed e-coupon platform covering the full lifecycle of e-coupons, including issuance, distribution, redemption, tracking, and reporting.

#### 2.1 Issuance

- Controlled creation and issuance of e-coupons by authorised administrators
- Support for batch issuance, rule-based issuance, or campaign-based configuration
- Ability to define coupon parameters such as value, validity period, usage limits, and eligibility criteria

- Mechanisms for approval workflows and administrative controls to ensure governance and prevent misuse
- Unique and traceable identifiers for each issued e-coupon

## 2.2 Distribution

- Secure distribution of e-coupons to more than 10,000 recipients
- Support for multiple distribution channels (e.g. digital platforms, mobile devices, email, SMS, or portal-based access)
- Ability to link e-coupons to verified recipients or user accounts
- Controlled and auditable delivery mechanisms to ensure only intended recipients receive the e-coupons
- Options for both bulk distribution and targeted/personalised distribution

## 2.3 Redemption

- Support for redemption of e-coupons across multiple participating merchants
- Ability to validate coupons in real time or near real time at the point of redemption
- Support for various redemption methods (e.g. QR code, voucher code, or digital token-based validation)
- Mechanisms to prevent duplicate or fraudulent redemption (e.g. single-use, usage limits, expiry enforcement)
- Merchant-facing interfaces or integrations (e.g. web portal, mobile app, API) to facilitate redemption processing

## 2.4 Tracking and Reporting

- End-to-end tracking of e-coupon lifecycle from issuance through to redemption
- Audit-ready logs of all transactions and system activities
- Real-time or periodic reporting dashboards for administrators and stakeholders
- Ability to monitor usage patterns, redemption rates, and system performance

## 2.5 Security and Governance

- Role-based access control for administrators, merchants, and other user groups
- Secure authentication and authorisation mechanisms
- Data protection and encryption for sensitive information
- Comprehensive audit trails for accountability and compliance

## 2.6 Scalability and Performance

- Ability to handle high volumes of users, transactions, and concurrent redemptions
- Scalable architecture to support future growth in users, merchants, and campaigns
- High availability and reliable system performance with minimal downtime

### 3. Eligibility

Interested parties must:

- Be legally registered entities
- Have demonstrable experience in developing or implementing digital platforms, including e-wallets, e-coupon systems, or similar large-scale transactional solutions
- Demonstrate capability to support large-scale users
- Possess adequate technical and operational capacity to deliver and support the solution

### 4. Submission Requirements

Interested vendors are required to submit:

- Company profile
- Overview of proposed e-coupon platform
- Relevant experience or case studies
- Indicative pricing model (if available)

### 5. Submission Details

- **RFI Release Date:** Monday 30 March 2026
- **Submission Deadline:** Monday 13 April 2026 (Not later than 2:00 PM)
- **Submission Method:** Email to [devops@moe.gov.bn](mailto:devops@moe.gov.bn)

**All submissions for this RFI must be submitted via email only to:**  
[devops@moe.gov.bn](mailto:devops@moe.gov.bn)

**All submissions must clearly indicate the RFI reference number in the email subject line: MOE/ICT/DEVOPS/RFI/2026/1**

Please ensure that submissions are received not later than the stated closing date and time. Late submissions will not be considered.

### 6. Important Notes

- This RFI is issued for **information-gathering purposes only**
- It does not constitute any obligation by the Ministry to procure or award any contract
- The Ministry reserves the right to shortlist or engage any respondents at its discretion

### 7. Contact Information

For enquiries and submissions, please contact:

**Department of Information and Communications Technology**  
**Ministry of Education**

**Brunei Darussalam**

Email: [devops@moe.gov.bn](mailto:devops@moe.gov.bn)

Tel: 2380793

(during office hours: Monday to Thursday & Saturday, 7:45 AM – 4:30 PM)

# Vendor Response Guidance

Vendors are invited to structure their responses in a clear and concise manner. While a fixed format is not mandatory, responses should, at a minimum, address the following areas:

## 1. Company Profile

- Overview of the organisation
- Years of experience in delivering similar solutions
- Relevant implementations (preferably large-scale or government-related)

## 2. Proposed Solution Overview

- Description of the e-coupon solution
- Deployment model (cloud, on-premise, hybrid)
- High-level system architecture (diagram optional)
- Key features and differentiators

## 3. Functional Capabilities

- Issuance of e-coupons (e.g. batch, rule-based, controlled issuance)
- Distribution mechanisms (e.g. digital channels, recipient targeting)
- Redemption processes (e.g. QR code, voucher code, merchant validation)
- Merchant management and participation model
- Experience with merchant onboarding, including examples of existing merchant networks (e.g. names, locations, or scale)
- Tracking, audit, and reporting capabilities

## 4. Technical and Non-Functional Considerations

- Security controls and data protection measures
- Scalability and performance (including handling of large user volumes)
- Availability, reliability, and disaster recovery approach
- Integration capabilities (APIs, interoperability with external systems)

## 5. Implementation Approach

- Proposed implementation methodology
- Indicative timeline for deployment
- Resource requirements and dependencies
- Migration or onboarding considerations (if applicable)

## 6. Support and Maintenance

- Support model and service levels
- Maintenance approach and update cycles
- Training and knowledge transfer (if applicable)

## **7. Experience and References**

- Similar projects delivered
- Case studies or success stories
- References (if available)

## **8. Indicative Commercial Information (Optional)**

- Licensing or pricing model
- Cost components (if applicable)
- Any assumptions related to pricing

## **9. Additional Information**

- Any additional capabilities, innovations, or relevant information not covered above

### **Note to Vendors**

Responses should be sufficiently detailed to allow the Ministry to understand the capabilities of the proposed solution. Supporting documents such as brochures, architecture diagrams, and technical documentation may be included where relevant.