Dear Sir/Madam,

Invitation to Tender


You are invited to quote for the supply of the services as specified in the enclosed tender schedule. If you are not prepared to accept a partial order, please state this clearly on the tender schedule.

Your sealed tender, in duplicate, should be clearly marked on the outside envelope:


The envelope should be addressed to the Principal, Pok Oi Hospital Chan Kai Memorial College, Lung Hang Estate, Shatin, N.T. and arrive not later than 12:00 noon on 22nd July, 2016. Late tender will not be accepted. Your tender will remain open for 90 days from the "Closing Date", and you may consider your tender to be unsuccessful if no order is placed with you within these 90 days. You are requested to note that unless Part II of the tender form is completed, the tender will not be considered.

If you are unable or do not wish to quote, it would be appreciated if you return the tender form with reason to the above address at your earliest convenience.

Tender will be accepted on an “overall” basis

POH Chan Kai Memorial College
Chan Hsu Fong Lam
Supervisor
Tender Form for the Services

Tender Form for the Supply of Technical Support Services (2016-2017)

Name and Address of School : Pok Oi Hospital Chan Kai Memorial College
Lung Hang Estate, Shatin, N.T.

School Ref. No . : POH012/2015-2016 (Technical Support Services)

Tender Closing Date and Time : 22nd July, 2016 (not later than 12:00 noon)

PART I
The undersigned hereby offers to undertake the service as described in the tender schedule with the period of time as specified therein from the date of a firm order placed by the school at the price or prices quoted in the tender schedule including labour, materials, all other charges and in accordance with the details provided by the school. In so doing, the undersigned acknowledges that all items not otherwise specified shall be provided in accordance with such details; tender shall REMAIN OPEN FOR 90 DAYS after the Closing Date; and the school is not bound to accept the lowest or any tender and reserves the right to accept all or any part of any tender within the period during which the tender remain open. The undersigned also warrants that his Company's Business Registration and Employees' Compensation Insurance Policy are currently in force and that the service which his Company offers to undertake will not cause any damage to the school's premises.

PART II
RECONFIRMATION OF TENDER VALIDITY

With reference to Part I of this tender document, it is reconfirmed that the validity of tender offered by this company remains open for 90 days from 22nd July, 2016.

The undersigned also agrees to accept the fact that once the validity of tender is reconfirmed, the pre-printed clause specified in the Company's tender forms in regard to this nature shall NOT apply.

Date this ______________day of _____________________ 20 __________ .

Name (in block letters): __________________________ __________________________________________

Signature _________________________ in the capacity  of ______________________________________
(State official position, e.g. Director, Manager, Secretary, etc.)

Duly authorized to sign tender for and on behalf of ______________________________________________
whose registered office is situated at
______________________________________________________________________________

Telephone No. ________________________ Fax No. ______________________________
Tender Schedule
(to be completed in duplicate)

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Description/Specification</th>
<th>Monthly Rate (HK$)</th>
<th>Total Amount (HK$)</th>
</tr>
</thead>
</table>
| 1        | Technical Support Services (2016-2017)  
Service Period: 1 September, 2016 to 31 August, 2017 |                     |                   |

We understand that if we fail to supply the services as offered in our tender upon accepting school's order, we are prepared to pay the price difference to the school if such services are obtained from elsewhere.

Company Chop

Name of Supplier: ____________________________________________________________

Name and Signature of Person authorized to sign tender

Name (in block letters): ___________________  Signature: _______________________

Date: _________________________________
TECHNICAL SUPPORT SERVICES - REQUIREMENTS AND SPECIFICATION

1. INTRODUCTION
This guideline serves to provide information for tender about the requirements and specifications of providing technical support services (TSS) to POH Chan Kai Memorial College.

2. OBJECTIVES
The objectives of providing the Technical Support Services to schools are:-

a) to provide a single point of contact to schools for resolving all problems and support issues arising from the usage of the computer facilities;

b) to offload schools on the day-to-day administration, operation and management of the computer facilities; and

c) to support schools in setting up and/or configuring hardware and software for specific purposes.

3. SERVICES TO BE PROVIDED BY CONTRACTOR

I. Basic Requirement of Contractor on technical support experience

Requirement Experience of the Contractor

- Contractor should have at least 3 years in providing technical support services for clients in educational sector
- Contractor should provide a reference/clients list for performing full-time technical support services and related service to more than 100 clients for the past twenty-four (24) months.
- Contractor should be included in the EDB supplier list in IT related categories.
- Contractor should be included in The Office of the Government Chief Information Officer, HKSAR supplier list in IT Contract Staff Services.
- Contractor should be accredited by Microsoft and Cisco System in order to ensure that the technical support services provided to school is qualified.
- Contractor should provide FREE on-loan equipment for up to 14 days for any server and network related hardware failure.

Continuous Performance evaluation

Contractor should monitor service quality level regularly from time-to-time to maintain a high services quality not limited to the following methods:-

- Quarterly questionnaire on system engineer's performance sent to school, results collected will be used for performance analysis for continuous improvement in quality.
● Regular site visits and performance appraisal performed by senior engineers and managers for the system engineers.
● Evaluation meetings with school's representatives.

**Customized Free Ad-on Services**

Contactor should provide not less than Two (2) out of Three (3) free add-on services to school including in the technical support package.

**a. Server Application Monitoring**

- 7 x 24 monitoring for total up to 8 servers (external IP addresses) and Internet connections;
- Monitor the operational status of servers and applications;
- Notification via email/SMS/phone at once if servers and applications are down/out of service.

**b. Managed Backup Service and Web-hosting Account**

- At least 50GB online storage;
- Symmetric access with at least 100Mbps for both up & down links;
- Unlimited email accounts (Webmail, IMAP, POP3 & SMTP);
- Support data backup from any OS (Windows, Mac, Unix / Linux);
- Remote configuration and management through the Web browser (GUI);
- Web report for back up statistic;
- Support SSL encrypted data connections.

**c. Network Health Check and Consultation**

Contractor should provide a network check once per year. We will provide one day network analysis and related data collection. An analysis report will be represented by our engineers.

- School network diagram;
- Switches port activity and utilization;
- Server information & performance;
- Server memory / process statistics;
- Security information on user accounts;
- Anti-virus information;
- Suggestion Summary.

**Regular training sections for System Engineer**

In order to provide quality of service to the school, our, regular trainings for system engineers should be provided by the contractor for their continuous improvement in performance.
The content of training courses including but not limited to following aspects:-

- Window server environment (DNS, DHCP, Active Directory, User management, etc)
- Linux server environment (Web server, Mail server, Proxy Server, etc)
- Essential techniques in WebSAMS
- Essential Networking for school's environment
- Data Backup (Tape drive, MS robocopy, etc)
- Emergency System Recovery
- Effective communication skill in school's environment

II. On-site Support of System Engineer

Working Schedule

- Basic Servicing Hours: 44 hours per week
- Ad-hoc Supporting Hours: at not less than 48 hours per year
- Emergency Support Hours: at least 48 hours per year

Qualifications of System Engineer

The minimum qualifications of the System Engineer are listed below:

i. Completion of Higher Diploma in IT discipline or above or equivalent;
ii. Holder of Professional Certificates on Microsoft or above or equivalent is highly preferred;
iii. At least 1-year relevant experience in Windows or Network Support in WAN/LAN is highly preferred;
iv. Ability on Linux Server (Firewall with DM Zone, Samba, Apache, Web Mail);
v. Detailed knowledge of network operating systems, network equipment, networking software and other hardware and software;
vi. Detailed knowledge of communication protocols, e.g. TCP/IP;
vii. Solid experience in supporting and managing web servers;
viii. Competent in diagnosing and resolving problems;
ix. Capable of setting guidelines and procedures for the daily operations of installed WAN/LAN; and
x. Good command of written and spoken English and Chinese, fluent in spoken Cantonese

The responsibilities of the System Engineer shall at least include the followings:

i. As a single point of contact in the Site, liaising with various parties on the operation support of all IT facilities;
ii. Providing remedial support for resolving all problems and support issues arising from the usage of the computer facilities;
iii. Carrying out operational support tasks on day-to-day administration, operation and management of the computer facilities;

iv. Performing the assigned tasks in setting up and/or configuring the computer facilities for specific purposes including assisting users in accepting the newly acquired hardware, software and/or the implementation service;

v. Compiling the reports when required by the Site including the inventory report for the Software Asset Management;

vi. Maintain WebSAMS day-to-day operation; and

vii. Providing technical support to general matters relating the operation of the IT facilities in the Site including the general usage of installed hardware and software.

System Engineer shall NOT commit any of the following acts in the School: -

- behave in a manner likely to endanger himself or any other person;
- cause willful damages to any property;
- consume alcoholic beverage;
- enter any area of the school other than those necessary for the Services;
- fail to follow the instructions on hair style and dressing style requested by school;
- fight;
- gamble, steal or commit any criminal offence;
- smoking; and
- use foul languages

Terms of Employment of System Engineer

In order to guarantee the quality of the service provided, the system engineer provided by the contractor should be a full time employee of the service provider under direct employment. Tender will not be considered if the system engineer is subcontracted to other service providers or company within the contract period. School can terminate the contract without any compensation if the contractor sub-contracts out the technical support services to other service provider or company during the contract period.

III. Support of Web-based School Administration & Management System

Contractor should demonstrate solid experience and qualifications to provide support of Web-based School Administration & Management System.

IV. Mode of Supplementary Support

Contractor should provide:

1. Telephone Hotline
Contractor should provide the dedicated telephone hotline as a single point of contact to school for all support and administration issues related to the TSS.

2. **Email Enquires and Support**
   Contractor should provide the dedicated email address to school for all support and administration issues related to the TSS.

3. **Web-based Support Centre**
   Contractor should provide Web-based Support Centre for technical enquiries and support, as well as review of reports (e.g. service call management report, server health checking report, network performance report and inventory report) to school.

4. **Network Security Support**
   Contractor should provide installation and configuration services of firewall, intrusion detection and proxy services in order to protect school network. Contractor should also provide daily update services for intrusion detection patterns and websites filtering services, as well as provide network-monitoring services on network security.

5. **Remote Support**
   Contractor should provide remote support services for school network e.g. contractor should provide remote support services on firewall when firewall cannot properly function or configuration of firewall is required.

6. **Services Monitoring**
   Contractor should demonstrate the services-monitoring procedures in order to provide the committed service level.

V. **Type of Services**

Contractor should provide: -

1. **Remedial Support Tasks**
2. **Operational Support Tasks**
3. **Task-based Support Tasks**

**Remedial Support Tasks**

i. Trouble-shooting and recovery from network, server or workstation failure with minimum data loss, and in shortest possible period of time so as to minimize disruption of services and inconveniences to users;

ii. Recommendation and implementation of solutions to failure. The solutions implemented may be of short term nature, in that case, tender will indicate clearly to the LAN administrator and propose recommendations on long term solutions;

iii. Liaison and follow-up, when necessary, with other relevant parties for implementing solutions;

iv. Initial reporting of the incident and the subsequent progress update of the situation to the users until the ease is resolved;
v. Assisting other contractors to identify the faults regarding issues on technical incompatibility and coordinating contractors to solve the problems;

vi. Advising LAN administrator(s) to contact various Government departments or equivalent parties for follow up actions if the failure is related to site work and shortage of power supply; and

vii. Maintaining the details of problem and change logs including the site affected, LAN administrator (name, rank & tel. no.), user affected (name, rank & tel. no.), category of failure, response time, called/closed date and time, handler (name & title), events, services provided, remedy taken, impact to user, follow-up actions, suggestions for improvements, escalation detail, etc.

**Operational Support Tasks**

i. **Network Operations**
   - Performing preventive investigations, maintenance and monitoring of the overall operations of the network such as checking system logs and find tuning of software settings;
   - Performing review and reconfigurations on network connections;
   - Providing recommendations for improvement on the performance and reliability on the networks and usage of the system resources;
   - Coordinating various parties such as the Government contractors for network upgrade, restructuring, migration or integration.

ii. **User Accounts and Resources Management**
   - Performing user account creation, deletion, properties alternation;
   - Performing necessary hardware and software configurations for resources sharing e.g. file and print;
   - Assigning storage quota for users;
   - Defining necessary system policies and user profile settings;
   - Performing data backup and recovery and provide guideline to user if requested.

iii. **Software Update and Upgrade**
   - Updating the system and application software with the necessary service packs, patches, fixes and etc, e.g. updating the signature files of anti-virus software;
   - Performing version upgrade for software such as Network Operating System, software driver, anti-virus software and LAN-based application software;
   - Carrying out small-scale software installation, customizations and configurations.

iv. **Server and Workstation Housekeeping**
   - Monitoring and maintaining the configuration of server and workstation machines;
   - Checking housekeeping job reports, system and error logs;
   - Performing virus checking and assisting user to recover system/data;
• Helping user to perform the data files backup before upgrade and reload data files after installation and providing guideline and upgrade plan to users if requested.

v. Peripherals Housekeeping
• Performing driver updates;
• Replacing printer toner and cartridge.
• Wifi maintenance

vi. Internet Services
• Coordinating various parties such as the Internet Services Provider (ISP) of the Site for the support, maintenance and performance monitoring of the Internet connection of the network;
• Supporting and maintaining the Internet services servers, e.g. web servers, proxy servers, email servers and etc.

vii. Security
• Maintaining the security of the network;
• Implementing necessary security policies to protect the network.

viii. User Support
• Assisting users to set up the network environment for teaching and learning/school administration;
• Providing support to users on the general usage of installed hardware and software.

ix. Software Asset Management (SAM) and Reporting
• Performing initial inventory keeping at the commencement of the Services;
• Performing regular inventory keeping, especially on the software items, in order to assist the users in ensuring no illegal software is installed on any machines in the Site;
• Preparing and updating the network diagram and other system documentation to reflect the implemented solution and upgrade of hardware and software;
• Preparing management report, technical support service report and inventory report for each individual Site.

x. School Website Design and Maintenance
• Performing school website design and maintenance according to the School's requirements.

xi. Video Editing
• Performing video editing to different formats according to the School's requirements.

xii. Teaching Assistance
• Performing teaching assistance to help teachers on lessons when necessary.

Task-based Support Tasks
• Large scale hardware and software installation, customizations and configurations;
Carrying out acceptance tests on behalf of users for newly acquired hardware and software to be installed into the networks by various Government contractors;

- Equipment relocation and system reconfiguration;
- Hands-on briefing/training to the new LAN administrator(s) upon personnel change;
- Data migration services; and
- Any other activities which are necessary for achieving the service requirements.

### Service Level

<table>
<thead>
<tr>
<th>Items</th>
<th>Minimum Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time for phone call</td>
<td>less than 15 seconds</td>
</tr>
<tr>
<td>Response time for voice mail via phone call and email enquiries</td>
<td>less than 10 minutes</td>
</tr>
<tr>
<td>Response time for user complaints and enquiries</td>
<td>within same day</td>
</tr>
</tbody>
</table>

### Remedial Support

<table>
<thead>
<tr>
<th>Items</th>
<th>Minimum Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elapsed time to provide solution or workarounds to resume normal operations from critical system/network failure</td>
<td>no more than 4 hours</td>
</tr>
<tr>
<td>Elapsed time to provide solution or workarounds to resume normal operations from general system/network failure</td>
<td>no more than 10 hours</td>
</tr>
</tbody>
</table>

### Operational Support

<table>
<thead>
<tr>
<th>Items</th>
<th>Minimum Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAN</td>
<td></td>
</tr>
<tr>
<td>Number of outage in a month</td>
<td>no more than 3 times</td>
</tr>
<tr>
<td>Accumulative hours of outage in a month</td>
<td>no more than 10 hours</td>
</tr>
<tr>
<td>Notice in advance for scheduled outage</td>
<td>at least 7 days before outage</td>
</tr>
<tr>
<td>Each individual equipment</td>
<td></td>
</tr>
<tr>
<td>Number of outage per each equipment in a month</td>
<td>no more than 3 times</td>
</tr>
<tr>
<td>Accumulative hours of outage per each equipment in a month</td>
<td>no more than 10 hours</td>
</tr>
<tr>
<td>Backup &amp; Recovery</td>
<td></td>
</tr>
<tr>
<td>Number of unsuccessful backup in a month</td>
<td>no more than 1 time</td>
</tr>
<tr>
<td>Redo of unsuccessful backup</td>
<td>within 1 day</td>
</tr>
<tr>
<td>Successful rate of backup and recovery reliability tests</td>
<td>100%</td>
</tr>
</tbody>
</table>
Operational Support Task List

<table>
<thead>
<tr>
<th>Task/Activity</th>
<th>Minimum Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network monitoring and tuning</td>
<td></td>
</tr>
<tr>
<td>System operation status (e.g. print queue, equipment power, n/w service)</td>
<td>Daily</td>
</tr>
<tr>
<td>Server logs checking (e.g. RAID, UPS, System)</td>
<td>Daily</td>
</tr>
<tr>
<td>System logs (e.g. applications access)</td>
<td>Daily</td>
</tr>
<tr>
<td>External connections (e.g. Internet, remote access, proxy cache)</td>
<td>Weekly</td>
</tr>
<tr>
<td>Network traffic (e.g. switches/hubs performance)</td>
<td>Daily</td>
</tr>
<tr>
<td>Resources usage (e.g. disk space usage)</td>
<td>Monthly</td>
</tr>
<tr>
<td>Server time synchronization</td>
<td>Weekly</td>
</tr>
<tr>
<td>Intruder monitoring</td>
<td>Daily</td>
</tr>
<tr>
<td>Server performance (e.g. CPU usage, memory paging rate)</td>
<td>Weekly</td>
</tr>
<tr>
<td>Network connections and reconfiguration (e.g. plugging and unplugging the network cables, configuring machine network settings, network equipment and remote connections)</td>
<td>Monthly</td>
</tr>
<tr>
<td>User account and resources management</td>
<td></td>
</tr>
<tr>
<td>Small-scale user account creation, deletion and reconfiguration &amp; grouping of user accounts (e.g. reset password, configuring login scripts)</td>
<td>Weekly</td>
</tr>
<tr>
<td>Large-scale user account creation, reconfiguration, deletion &amp; grouping</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Review user profile and system policy settings</td>
<td>Weekly</td>
</tr>
<tr>
<td>Review disk quota allocation</td>
<td>Bi-weekly</td>
</tr>
<tr>
<td>Configure file and print sharing</td>
<td>Weekly</td>
</tr>
<tr>
<td>Data backup</td>
<td></td>
</tr>
<tr>
<td>Perform data backup</td>
<td>according to the predefined backup schedule</td>
</tr>
<tr>
<td>Check backup logs</td>
<td>Daily</td>
</tr>
<tr>
<td>Label, replace and store of backup tape</td>
<td>Weekly</td>
</tr>
<tr>
<td>Perform backup and recovery reliability tests</td>
<td>Weekly</td>
</tr>
<tr>
<td>Software update</td>
<td></td>
</tr>
<tr>
<td>Signature files of anti-virus software</td>
<td>Bi-weekly</td>
</tr>
<tr>
<td>Service packs, patch, fixes for software</td>
<td>Monthly</td>
</tr>
<tr>
<td>Small scale software installation, configuration and customization</td>
<td>Monthly</td>
</tr>
<tr>
<td>Housekeeping</td>
<td></td>
</tr>
<tr>
<td>Check (and replacing if required) laser printer toners, inkjet printer ink boxes</td>
<td>Bi-weekly</td>
</tr>
<tr>
<td>Workstation housekeeping (e.g. optimizing hard disk, tune system clock)</td>
<td>Monthly</td>
</tr>
<tr>
<td>Monitor and maintain the configuration of student workstations</td>
<td>Weekly</td>
</tr>
</tbody>
</table>
Monitor virus scanning (e.g. examine log) | Weekly
---|---
BIOS updates | Quarterly
Reporting | Monthly
Review and update Documents as specified in Specification | Monthly
Update of network diagram and other system documentation | Monthly
Inventory taking
Inventory database update | Monthly
Inventory reports preparation | Monthly

4. **SERVICE PERIOD**
   One year contract with appointed the service provider of technical Support Services (TSS) in effective from 1 September, 2016 to 31 August, 2017

**Checklist for compliance with the requirements**

The checklist should be completed by the tender for checking the compliance with the requirements listed in the tender.

<table>
<thead>
<tr>
<th>Tender</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. At least 3 years in providing technical support services for clients in educational sector</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>2. Provide services with more than 100 clients in educational sector (school reference list must be attached)</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>3. Inclusion in the EDB supplier list</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>4. Not less than 48 Ad-hoc supporting hours &amp; 48 emergency hours, unlimited remote Ad-hoc supporting hours</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>5. School’s servers application monitoring services</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>6. Managed backup services and integrated domain name management (e.g. DNS), email &amp; web-hosting accounts</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>7. System &amp; Network health check and consultation</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>8. Provide an online Live technical support centre</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>9. Provide a online platform for students to enjoy a free domain name management (e.g. DNS) functions</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>10. Provide a free WebSAMS upgrade consultation services</td>
<td>☐ ☐</td>
</tr>
</tbody>
</table>