



學校檔號：HYCS/2526/06/TSS

敬啟者：

招 標
承投提供「2026-2028 TSS 服務」投標書

現誠邀 貴機構承投提供上述投標的服務(投標資料同步在本校網頁 <http://www.hycs.edu.hk> 刊登)。投標表格必須一式兩份，置於密封信封內，信封面清楚註明：

承投「提供 2026-2028 TSS 服務」投標書

並於截止日期 2025 年 12 月 1 日(星期 一) 中午十二 時前送達九龍 巴富街六號 合一堂學校 校長收。逾期的投標書，概不受理。

貴機構的投標書有效期為 90 天，由上述截標日期起計。如在有效期內仍未接獲通知，則是次投標可視作落選論。另外亦請注意，貴機構必須填妥投標表格第 II 部分及維護國家安全、防止賄賂條例、防止串通行為及利益衝突申報，否則概不受理。

倘 貴機構未能或不擬投標，亦煩請盡快填妥隨本函附上的「不擬投標通知書」再寄回上述地址，並列明不擬投標的原因。

學校邀請招標承投所需物品時，會以「**整批**」形式考慮接受供應商的投標。

如有查詢請聯絡 姜佩娟 行政主任 (電話：2711 1013、傳真：2714 2465)。

專此奉達，敬祝

台安！
此致
執事先生

合一堂學校校長



(吳麗霞)

謹啟

2025年11月3日

- 附件：1. 有關維護國家安全、防止賄賂條例及利益衝突申報
2. 承投服務投標表格
3. 投標表格及價格表
4. 回郵信封封面
5. 不擬投標通知書
6. 其他服務要求

承投服務投標表格

承投「2026-2028 TSS 服務」投標書

有關港區國家安全法、防止賄賂條例、防止串通行為及利益衝突申報

學校名稱及地址： 九龍 巴富街 六 號 合一堂學校

學校檔號： HYCS/2526/06/TSS

截止日期/時間： 2025 年 12 月 1 日 中午 12 時正

維護國家安全條款

基於國家安全而容許學校取消供應商的資格和終止相關合約：即使招標文件中有任何相反的規定，學校保留以供應商曾經、正在或有理由相信供應商曾經或正在作出可能構成或導致發生危害國家安全罪行的行為或活動為由，取消其供應商資格的權利，又或為維護國家安全，或為保障香港的公眾利益、公共道德、公共秩序或公共安全，而有必要剔除有關供應商。

若出現下列任何一種情況，學校可以立即終止合約：

- (i)承辦商曾經或正在作出可能構成或導致發生危害國家安全罪行或不利於國家安全的行為或活動；
- (ii)繼續僱用承辦商或繼續履行合約不利於國家安全；或
- (iii)學校合理地認為上述任何一種情況即將出現。

確定遵守防止賄賂條例條款

競投人、其僱員及代理人不得向學校僱員、校董會法團校董會成員，或負責考慮與本服務相關事宜的有關委員會的任何家長或學生代表提供利益（香港法例第201章《防止賄賂條例》所界定的「利益」）。競投人、其僱員或代理人向有關人士提供任何利益，根據《防止賄賂條例》可構成罪行，並可導致合約無效。學校亦可取消批出的合約，而競投人須為學校所蒙受的任何損失或損害負上法律責任。

防止串通行為條款

競投人、其僱員及代理人不得以任何形式（例如圍標）在提交投標過程中與其他競投人士、其僱員及代理人串通。若投標者違反或不遵從本條文，將導致其投標無效。

申報人簽署 ： _____

申報人姓名（正楷） ： _____

職位 ： _____

日期 ： _____年_____月_____日

(公司蓋印)

承投提供「2026-2028 TSS 服務」投標書

學校名稱及地址：九龍 巴富街六號 合一堂學校

學校檔號：HYCS/2526/06/TSS

截止日期/時間：2025 年 12 月 1 日 中午 12 時正

利益衝突申報及資料保密

本人已細閱學校就利益衝突方面所制定的政策，並明白其內容。是次參與投標的商戶與本人及直系親屬並沒有業務往來或任何直接或間接的財務利益。並承諾不會在未經學校授權下披露有關報價的資料。

第 I 部分

下方簽署人願意按照所列的價格（其他費用全免），以及校方提供的要求，提供夾附的投標附表上所列的全部或部分項目。而完成服務及/或服務提供日期將於正式合約上註明。下方簽署人知悉，所有未經特別註明的項目，均須按照該細則的規定提供服務；投標書由上述截止日期起計 90 天內仍屬有效，校方不一定採納索價最低的投標書或任何一份標書，並有權在投標書有效期內，採納某份投標書的全部或部分內容。下方簽署人亦保證其機構的商業登記、保險及僱員補償保險均屬有效，而其機構所有供應的各個項目並無侵犯任何專利權。

第 II 部分

再行確定投標書的有效期

有關本投標書單的第 I 部分，現再確定本機構的投標書有效期由 2025 年 12 月 1 日起為期 90 天。下方簽署人亦同意，投標書的有效期一經再行確定，其機構就該事項註明於投標表格內的預印條文，即不再適用。

簽署人：_____ 職銜：_____（請註明職位）

簽署人姓名（請以正楷填寫）：_____

上方簽署人已獲授權，代表：_____（機構名稱）簽署

投標書，該機構在香港註冊的辦事處地址為：_____

電話號碼：_____

傳真號碼：_____

電子郵件地址：_____

商業登記號碼：_____

日期：20__年__月__日

(公司蓋印)

投標附表

檔案編號	: HYCS/2526/06/TSS
供應物品 / 服務名稱	: 提供 2026-2028 TSS 服務投標書
服務學校	: 合一堂學校
合約期	: 2026 年 8 月 1 日至 2028 年 7 月 31 日 (兩年)

投標要求

1. 提供投標書機構須清楚列明所有費用，連同商業登記證副本各一式兩份，放置信封內封密，並於信封面註明「**提供 2026-2028 TSS 服務投標書**」(附件一)，相關機構不應將身份披露在投標書信封面上。
2. 截標日期為 2025 年 12 月 1 日 (星期一) 中午 12 時正。相關機構應在截止日期前，以掛號信形式寄回，或由專人交回九龍巴富街六號合一堂學校校長收。逾期則恕不受理。
3. 投標書項目不設參考價目，本校不一定接納最低價格的投標書，並有權與任何提供投標書者商議批出合約的條款。
4. 投標結果將於截標日期後 90 日內書面通知提供投標書機構。
5. 提供投標書機構未能履行合約提供服務時須負責賠償學校從另處購買服務的差價。
6. 提供投標書機構明白，如收到學校訂單未能供應書面報價上所列物料或服務，提供投標書機構須負責賠償學校從另處採購上述物料或服務的差價。
7. 提供投標書機構不可藉著提供活動之便，向學校及家長推銷其他服務。
8. 提升職業安全及健康的保障：為保障非技術員工的職業安全及健康，非技術員工合約如涉及非技術員工在戶外、沒有空調的室內工作環境及／或熱源附近執行職務，投標者在競投政府服務合約時必須提交“**預防中暑工作計劃**”以符合投標的必要要求。在政府採購制度下的扣分制適用範圍亦擴大至涵蓋沒有遵從“**預防中暑工作計劃**”行事的情況，以確保有關工作計劃得以有效實施。此外，投標者過去三年內在扣分制下的扣分記錄亦納入為標書評分制度下必須採用的評審準則。
9. 提供投標書機構必須**提供駐校技術員資歷、可提供的技術支援服務項目**等供校方參考。

服務要求

1. 承辦商／承辦人明白，學校為配合政府宣布調整《學校/幼稚園/幼稚園暨幼兒中心/幼兒中心預防傳染病指引》作出相應安排，並以教育局的最新規定指引措施執行。

2. 根據香港警務處推行的《性罪行定罪紀錄查核》機制：承辦商／承辦人必須承諾委派到校之僱員已申請《性罪行定罪紀錄》並獲得及持有效之查核證明，承辦商／承辦人已查核及確認有關僱員沒有性罪行定罪紀錄。如承辦商／承辦人虛報或隱瞞有關資料，一經查證學校有權立即終止該合約，而承辦商／承辦人須為學校因此而蒙受的任何損失或損害負上法律責任。
3. 承辦商／承辦人明白，如收到學校訂單未能供應投標書上所列物料或服務，承辦商／承辦人須負責賠償學校從另處採購上述物料或服務的差價。
4. 承辦商須為到校提供服務的所有員工購買有效的勞工保險及第三者意外保險。
5. 承辦商存放於校內之其他物品，如有任何遺失或損毀，校方概不負責，但若因承辦商員工過失，而做成校方資產的任何遺失或損毀，須照價賠償或重購。
6. 因安全理由，本校不會借出任何工具，所有工具要由承辦商提供。
7. 承辦商因上所列物料或服務供應而引起任何事故導致校方被人投訴，興起訴訟，要求作出任何形式之賠償，承辦人應承擔上述責任並賠償校方為此所受到之全部損失及所付之全部費用。
8. 承辦商若未能給予校方滿意的服務水平或未能履行應負責任，校方有權以口頭或書面形式通知即時終止合約。承辦商除不會獲得任何賠償外，還需要負責本校因終止合約所導致之一切損失。
9. 合約期滿前最少三個月，校方將依照教育局指示再行投標，屆時承辦人可參與投標。但獲選與否，並非純以價低者得為準，各投標機構所列條件及其他因素在考慮之列。

10. 駐校技術員的工作時間：

逢星期一至五	08:00-17:00	*(1 小時午膳時間)
星期六(長短週)	08:00-12:00	
升旗禮日子	07:30-16:30	*(1 小時午膳時間)
早操日子	07:45-16:45	*(1 小時午膳時間)
特別活動	按校方安排時間	

11. 機構於 TSS 正式到職前需向校方提交該 TSS 的履歷，並與校方約見。
12. 由投標機構僱用及派往本校的 TSS 需符合【教育局】對 TSS 資歷的要求（更高學歷更佳）、具備兩年或以上相關工作經驗，能獨立處事，積極主動，有責任心，擅於處理電腦網絡問題。

駐校技術員的工作範圍：

駐校技術員須支援資訊科技技術員各項工作，以便為全校提供適切的協助、支援及服務。恆常工作如下：

1. 負責軟件更新、安裝及提升工作。
2. 負責伺服器、工作站及周邊設備的內務整理。
3. 負責管理學校網絡及保安系統。
4. 管理及保養學校電腦、印表機及周邊設備之維修及跟進事宜。
5. 協助紀錄及盤點資訊科技設備。
6. 協助輸入資料及問卷調查分析。
7. 協助教職員準備各類資訊科技器材及音響設備。
8. 支援資訊科技課及校園電視台的工作。
9. 負責製作學校活動花絮及把資料上載學校網頁。
10. 負責活動拍攝、錄影及音響工作。

駐校技術員的守則：

- 服務供應商及駐校技術員必須確保不會外洩學校一切資料，員工離職時必須交還一切如密碼、智能卡等學校物品，亦不可帶走或外洩學校任何資料。
- 駐校技術員必須注意言行，在校內不可私自拍攝及錄影。未經校方同意，不可對外發放學校任何資訊。

其他服務要求請見附件六

(須填妥一式兩份)

服務合約期	價格\$
2026年8月1日至2028年7月31日（共24個月）	

其他

1. 提供投標書機構需根據以上內容及要求安排有關服務。
2. 遵守已訂下之價目，未經雙方同意前不得在服務期內隨意加價、轉讓服務權或終止服務。
3. 對於提供投標書機構的僱員受傷或死亡，學校無須因此或就此負上任何法律責任，除非該等傷亡事件是由學校或其僱員疏忽引致。學校及其僱員若就該等傷亡事件遭人提出根據本條款無須負責的任何法律行動、訴訟、索償、要求、費用或開支，提供投標書機構須作彌補。
4. 提供投標書機構必須就前述的一切賠償或補償的法律責任，為所有僱員及其他可能受僱進行任何與本合約有關的工作人士，向根據《保險公司條例》(第41章)獲授權並具良好信譽的保險公司投保，投保費用自付。提供投標書機構並須在其僱用的任何人員履行有關服務的整段時間內，保持保單有效。
5. 如提供投標書本人、其公司的合夥人或股東為校方僱員或僱員之親屬，提供投標書機構應明確申報。
6. 供投標書機構獲選後將獲邀簽署合約，承辦合約不得轉讓予他人或委託別人代為經營。
7. 評審分包括服務及價格評審，各佔的比重如下：品質評審比重：40% (而品質評審未獲過半分數者，則為不合格，將被取消資格)及價格評審比重：60%。

下方簽署人願意按照正式訂明的日期及所列的價格，以及校方所列出的細則，提供投標書附表上所列項目的服務。校方不一定採納索價最低的投標書或任何一份投標書，並有權在投標書的有效期內，採納某份投標書的全部或部分內容。下方簽署人亦保證其公司的商業登記及僱員補償保險均屬有效，而其公司所提供的服務不會損壞學校的校舍。

本機構／本人明白，如收到 貴校採用服務後未能提供投標書上所列事項之服務，須負責賠償學校從另處採購上述服務項目之支出。

承投公司：_____

承投公司負責人姓名及職銜：_____

簽署：_____

日期：_____

(公司蓋印)

合一堂學校

承投提供 2025-2026 TSS 服務投標備忘

- (一) 截止日期為 2025 年 12 月 1 日(星期一)，中午十二時正。
- (二) **提交投標書必須填具一式兩份**，並放置信封以密函形式一併寄回。
- (三) 提交投標書者必須採用本校所提供之信封封面（附件一）。
- (四) 提交投標書者切勿將機構名稱寫在投標書封面。
- (五) 提交投標書者若不擬投標，煩請盡快填妥「不擬投標通知書」(附件二)再寄回本校，並列明不擬投標的原因。
- (六) 提交投標書者將獲書面通知審核報價書結果。
- (七) 如有疑問請聯絡姜佩娟行政主任（電話：2711 1013、傳真：2714 2465）。

九 龍
巴富街六號
合一堂學校
校長 收

提供 2025-2026 TSS 服務投標書

投標書編號：HYCS/2526/06/TSS
截標日期：1/12/2025 中午 12 時正

承投：2025-2026 TSS 服務投標書
不擬投標通知書

如 貴公司未能提供 2025-2026 TSS 服務投標書，請填妥此表格後，傳真至 2714 2465 或寄回九龍巴富街六號合一堂學校收

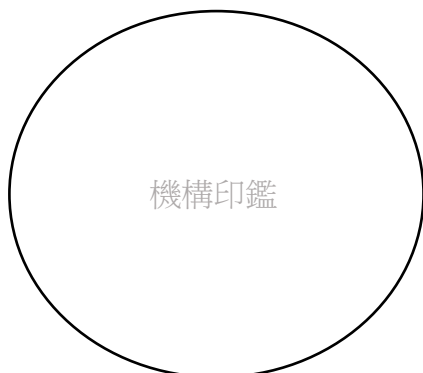
致：合一堂學校

投標書：提供 2025-2026 TSS 服務投標書

截標日期及時間：2025 年 12 月 1 日(星期一)正午十二時正

有關 貴校邀請本公司承投以上服務，現因以下理由未能報價，特此回覆。
(請在適當的□內加上✓)

- 未能提供貴校所示服務/產品
- 未能達到貴校所示要求或規格
- 未能於指定日期內完成
- 未能於截止限期內遞交投標書
- 其他(請註明)_____



簽 署：_____

簽署人姓名：_____

公 司：_____

日 期：_____

TENDER SCHEDULE (TO BE COMPLETED IN DUPLICATE)

(column 3,4,5 & 6 to be completed by tender)

(1) Item No.	(2) Description/ Specification	(3) Comply key requirements (YES or NO)	(4) Remarks (If any)
1.	Technical Support Services For the period Twelve(12) months from 1 st August 2026 to 31 st July 2028 <u>(Please read appendix for details)</u>		
2.	Service Hour Requirements Basic Servicing Hours: 44 hours per week Back-end Supporting Hours: at least 48 hours per year Emergency Support Hours: at least 48 hours per year		
3.	TSS Qualifications Requirements 1: 1. Completion of <u>Higher Diploma in IT discipline</u> or above or equivalent; 2. Holder of Professional Certificates on Microsoft or above or equivalent is highly preferred;		
4.	TSS Qualifications Requirements 2: <u>Sexual Conviction Record Check Scheme (SCRC)</u> System Engineer shall undergo the Sexual Conviction Record Check Scheme (SCRC), Contractor shall report the checking result to the school after the consent of the staff upon request by the School.		
5.	TSS Qualifications Requirements 3: <u>Compliance with Statutory Minimum Wage</u> System Engineer shall comply Statutory Minimum Wage effective on May 2023 and the initial rate is \$40 per hour.		
6.	Contractor Qualifications Requirements 1: Qualified as Microsoft Global Training Partner		
7.	Contractor Qualifications Requirements 2: Contractor should have at least <u>10 years</u> in providing technical support services for clients in educational sector. Otherwise, will not consider.		
8.	Contractor Qualifications Requirements 3: Contractor should <u>provide a reference/clients list</u> for performing full-time technical support services and related service to more than 150 clients for the past twenty-four (24) months.		

9.	<p>Contractor Qualifications Requirements 4: Contractor should be included in the EDB supplier list in IT related categories. Otherwise, will not consider.</p>		
10.	<p>Contractor Qualifications Requirements 5: Contractor should be included in The Office of the Government Chief Information Officer, HKSAR supplier list in IT Contract Staff Services (T26). Otherwise, will not consider.</p>		
11.	<p>Contractor Qualifications Requirements 6: Contractor should be accredited by Microsoft with the fulfillment at least 6 competencies out of 10. Otherwise, will not consider. (please tick the appropriate box)</p> <p> <input type="checkbox"/> Desktops Platform <input type="checkbox"/> Networking Infrastructure <input type="checkbox"/> Server Platform <input type="checkbox"/> Information Workers <input type="checkbox"/> System Management <input type="checkbox"/> Data Management <input type="checkbox"/> Security Systems <input type="checkbox"/> SOA & Business Process <input type="checkbox"/> Business Intelligence <input type="checkbox"/> Small Business Specialist </p>		
12.	<p>Contractor Qualifications Requirements 7: Contractor should have valid public liability insurance policy for no less than \$500,000 for loss of or damage to property of school arising out of the Technical Support Services.</p>		
13.	<p>Corporate Social Responsibility Requirement: Contractor shall have proofs for their contributions to society.</p> <p> <input type="checkbox"/> Caring Company Award (10 years or above) <input type="checkbox"/> Others: (pls specify): _____ </p>		
14.	<p>Emergency Support Requirements 1: Contractor should provide FREE on-loan equipments for up to 14 days for any server and network related hardware failure.</p>		
15.	<p>Emergency Support Requirements 2: Contractor should provide 7 x 24 monitoring for total up to 5 servers with external IP. Instant SMS or email notification is required.</p>		
16.	<p>Emergency Support Requirements 3: Contractor should provide same-day senior engineer on-site emergency support for critical server outage.</p>		
17.	<p>Supporting in Web 2.0 e-Learning Platform: Contractor should provide additional technical support in e- learning platform and schools' community.</p>		

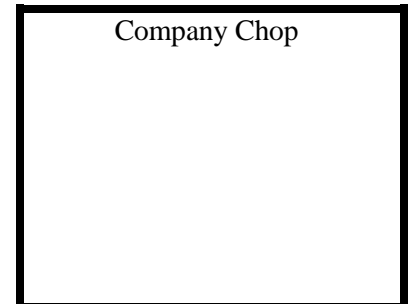
18.	Add-on Support Requirements 1: <u><i>Extended Support for .edu.hk domain name</i></u> Contractor shall provide extended services for .edu.hk domain name(s) not limited to the School website, email accounts, equivalent is preferred.		
19.	Add-on Support Requirements 2: <u><i>Annual Preventive Check-up & Report</i></u> Contractor should provide a FREE annual network and system health check-up report to school by senior system engineers. <u>A report sample MUST be attached.</u>		
TENDER SCHEDULE (CON'T)			
Summary for complying key requirements: (5) (please calculate the no. of fulfillment, the no. shall not greater than <u>17</u>)			(out of 18)
Monthly Service Rate: (6)			HK\$

We/ I understand that if we/I fail to supply the stores as offered in our/my tender upon accepting school's order, we are/ I am prepared to pay the price difference to the school if such stores are obtained from elsewhere:

Name of Tenderer : _____

Signature of Person Authorized to Sign Tender: _____

Date: _____



TECHNICAL SUPPORT SERVICES - REQUIREMENTS AND SPECIFICATIONS

1. INTRODUCTION

This guideline serves to provide information for tender about the requirements and specifications of providing technical support services (TSS).

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 8 years** in providing technical support services for clients in educational sector.
- Contractor must perform technical support related services for **more than 100 clients** in educational sector (esp. primary and secondary schools) in past twenty-four (24) months. **Customer reference and project reference lists related to educational sectors is required to submit with the tender proposal.**
- Contractor should be inclusion in the **EDB supplier list** in order to ensure that the technical support services provided to school is qualified.
- Contractor should be inclusion in the **The Office of the Government Chief Information Officer, HKSAR supplier list** in order to ensure that the technical support services provided to school is qualified.
- Contractor should be accredited by Microsoft and Cisco System in order to ensure that the technical support services provided to school is qualified.

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 Add-on Services

Contractor 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 5 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 5GB online storage;
- Symmetric access with at least 100Mbps for both up & down links;
- Unlimited email accounts (Webmail, IMAP, POP & 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 sever 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 least 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 Form 7 or above or equivalent;
- ii. Holder of Microsoft Certified Professional (MCP) on Microsoft Windows 2003 Server Certificate;
- iii. At least 1-year relevant experience in Network Support in WAN/LAN implementation
- 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 wear uniform or company identity card whilst on duty upon requested by school;
- 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 sub-contracted to other service provider(s) 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 I 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: -

- a) Remedial Support Tasks
- b) Operational Support Tasks
- c) 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, tenderer 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 case 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 fine 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.

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 Update and Maintenance
 - Performing school website update 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

Items	Minimum Service Level
Response time for phone call	less than 15 seconds
Response time for voice mail via phone call and email enquiries	less than 10 minutes
Response time for user complaints and enquiries	within same day

Remedial Support

Items	Minimum Service Level
Elapsed time to provide solution or workarounds to resume normal operations from critical system/network failure or major system/network failure	no more than 4 hours
Elapsed time to provide solution or workarounds to resume normal operations from general system/network failure	no more than 10 hours

Operational Support

Items		Minimum Service Level
LAN	Number of outage in a month	no more than 3 times
	Accumulative hours of outage in a month	no more than 10 hours
	Notice in advance for scheduled outage	at least 7 days before outage
Each individual equipment	Number of outage per each equipment in a month	no more than 3 times
	Accumulative hours of outage per each equipment in a month	no more than 10 hours
Backup & Recovery	Number of unsuccessful backup in a month	no more than 1 time
	Redo of unsuccessful backup	within 1 day
	Successful rate of backup and recovery reliability tests	100%

Operational Support Task List

Task/Activity	Minimum Frequency
<i>Network monitoring and tuning</i>	
System operation status (e.g. print queue, equipment power, n/w service)	Daily
Server logs checking (e.g. RAID, UPS, System)	Daily
System logs (e.g. applications access)	Daily
External connections (e.g. Internet, remote access, proxy cache)	Weekly
Network traffic (e.g. switches/hubs performance)	Daily
Resources usage (e.g. disk space usage)	Monthly
Server time synchronization	Weekly
Intruder monitoring	Daily
Server performance (e.g. CPU usage, memory paging rate)	Weekly
Network connections and reconfiguration (e.g. plugging and unplugging the network cables, configuring machine network settings, network equipment and remote connections)	Monthly
<i>User account and resources management</i>	
Small-scale user account creation, deletion and reconfiguration & grouping of user accounts (e.g. reset password, configuring login scripts)	Weekly
Large-scale user account creation, reconfiguration, deletion & grouping	Quarterly
Review user profile and system policy settings	Weekly
Review disk quota allocation	Bi-weekly
Configure file and print sharing	Weekly

<i>Data backup</i>	
Perform data backup	according to the predefined backup schedule
Check backup logs	Daily
Label, replace and store of backup tape	Weekly
Perform backup and recovery reliability tests	Quarterly
<i>Software update</i>	
Signature files of anti-virus software	Bi-weekly
Service packs, patch, fixes for software	Monthly
Small scale software installation, configuration and customization	Monthly
<i>Housekeeping</i>	
Check (and replacing if required) laser printer toners, inkjet printer ink boxes	Bi-weekly
Workstation housekeeping (e.g. optimizing hard disk, tune system clock)	Monthly
Monitor and maintain the configuration of student workstations	Weekly
Monitor virus scanning (e.g. examine log)	Weekly
BIOS updates	Quarterly
<i>Reporting</i>	
Review and update Documents as specified in Specification	Monthly
Update of network diagram and other system documentation	Monthly
<i>Inventory taking</i>	
Inventory database update	Monthly
Inventory reports preparation	Monthly