

**書面報價表**

寄新界青衣島青衣邨第二期

仁濟醫院趙曾學韞小學 校長收

承投「學校技術支援服務 (TSS)」

**書面報價**

學校檔號: YCH/CTHWPS/17-4/TSS

截止日期: 2017 年 4 月 28 日中午 12 時正

(請用本頁作書面報價表及郵寄封面)

請勿在郵寄封面上顯示 貴公司的名稱

學校檔號： YCH/CTHWPS/17-4/TSS  
學校名稱： (中文) 仁濟醫院趙曾學韞小學  
(英文) YCH Chiu Tsang Hok Wan Primary School  
學校地址： (中文) 新界青衣島青衣邨第二期  
(英文) Tsing Yi Estate, Phase 2, Area I, Tsing Yi Island, N.T.  
學校電話： 24331788 學校傳真： 24357023  
聯絡人： 鍾麗娟主任

執事先生：

**承投「學校技術支援服務 (TSS)」的書面報價**

1. 現誠邀 貴公司承投「學校技術支援服務 (TSS)」的書面報價附表上所列的項目。倘 貴公司不擬接納部份項目，請於書面附表上清楚註明。
2. 書面報價表格必須一式兩份，並放置信封內封密。信封面應清楚註明：

**承投提供「學校技術支援服務 (TSS)」的書面報價**

書面報價表應寄往 新界青衣島青衣邨 仁濟醫院趙曾學韞小學 校長收，並須於 2017 年 4 月 28 日中午12時正前送達上述地址。逾期的書面報價表，概不受理。貴公司的書面報價表有效期為 90 天，由上述截止日期起計。如在90天內仍未接獲正式通知，則是次書面報價表可視作落選論。另外，請貴公司必須填妥書面報價表第 II 部份，否則概不受理。

3. 倘 貴公司未能或不擬報價，亦煩請盡快把本函及不擬承辦表格寄回上述地址，寫上「不擬書面報價的原因」於截止日期前交回本校或傳真至 24357023。
4. 本校邀請書面報價承投承辦項目中，會以「整批」形式考慮接受承辦商的書面報價。
5. 如有查詢，可於辦公時間致電 2433 1788 與鍾麗娟主任聯絡。

此致

貴機構

謹啟

校長 彭紹良  
2017 年 3 月 31 日

註: 1. 請附回郵信封

2. 有關書面報價表之電子檔，可在本校網頁 [www.ychcthwps.edu.hk](http://www.ychcthwps.edu.hk) 下載。

3. 報價表上所有個人/公司資料絕對保密，只作書面報價表格用途。

## 承投提供「學校技術支援服務 (TSS)」的書面報價

學校名稱及地址：仁濟醫院趙曾學韞小學  
新界青衣島青衣邨第二期

學校檔案 (由校方填寫)：YCH/CTHWPS/17-4/TSS

截止日期/時間 (由校方填寫)：2017年4月28日中午12時正

### 第 I 部分

下方簽署人願意按照正式訂單上訂明的日期及所列的價格(其他費用全免),以及校方所提出的細則,提供書面報價附表上所列的全部或部分項目。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貨品;書面報價表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書面報價表或任何一份書面報價表,並有權在書面報價表的有效期內,採納某份書面報價表的全部或部分內容。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,而其公司所提供應的各個項目並無侵犯任何專利權。

### 第 II 部分：再行確定書面報價表的有效日期

有關本書面報價表的第I部分,現再確定本機構的書面報價表有效期由2017年4月28日截止日期起計為90天。

日期：\_\_\_\_\_年 \_\_\_\_\_月 \_\_\_\_\_日

公司代表簽署：\_\_\_\_\_ 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：

\_\_\_\_\_ (公司名稱) 簽署書面報價表格書,本公司在香港註冊  
的公司

名為\_\_\_\_\_

電話號碼：\_\_\_\_\_ 傳真號碼：\_\_\_\_\_

公司地址:\_\_\_\_\_

電子郵件:\_\_\_\_\_

**仁濟醫院趙曾學韞小學**  
**提供「學校技術支援服務 (TSS)」 項目**  
**報價程序**

(一) 請 貴公司簡述以下各項於報價內：

- 公司歷史、宗旨及目標
- 公司提供服務的範圍

(二) 服務範疇及內容：

除報價附表的内容外，請 貴公司列出可提供其他相關之支援及資源。

另外， 貴公司須保證如校方不滿意提供之服務，可儘速尋求改善的方案。

(三)其他

- 請列出 貴公司提供相關服務的學校（部分）名單。
- 請隨報價附上商業登記証、勞工保險或有關文件副本
- 報價附表（須填具一式兩份）
- 提供承投「**學校技術支援服務 (TSS)**」詳情內容  
(可參考附件-英文版本)

註：

- 信封封面（請貴公司將此封面貼於報價信封上）
- 收報價地址：新界青衣島青衣邨第二期
- 學校名稱：仁濟醫院趙曾學韞小學
- 報價編號：YCH/CTHWPS/17-4/TSS/
- 報價項目：承投提供 學校技術支援服務(TSS) 項目
- 截止日期：2017年4月28日
- 截止時間：2017年4月28日中午十二時正
- 收件人：仁濟醫院趙曾學韞小學 彭紹良校長

### 第 III 部分：《防止賄賂條例》

1. 根據《防止賄賂條例》，在學校採購過程中，如學校員工接受供應商和承辦商提供的利益，或供應商和承辦商向學校員工提供利益，均屬違法。
2. 學校員工或供應商和承辦商任何一方或雙方如有干犯上述違法行為，有關書面報價表將不獲考慮；即使已獲委聘，所簽訂的有關合約亦會被宣告無效。

第IV部分

仁濟醫院趙曾學韞小學

2017/2018「學校技術支援服務 (TSS)」報價附表(一式兩份)

(1) 項目 編號	(2) 物品說明 / 規格	(3) 所需數量	(4) 單價 (港元)	(5) 總價 (港元)	(6) 提供的服務
1	1. 工作時間：  星期一至五： 08:15-17:45  午膳時間：11:45-12:45  平均每周工作時數合 共：42.5小時	12 個月  <u>合約期限</u> 1-9-2017 至 31-8-2018			詳情可參考 提供承投「學 校技術支援 服務(TSS)」 英文版 (Please refer to Service Requirement Specifications of TSS for details)

備註：請附上商業登記，以及文件證明來校安裝設備及日後從事保養服務的員工，都已具勞工保險及第三者責任保險，並進行性罪行定罪紀錄查核，授權校方查詢查核結果。

本公司 / 本人明白，如收到學校通知書後未能供應書面報價上所列服務，須負責賠償學校另尋獲其他供應上述服務的差價。

公司代表：\_\_\_\_\_

獲授權簽署公司代表的姓名及署名：\_\_\_\_\_

姓名（請以正楷填寫）：\_\_\_\_\_ 簽署：\_\_\_\_\_

日期：\_\_\_\_\_

\*如書寫位置不敷應用，請另紙書寫。此表格可在本校網頁下載 [www.ychcthwps.edu.hk](http://www.ychcthwps.edu.hk) 。

第V部份

仁濟醫院趙曾學韞小學

申報利益表

I. 你在仁濟醫院趙曾學韞小學內有沒有任何個人或業務利益關係（註釋1）？

有/沒有 #

如有的話，請說明。

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II. 你的家人或親屬（註釋2）有沒有擔任此學校的現任職位？有/沒有 #  
如有的話，請提供姓名及關係。

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註釋

(1) 個人利益包括你參予經營/承包學校的各項服務等。

(2) 你的家人或親屬包括：

(a) 你的配偶；

(b) 你的父母；

(c) 你的配偶的父母；

(d) 你的兄弟姊妹及其配偶；以及

(e) 你或你配偶的子女及其配偶。

\_\_\_\_\_  
申報人簽署

\_\_\_\_\_  
申報人姓名

\_\_\_\_\_  
日期

# 請將不適用的刪去

## 第VI部分：申訴事宜

上述報價及評審程序按教育局指引行事，並受學校專責委員會監察，以確保審批合約過程公平妥善。書面報價表者如認為其書面報價表未獲公平處理或書面報價過程中未獲公平對待，可向該專責委員會反映。

## 第VII部分：意見及查詢

供應商如有任何疑問或建議，請致電 2433-1788 與鍾麗娟主任聯絡。

不擬承投提供「學校技術支援服務 (TSS)」的書面報價

YCH/CTHWPS/17-4/TSS

致：仁濟醫院趙曾學韞小學(新界青衣島青衣邨第二期)

截止日期及時間：2017年4月28日中午12時正

下方簽署人代表本機構表示不擬承投 貴校  
「學校技術支援服務 (TSS)」的書面報價事宜。

(請於適用方格內加上✓號)

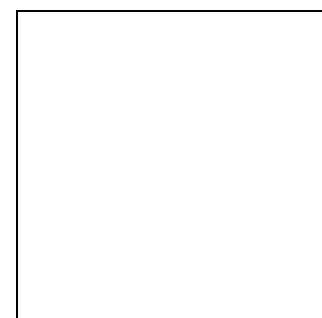
原因

註(如需填寫)

- |   |       |
|---|-------|
| <input type="checkbox"/> 報價服務不在本公司的供應範圍之內 | _____ |
| <input type="checkbox"/> 未能符合報價規格         | _____ |
| <input type="checkbox"/> 未能按照編排提供服務       | _____ |
| <input type="checkbox"/> 未能按照截止日期報價       | _____ |
| <input type="checkbox"/> 其他理由(請說明)        | _____ |

公司印鑑：

- 機構代表簽署：\_\_\_\_\_
- 職銜：\_\_\_\_\_
- 代表姓名(正楷)：\_\_\_\_\_
- 日期：2017年 月 日
- 機構名稱：\_\_\_\_\_



**QUOTATION SCHEDULE (TO BE COMPLETED IN DUPLICATE)**

<b>(1) Item No.</b>	<b>(2) Description/ Specification</b>	<b>(3) Comply key requirements (YES or NO)</b>	<b>(4) Remarks (If any)</b>
<b>1.</b>	<b>Technical Support Services</b> For the period Twelve(12) months from 1 <sup>st</sup> September 2017 to 31 <sup>st</sup> August 2018 <u><b>(Please read appendix for details)</b></u>		
<b>2.</b>	<b>Service Hour Requirements</b> 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		
<b>3.</b>	<b>TSS Qualifications Requirements 1:</b> 1. Completion of <u><b>Higher Diploma in IT discipline</b></u> or above or equivalent; 2. Holder of Professional Certificates on Microsoft or above or equivalent is highly preferred; 3. At least 1-year relevant experience in Windows or Network Support in WAN/LAN is highly preferred.		
<b>4.</b>	<b>TSS Qualifications Requirements 2:</b> <u><b>Sexual Conviction Record Check Scheme (SGRC)</b></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.		
<b>5.</b>	<b>TSS Qualifications Requirements 4:</b> <u><b>Compliance with Statutory Minimum Wage</b></u> System Engineer shall comply Statutory Minimum Wage effective on May 2017 and the initial rate is \$34.5 per hour.		
<b>6.</b>	<b>Contractor Qualifications Requirements 1:</b> Contractor should have at least <u><b>5 years</b></u> in providing technical support services for clients in educational sector. <b>Otherwise, will not consider.</b>		

7.	<p><b>Contractor Qualifications Requirements 2:</b> Contractor should <b>provide a reference/clients list</b> for performing full-time technical support services and related service to more than 50 clients for the past twenty-four (24) months.</p>		
8.	<p><b>Contractor Qualifications Requirements 3:</b> Contractor should be included in the EDB supplier list in IT related categories. <b>Otherwise, will not consider.</b></p>		
9.	<p><b>Contractor Qualifications Requirements 4:</b> Contractor should be included in The Office of the Government Chief Information Officer, HKSAR supplier list in IT Contract Staff Services. <b>Otherwise, will not consider.</b></p>		
10.	<p><b>Contractor Qualifications Requirements 5:</b> Contractor should be accredited by Microsoft with the fulfillment at least 6 competencies out of 10. <b>Otherwise, will not consider.</b> (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 &amp; Business Process  <input type="checkbox"/> Business Intelligence      <input type="checkbox"/> Small Business Specialist         </p>		
11.	<p><b>Contractor Qualifications Requirements 5:</b> 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> <p>Name of underwriter: _____ Policy Number: _____</p>		
12.	<p><b>Corporate Social Responsibility Requirement:</b> Contractor shall have proofs for their contributions to society.</p> <p> <input type="checkbox"/> Caring Company Award (5 years or above)  <input type="checkbox"/> Others: (pls specify): _____         </p>		
13.	<p><b>Emergency Support Requirements 1:</b> Contractor should provide FREE on-loan equipments for up to 14 days for any server and network related hardware failure.</p>		

14.	<p><b>Emergency Support Requirements 2:</b> Contractor should provide 7 x 24 monitoring for total up to 5 servers with external IP. Instant SMS or email notification is required.</p>		
15.	<p><b>Emergency Support Requirements 3:</b> Contractor should provide same-day senior engineer on-site emergency support for critical server outage.</p>		
16.	<p><b>Supporting in Web 2.0 e-Learning Platform:</b> Contractor should provide additional technical support in e-learning platform and schools' community.</p>		
17.	<p><b>Add-on Support Requirements 1:</b> <u>Extended Support for .edu.hk domain name</u> Contractor shall provide extended services for .edu.hk domain name(s) not limited to the School website, email accounts, DNS, etc. Accredited registrar of .hk domain name or equivalent is preferred.</p>		
18.	<p><b>Add-on Support Requirements 2:</b> <u>Annual Preventive Check-up &amp; Report</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></p>		
<p><b>QUOTATION SCHEDULE (CON'T)</b></p>			
<p><b>Summary for complying key requirements: (5)</b> (please calculate the no. of fulfillment, the no. shall not greater than <u>17</u>)</p>			<p>(out of 18)</p>
<p><b>Monthly Service Rate: (6)</b></p>			<p><b>HK\$</b></p>

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## **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 5 years** in providing technical support services for clients in educational sector.
- Contractor must perform technical support related services for **more than 50 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, e.g. PHP;
- 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 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.

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