TERMS OF TENDER

1.   Definition

"*College*" means – St Stephen's College, Hong Kong.
"*Form I" and "Form II*" respectively mean - Form I and Form II which are annexed to and form parts of this invitation to tender.
"*School Working Day*" means – any day not being either a Hong Kong public holiday or a Saturday or a Sunday.
"*Schedule*" means – Form I to Form II which is annexed to and forms part of this invitation to tender.
"*Tender Validity Period*" means the period commencing on the date when the tender is submitted and ending at 12:00 midnight (Hong Kong time) of the 21 day after the Tender Closing Date (i.e. 19/03/2021).
"*Tender Closing Date*" means –19/03/2021 (Friday).
"*Tender Closing Time*" means – 12:00 noon (Hong Kong time) on the Tender Closing Date.

2.   Tender

(a)   The tender relates to the supply of all the Services specified in the Schedule.

(b)   The invitation to tender shall not be altered by the Tenderer. Any modification considered necessary by the Tenderer should be the subject of a separate letter accompanying the tender.   Figures should not be altered or erased; any alterations should be effected by striking through the incorrect figures and inserting the correct figures in ink above the original figures.   All such amendments should be initialled by the Tenderer in ink.

(c)   Tenders are to be submitted in duplicate and are to be completed in ink or typescript.   Tenders not so submitted may not be considered.

(d)   Complete information should accompany the tender. Tenders may not be considered if complete information, including but not limited to descriptive literature, catalogues and documentary evidence, is not given with the tender or if any particulars and data asked for in the invitation to tender are not furnished in full.

(e)   Each Tenderer shall not submit more than one tender in this Tender.

(f)   All tenders are subject to these Terms of Tender.

3.   Dates and Times

(a)   Tenders Validity Period

Tenders shall remain open until the end of the Tender Validity Period.   If Tenderers are unable to comply with this requirement, they must clearly state the alternative Tender Validity period for which their tender is valid for acceptance.   If before the expiry of the Tender Validity Period or (as the case may be) the alternative Tenders Validity Period their offer is withdrawn, they are advised that due notice will be taken of their action and this may well prejudice their future standing as a College supplier.

(b)　　Tender Closing Date and Time

All tenders must be received by the College at or before the Tender Closing Date and time (Hong Kong time).　Late tenders will not be considered.

In case a rainstorm black warning or typhoon signal No. 8 or above is valid for any duration between 9:00 a.m. (Hong Kong time) and 12:00 noon (Hong Kong time) on the Tender Closing Date, the tender closing time will be extended to 12:00 noon (Hong Kong time) on the next School Working Day.

4.　Prices

(a)　　The prices to be quoted by the Tenderer are to be in Hong Kong dollars. Such prices shall be net prices allowing for all trade and cash discounts and shall include the cost of insurance, containers, packing, packing materials and delivery. The prices to be quoted by the Tenderer must only be shown on the Schedule provided in the invitation to tender.

(b)　　Prices quoted

It will be assumed, unless Tenderers clearly stipulate otherwise, that their offers will remain valid for the contract.　Therefore no request for price variation will be considered.　If, however, a Tenderer wishes to submit a conditional offer which contains a price variation clause, he may do so, with the clear understanding that such an offer may prejudice the award of the Contract.　In any such case the basis of the price variation formula should be clearly stipulated and accepted by the College in writing.

(c)　　Accuracy of Tender Prices

Tenderers should make certain the prices quoted are accurate before submitting their quotations.　Under no circumstances will the College accept any request for price adjustment on grounds that a mistake has been made in the tender prices.

5.　Compliance with Regulations and Standards

All goods or services provided shall comply with relevant latest statutory obligations, government regulations and Code of Practice.

6.　Terms of Payment

The Tenderer shall quote the amount in Hong Kong Dollars.

7.　Acceptance

The successful Tenderer will receive a contract document (in duplicate) which the successful Tenderer shall sign within 30 days.　Tenderers who do not receive any notification within the Acceptance Validity Period of their offer shall assume that their tenders have not been accepted.

8. **Alternative Proposals and Negotiation**

    Alternative proposals which improve the value of the offer may be submitted.   The College reserves the right to negotiate with any Tenderer about the terms of the offer.

9. **Saving**

    The College is not bound to accept the lowest or any tender and reserves the right to accept all or any part of any tender at any time within the Tender Validity Period.

10. **Documents of Unsuccessful Tenderers**

    Documents of unsuccessful Tenderers may be destroyed not less than three months after the date the Contract has been awarded.

11. **New Information Relevant to Qualified Status**

    Tenderers should inform the College in writing immediately of any factors which might affect their qualified status as a registered supplier with the College, or as a qualified supplier for a particular product.   The College reserves the right to review their qualified status in the light of any new information relevant to their qualification.

12. **Contractors' Performance Monitoring**

    Tenderers are advised that should they be awarded the contract their subsequent performance will be monitored and may be taken into account when their future tenders are evaluated. In evaluating performance, the College may also take into account conduct which is in breach of any Hong Kong ordinance, regulations or other legislations even though the standards of the foods or services may not be thereby adversely affected.   In such case, the College reserves the right to terminate the contract immediately without compensation.

13. **Prevention of Bribery**

    The Tenderer, its employees and agents shall not offer any advantage (as defined in the Prevention of Bribery Ordinance, Cap. 201) to the College employees, SMC members, or any parent or student representative in any committee responsible for considering any matters in relation to this tender.   Any such offer by the Tenderer or its employees or agent may constitute an offence under the Prevention of Bribery Ordinance and may render the tender null and void.   The College may also cancel the contract awarded and hold the Tenderer liable for any loss or damage the College may sustain.

14. **Cancellation of Tender**

    Without prejudice to the College's right to cancel the tender, where there are changes of requirement after tender closing date for operational or whatever reasons, the College is not bound to accept any conforming tender and reserves the right to cancel the tender.

St Stephen's College

Basic Requirements / Information

1.   Name of College :   St Stephen's College

2.   Address :   22 Tung Tau Wan Road, Stanley, Hong Kong

3.   Services required to be followed by tenderers :
    a)   All tenderers shall complete Form I and Form II.

4.   Payment and Monitoring
    a)   The service is supervised by the College's staff and teachers.   They will examine the quality. If the services, administration and management are considered to be poor and are not improved after the company is being warned by the College, the College has the right to terminate the contract.

    b)   Questionnaire surveys will be used in monitoring the services.

5.   Other terms
    a)   As per the College's standard contract.

TENDER FOR PROVISION OF TECHNICAL SUPPORT SERVICES

Name and Address of College : <u>St Stephen's College</u>
<u>22, Tung Tau Wan Road, Stanley, Hong Kong</u>

Tender No : <u>T-DSS-52</u>
Tender Closing Date : <u>19/03/2021</u>

Part I

The undersigned hereby offers to supply all the services described in the tender schedule with delivery term quoted against the date of a firm order at the price or prices quoted free of all other charges and in accordance with any specifications provided by the College. In so doing, the undersigned acknowledges that all items not otherwise specified shall be in accordance with British Standards specifications where such exist. Tenders shall, unless otherwise indicated by the College, remain open until the end of the Tender Validity period; and the College 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 tenders remain open. The undersigned also warrants that this Company's Business Registration and Workmen's Compensation Insurance Policy are currently in force and that the items which this Company offers to supply do not to my / our knowledge infringe any patents.

Part II

CONFIRMATION 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 21 days from 26/02/2021.

The undersigned also agrees to accept the fact that once the Tender Validity Period is reconfirmed, the pre-printed clause specified in the company's tender form in regard to this nature shall NOT apply.

Dated this _____ day of _____ of 2021

Signature _____ in the capacity of _____
with company chop (State official position, e.g. Director, Manager, Secretary ,etc)
duly authorized to sign tenders for and on behalf of _____

_____

whose registered office is situated at _____
_____ Hong Kong.

Telephone No. : _____
Fax No. : _____
E-mail address : _____

St Stephen's College
Tender Form
(Please use separate sheets in case of need)

1. Tenderer Background information including :
   - Name of the tenderer
   - Business Registration No./ Identity Card No.
   - Business Address
   - Telephone No.

   A copy of the following documents is required to attach
   - Business Registration Document / Identity Card
   - Registration Address

2. Mission of the company.   Please state.

3. Working / Operation experience.   Please state.

4. Service provided and suggested prices
   Please complete Form II (Prices fixed cannot be changed without the approval of the College)

5. Provide Workmen's Compensation Insurance Policy and Public Liability Insurance Policy and Mandatory Provident Fund to all employees

6. Trade References (please list at least two references)
   - Name
   - Telephone No.
   - Address

Name of Tenderer :   _____

Authorized Signature and Company Chop :   _____

Date :   _____

ST STEPHEN'S COLLEGE
Stanley, Hong Kong

Subject: Invitation for Provision of Technical Support Services
TENDER FORM (to be completed in duplicate)

Columns (2), (3), (4) and (5) are to be completed by Tenderer.

(1) Item No.	(2) Description/ Specification	(3) Comply key requirements (YES or NO)	(4) Remarks (If any)
1.	**Technical Support Services** For the period of Twenty-four (24) months from 1st September 2021 to 31st August 2023 **(Please refer to the attached Specifications of Required Technical Support Services and the appendices.)**	____	
2.	**Service Hour Requirements** Basic Servicing Hours: 45.5 hours per week Ad-hoc Supporting Hours: at least 48 hours per year Emergency Support Hours: at least 48 hours per year	____	
3.	**TSS Qualifications Requirements:** 1. Completion of **Higher Diploma in IT discipline** or above or equivalent; 2. Holder of Microsoft Certified Professional (MCP) on Microsoft Windows 2012/2016 Server Certificates or equivalents; 3. At least 1-year relevant experience in Network Support in WAN/LAN.	____	
4.	**TSS Additional Requirements:** 1. Hands-on experience in the use of Joomla in Web design and management 2. Hands-on experience in extracting data from WebSAMS using SQL or Crystal Report 3. Hands-on experience in configuring eClass 4. Hands-on experience in configuring desktop, laptops and tablets. 5. Hands-on experience in configuring Windows Server 2012/2016 policy and profile 6. Hands-on experience in creating web-based registration form for school activities using Google Form or PHP+MySQL 7. Hands-on experience in configuring VMware and EXSI	____	
5.	**Contractor Qualifications Requirements 1:** Contractor should have at least **5 years** in providing technical support services for clients in educational sector.	____	
6.	**Contractor Qualifications Requirements 2:** Contractor should **provide a reference/clients list** for performing full-time technical support services and related service to more than 50 clients for the past twenty-four (24) months.	____	
7.	**Contractor Qualifications Requirements 3:** Contractor should be included in the EDB supplier list in IT related categories. **Otherwise, will not consider.**	____	
8.	**Contractor Qualifications Requirements 4:** Contractor should be accredited by Microsoft with the fulfillment at least 6 competencies out of 10. (Please tick the appropriate boxes.) ☐ Desktops Platform ☐ Networking Infrastructure ☐ Server Platform ☐ Information Workers ☐ System Management ☐ Data Management ☐ Security Systems ☐ SOA & Business Process ☐ Business Intelligence ☐ Small Business Specialist	____	

9.	**Contractor Qualifications Requirements 5:** Contractor should have valid public liability insurance policy for no less than $500,000 for loss of or damage to property of school arising out of the Technical Support Services. Name of underwriter: _____ Policy Number: _____	____	
10.	**Emergency Support Requirement:** Contractor should provide FREE on-loan equipments for up to 14 days for any server and network related hardware failure.	____	
11.	**Emergency Support Requirement:** Contractor should provide 7 x 24 monitoring for total up to 5 servers with external IP. Notification via email or messaging systems is required.	____	
12.	**Emergency Support Requirement:** Contractor should provide same-day senior engineer on-site emergency support for critical server outage.	____	
13.	**Supporting in e-Learning Platforms:** Contractor should provide additional technical support in e-learning platforms used by the school.	____	
14.	**Annual Preventive Check-up & Report:** Contractor should provide a FREE annual network and system health check-up report to school by senior system engineers. **A report sample MUST be attached.**	____	
Monthly Service Rate: (5)			HK$

The College shall have the right to extend the duration of the contract on a 24 month basis, and by a further period of not more than 24 months by giving to the contractor a prior written notice of not less than one month. The College shall have the right to terminate the contract at any time by giving to the contractor a prior written notice of not less than one month. The College may request the tenderer to arrange interview and is not bound to accept the lowest offer.

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

Company Chop

Name of Tenderer : _____

Name of signature of Person authorized to sign Tender:

Name (in block letters): _____   Signature: _____

Date : _____

St Stephen's College

Specifications of Required IT Technical Support Services

1. INTRODUCTION

This guideline serves to provide information for service providers about the requirements and specifications of providing technical support services (TSS) to St Stephen's College (the College).

2. OBJECTIVES

The objectives of providing the TSS are:
1. to resolve all problems and support issues arising from the usage of the computer facilities;
2. to offload the teaching staff of the College on day-to-day administration, operation and management of the computer facilities in school; and
3. to support the College in setting up and/or configuring the hardware and software for specific purposes.

3. SCOPE OF SERVICES

3.1 Types of services

The TSS will cover the following major tasks:
(a) Remedial Support Services
     The Service Provider shall provide remedial support to the College for resolving all problems and support issues arising from the usage of the computer facilities. The purpose is to recover from failure, with minimum data loss, in shortest possible period of time, so as to minimize disruption of services and inconvenience to the College. A list of remedial support tasks is described below.

   (1) 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;
   (2) Recommendation and implementation of solutions to failure. The solutions implemented may be of short term nature, in that case, the Contractor will indicate clearly to the LAN Administrator and propose recommendations on long term solutions;
   (3) Liaison and follow-up, when necessary, with other relevant parties for implementing solutions;
   (4) Initial reporting of the incident and the subsequent progress update of the situation to the users until the case is resolved;
   (5) Assisting other Contractors to identify the faults regarding issues on technical incompatibility and coordinating Contractors to solve the problems;
   (6) 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
   (7) 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.

(b) Operational Support Services

The Service Provider shall carry out operational support tasks to off-load the College on day-to-day administration, operation and management of the computer facilities and the operational support tasks should at least include the following areas.

(1) 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.

(2) 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.

(3) 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.

(4) 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.

(5) Peripherals Housekeeping
- performing driver updates;
- replacing printer toner and cartridge.

(6) 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.

(7) Security
- maintaining the security of the network;
- implementing necessary security policies to protect the network.

(8) 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.

(9) 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;
- preparing management report and user satisfaction report for the Government as a whole for statistical analysis, recommendations of proactive follow up actions, service monitoring, and long term planning

(10) Support of Web-based School Administration & Management System
- Service provider should demonstrate solid experience and qualifications to provide support of Web-based School Administration & Management System;
- Customer reference and project reference lists related to education in the past 12 months. Project reference for WebSAMS, eClass and other learning management systems is a definite advantage.

(11) Assisting the use of multimedia facilities in lessons
- preparing computer and all peripherals in computer room before lesson;
- assisting teacher in using facilities in computer room on lessons;
- setting multimedia computers and projectors in different classrooms.

(12) Reducing teacher non-teaching work loads
- typing document in order to reduce non-teaching work of teachers;
- producing multimedia, interactive teaching materials for different subjects.

(13) School Website Design and Maintenance
- performing school website design and maintenance according to the School's requirements, in particular, the use of Joomla in web design and management.

(14) Video Editing
- performing video editing to different formats according to the School's requirements.

(15) Editing Crystal Report
- printing different reports in WebSAMS including report card P and class list,
- editing the report files by using Crystal Report 9 according to the School's requirements.

(16) Handover the technical support services
- Before the end of the contract, service provider should provide a handover service to school or another company in order to guarantee uninterrupted

operation of school network and computer systems.

(c) Task-based Support Services
The Service Provider shall provide task-based support to the College in setting up and/or configuring the computer facilities for specific purposes and a list of task-based support tasks is described below.

(1) Large scale hardware and software installation, customizations and configurations;
(2) Carrying out acceptance tests on behalf of users for newly acquired hardware and software to be installed into the networks by various Government Contractors;
(3) Equipment relocation and system reconfiguration;
(4) Hands-on briefing/training to the new LAN Administrator(s) upon personnel change;
(5) Data migration services; and
(6) Any other activities which are necessary for achieving the service requirements;
(7) Video capturing and optical disk burning in school functions (e.g Speech Day, Sports Day);
(8) Network analysis & consultant Service are provided annually in order to check the work load of the network and give the advices to make improvement to the network;
(9) Maintaining and updating school homepage monthly.

(d) Integrated Support Services
The Service Provider should provide support to the integrated support tasks which relates to College's routine or non-routine events.

3.2 Coverage

Under this arrangement, the TSS staff is required to support the computer equipment of at least the following projects in the College:

(a) School Administration & Management System (WebSAMS)
(b) Multimedia Computers for Primary School (ED1)
(c) Replacement of Computers for Secondary and Special Schools (ED2)
(d) Enhancement of Use of IT Facilities in School Education (ED3/ED5)
(e) Computer aided learning Centre (CAL)
(f) Infrastructure Enhancement Projects (IEP)
(g) Intranet systems
(h) All computers, computer systems and peripherals by School Funds
(i) BYOD Program for staff and students
(j) Wireless LAN project
(k) School Improvement Program (SIP) Project
(l) Smart card system
(m) Video editing and recording

3.3 Relationship with maintenance services

The TSS staff serving the College should assist the College in resolving all problems and support issues arising from the usage of computer facilities. For issues that are related to the maintenance services, the TSS staff is responsible to assist the College to contact and monitor the relevant suppliers to carry out the maintenance work.

4. SERVICE REQUIREMENTS

4.1   Qualification of the service personnel

The service personnel from the TSS service provider will possess necessary technical skills and experiences for resolving network failure in the College. The service personnel will possess at least the qualification described in **Appendix 1**. In addition, Service Provider will request its TSS staff NOT to commit any of the acts, as specified in **Appendix 2**, in the College.

4.2   Service Mode

The Service Provider will arrange one full-time on-site staff to the College to provide technical support services to the College.

4.3   Mode of Supplementary Support

Contractor should provide:

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

4.3.2. Email Enquires and Support
- Contractor should provide the dedicated email address to the College for all support and administration issues related to the TSS.

4.3.3. Web-based Support Centre
- Contractor should provide Web-based Support Centre for technical enquires 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 the College.
  Contract should perform setup work for web server upgrade.

4.3.4. Network Security Support
- Contractor should provide installation and configuration services of firewall, intrusion detection and proxy services in order to protect the 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.

4.3.5. 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.

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

4.4 Service hours

School can have flexibility in arranging the service hours for the on-site support staff within the school hours. The working hours will normally be **45.5 hours per week.** The Service Provider should assign one full time on-site support staff to the College so that instant support will be available in the College when necessary.

	Servicing Hours
Monday to Friday	8:30 am to 17:00 pm
Saturday (Alternate)	9:00 am to 12:00 pm

4.5 Service Level

Service Provider is required to meet the following minimum service levels (excluding hours outside the service hours acquired and hardware maintenance hours):

Overall

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

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

Operational support

Item		**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
Individual pieces of equipment	Number of outage per each equipment in a month	No more than 1 time
	Accumulative hours of outage per each equipment in a month	No more than 4 hours
Backup and recovery	Number of unsuccessful backup in a month	no more than 1 time
	Redoing unsuccessful backup	within 1 day
	Successful rate of backup and recovery reliability tests	100%

Other service levels proposed by the tenderer	

Task-based support

Item	Minimum Service Level
(a) large scale hardware and software installation, customizations and configurations; (b) carrying out acceptance tests on behalf of users for newly acquired hardware and software to be installed into the networks by various Government Contractors; (c) equipment relocation and system reconfiguration; (d) hands-on briefing/training to the new LAN Administrator(s) upon personnel change; (e) data migration services; and (f) any other activities which are necessary for achieving the service requirements.	To be agreed between the service provider and the College on the basis of accomplishing the ad hoc tasks within a reasonable time span and not interrupting the College's daily operation.

Classifications of Degree of System/Network Failures

Type of Failure	Description	Common Causes
Critical/Urgent	The system/network is totally breakdown which causes critical impact to the administrative, teaching and learning operations of the Site such that the system/network must be restored quickly.	i) breakdown of servers, critical application workstations, hubs, routers and switches, etc. ii) power outage which leads to the non-operation of the equipment in (i). iii) critical application functioning problem, e.g. SAMS iv) school/office backbone v) cabling problem leading to disconnection to the equipment in (i). vi) telecom line problems.
Major	The system/network performance is degraded to a level that significant aspects of schools' administrative, teaching and learning operations of the Site are affected.	i) malfunction of multi ports of hubs/switches/router ii) high data packet errors iii) shared application functioning problem
General	A networked or standalone workstation is failed to operate properly.	i) hardware failure ii) application functioning problem iii) cabling problem

4.6 Documentations

To facilitate the TSS staff in the delivery of services to the College, the service provider should make available the relevant documents (such as network administration guideline/manual, installation guideline of hardware and software) under various projects as specified in 3.2.

4.7   Arrangement for leave
The Service Provider is required to arrange a substitute when the on-site support staff is on leave or sick.

4.8   Reporting
To assist the College in monitoring the services, the Service Provider is requested to provide at least the reports as specified in **Appendix 3**.

4.9   Escalation Procedures
When the on-site support staff encountered problems that he/she cannot solve, the Service Provider should provide a single contact point where the College could approach for solutions/recommendations to the problems.

4.10 Complaint Channel
The Service Provider is requested to provide a complaint channel, e.g. a hotline or complaint forms. Procedures in handling complaints should also be laid down in the Service Provider's proposal. The College should note that it is the College's responsibility to handle any complaints against its own Service Provider.

4.11 Training Plan
In order to keep abreast with the new technology in IT equipment, the Service Provider is requested to propose a training plan for the on-site support staff in the proposal.

4.12 Security Requirement
If information related to the College and its staff is required in the course of providing the services, the service provider should first obtain permission from the College for collecting such information. The College shall inform the service provider whether the information provided is confidential. Service provider should undertake not to disclose any confidential information to anybody, and to return to the College and not to retain in their custody such information, in hard copy or any form of storage media, immediately upon signing the assignment and completion of all assigned tasks.

4.13 Value-Added Services
    (1)   Domain Name Services(DNS Host) provided with unlimited add/modify DNS record
    (2)   Regular on-site checking by senior engineer
    (3)   FREE on-loan IT equipment (Including Server, Switch and other important IT equipment)

4.14 Service Period
The Service Period of the Tender is from 01/09/2019 to 31/08/2021. The College would enter a service contract with the selected service provider for two year. Renewal of the contract thereafter would be possible and considered based on the quality of services provided by the service provider. The College reserves all the rights about the renewal of the contract. The College also reserves all the rights about the termination of the contract in case of unacceptable service level.

4.15 Service Acceptance
A Service Acceptance Form will be used to monitor the service and expenditure for TSS. The College will verify the services provided against the relevant records. If there is no outstanding issue, the College Representative should sign the Service Acceptance Form to show its acceptance. The form should be signed within five working days upon receipt.

4.16 Payment
Payment shall become due to the Service Provider upon the acceptance of service to the

satisfaction of the College through the service acceptance form. Upon confirmation of acceptance of services by the College, the Service Provider shall send the invoice to the College directly. The College is then responsible for settling payment on its own in accordance with the schedule in the contract. The monthly payment includes Mandatory Provident Fund (MPF). School is not responsible for settling MPF.

4.17 Overtime Allowances

Overtime (OT) work undertaken beyond and above the conditioned hours of the staff. Time-off (TO) is the normal recompense for OT work. TO is granted on a one-for-one basis. OT work should be approved by the Principal of the College in advance and relevant record should be properly kept in the College for EDB's inspection.

4.18 Termination of service

In case the College is not satisfied with the service provided by the Service Provider, the College can terminate the service by providing one month notice.

5. PREVENTION OF BRIBERY

The Tenderer, its employees and agents shall not offer any advantage (as defined in the Prevention of Bribery Ordinance, Cap. 201) to the College employees, SMC members, or any parent or student representative in any committee responsible for considering any matters in relation to this tender. Any such offer by the Tenderer or its employees or agent may constitute an offence under the Prevention of Bribery Ordinance and may render the tender null and void. The College may also cancel the contract awarded and hold the Tenderer liable for any loss or damage the College may sustain.

6. ENQUIRIES & CORRESPONDENCE

Contact Person : Mr Johnson LEE
School Name : St Stephen's College
Address : 22 Tung Tau Wan Road, Stanley, Hong Kong
Telephone : 3693 1945
Fax Number : 2813 7311
Email : johnsonleehk@ssc.edu.hk (Attention: Mr Johnson LEE)

Appendix 1 – Qualification for TSS staff

The minimum qualifications of the TSS staff are listed below:

a. completion of Secondary 6 or above or equivalent;

b. holder of Microsoft Certified Professional (MCP) on Microsoft Windows 2012/2016 Server or equivalents;

c. holder of Linux Professional Institute (LPI) Certification (preferred);

d. at least 1-year relevant experience in Network Support in WAN/LAN implementation and maintenance;

e. detailed knowledge of network operating systems, network equipment, networking software and other hardware and software especially ;

f. detailed knowledge of communication protocols, e.g. TCP/IP;

g. solid experience in supporting and managing Linux web servers and firewall;

h. competent in diagnosing and resolving problems;

i. capable of setting guidelines and procedures for the daily operations of installed WAN/LAN; and

j. good command of written and spoken English and Chinese, fluent in spoken Cantonese.

(Candidate who has completed a 2-year full-time diploma or certificate course whose entry requirement is the completion of Secondary 6 would be considered as having equivalent academic qualification.)

Appendix 2 – Code of Conduct

The TSS staff will NOT commit any of the following acts in the school:

- behave in a manner likely to endanger himself or any other person; and

- cause willful damages to any property;

- consume alcoholic beverage;

- enter any area of the school other than those necessary for the Services;

- fight;

- gamble, steal or commit any criminal offence;

- smoking;

- use foul languages;

- improper attire.

Appendix 3 – Reporting

Inventory Report

This report at least includes the following information:-
(i)   brand, model, serial number, purchase date, configurations and etc. of each hardware item
(ii) license number, version, purchase date and etc. of each software item
(iii) document name, last updated date and etc. of all the relevant documents

Technical Support Service Report

This is a regular report summarizing the technical support services delivered to a Site in the reported period. This report at least includes the following information: -

Remedial Support

For each reported incident: -
(i)   date and time that the incident is reported by school
(ii) incident description
(iii) Contractor's responsible staff
(iv) failure level (as defined in Appendix 2) that the incident belongs to
(v)   solution description
(vi) completion date and time and the corresponding elapsed time

Operational Support

(i)   names of Contractor's responsible staff
(ii) total number of hours that the Contractor has provided on-site support staff to school in the reported month
(iii) list of routine support tasks performed
(iv) Contractor's confirmation on the performance and completion of work in compliance to the committed service levels
(v)   daily record of the operational tasks performed by the on-site support staff
(vi) attendance record for the on-site support staff

Task-based Support

(i)   names of Contractor's responsible staff
(ii)   task description
(iii) user requirements for the task
(iv)   tasks performed by the Contractors in the reported month
(v)   deliverables produced by the Contractors in the reported month
(vi)   elapsed time since the start of service
(vii) summary of progress against the planned schedule