



天主教鳴遠中學

Catholic Ming Yuen Secondary School

香港西貢將軍澳厚德邨 HAU TAK ESTATE, TSEUNG KWAN O, SAI KUNG, HONG KONG. TEL: 2702 7102 FAX: (852) 2702 7370

學校檔號：MYT-20/21-16

掛號郵件

供應商：
地址：
電話：

執事先生：

邀請投標

承投「Technical Support Service (for period: 1-10-2021 to 30-9-2023)」

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承投「Technical Support Service (for period: 1-10-2021 to 30-9-2023)」投標書

投標書應寄往香港九龍將軍澳厚德邨天主教鳴遠中學，並須於2021年8月16日中午十二時前送達上述地址。逾期的投標書，概不受理。貴公司的投標書有效期為90天，由上述截標日期起計。如在該90天內仍未接獲訂單，則是次投標可視作落選論。另外亦請注意，貴公司必須填妥投標表格第II部分，否則標書概不受理。

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2021年7月26日



校長 袁玉蘭 謹啟
(袁玉蘭)

Technical Support Service
(for period: 1-10-2021 to 30-9-2023) 的投標表格

學校名稱及地址： 天主教鳴遠中學

香港九龍將軍澳厚德邨

學校檔號(由校方填寫)： MYT-20/21-16

截止投標書的日期和時間

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(由校方填寫)：

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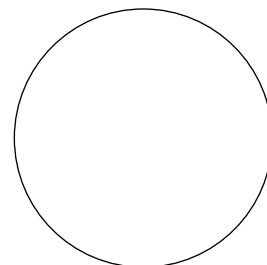
投標附表

(須填妥一式兩份)

(第4、5和6項須由供應商填寫)

(1) 項目編號：	MYT-20/21-16
(2) 服務說明：	1. Technical Support Service (please refer to Service Requirement Specifications Of Technical Support Service for Details) 2. 請提供過去3年曾服務過的學校名單
(3) 所需數量：	24 months (from 1 st Oct 2021 to 30 th Sep 2023)
(4) 單價(元)：	
(5) 總價(元)：	
(6) 提供的送貨服務：	

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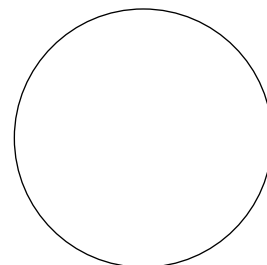
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姓名(請以正楷填寫)：

簽署：

日期：

*Service Requirement Specifications
of
Technical Support Service*

(for period: 1-10-2021 to 30-9-2023)

1. INTRODUCTION

This guideline serves to provide information for quotation about the requirements and specifications of providing technical support services (TSS) to support the implementation of the Information Technology (IT) initiatives in CATHOLIC MING YUEN SECONDARY SCHOOL

2. OBJECTIVES

2.1 The objectives of providing the Technical Support Services to school are:

- (a) to provide a single point of contact to the schools for resolving all problems and support issues arising from the usage of the computer facilities;
- (b) to off-load schools on the day-to-day administration, operation and management of the computer facilities; and
- (c) to provide support in setting up/configuring the hardware and software for specific purposes.

2.2 Types of Services

(a) Remedial Support Services

The Service Provider shall provide remedial support to schools 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 schools. A list of remedial support tasks is described in Appendix A.

(b) Operational Support Services

The Service Provider shall carry out operational support tasks to off-load the schools on day-to-day administration, operation and management of the computer facilities and the operational support tasks should at least include the following areas and a list of operational support tasks is described in Appendix A

Network Operations

User Accounts and Resources Management

Software Update and Upgrade

Server and Workstation Housekeeping

Peripherals Housekeeping

Internet Services

Security

User Support

Software Asset Management (SAM) and Reporting

(c) Task-based Support Services

The Service Provider shall provide task-based support to schools in setting up and/or configuring the computer facilities for specific purposes and a list of task-based support tasks is described in Appendix A.

2.3 Relationship with Maintenance Services

The TSS do not cover the maintenance services of hardware and software in school. The hardware and software equipment procured by school should be covered by the maintenance services provided by the corresponding hardware and software suppliers under the various projects as specified in Appendix B. These suppliers are requested to provide preventive and remedial maintenance services to school to keep the equipment running in its full and proper working order.

The TSS staff serving school should assist school 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 school to contact and monitor the relevant suppliers to carry out the maintenance work.

3. TSS STAFF

The TSS staff hired by schools should possess necessary technical skill and experiences for resolving network failure in the school as specified in Appendix C. He/She should possess at least the qualification as described in Appendix D. In addition, school is required to request is TSS staff (or through the Service Provider, if any to take measures) NOT to commit any of the acts, as specified in Appendix E, in school.

4. SERVICES TO BE PROVIDED

Service provider should provide technical support services with scope and standard equal to and above those provided by government contractors had the school opted for such services provided by such contractors. (Please refer to relevant documents for detailed information)

5. OPENRATION PROCEDURES

In order to facilitate the TSS staff or the Service Provider in the delivery of services to school, procedures for the following items should also be included in the proposal:

TSS staff leave arrangement

Services monitoring report system

Escalation procedures

Complaint channel

TSS staff training Plan

6. ENQUIRIES& CORRESPONDENCE

Contact Person: ITED GROUP LEADER...

Position : ITED GROUP LEADER...

School Name: CATHOLIC MING YUEN SECONDARY SCHOOL....

Address: HAU TAK ESTATE, TSEUNG KWAN O, KOWLOON.....

Telephone: 27027102.....

Fax Number: 27027370.....

Appendix A- Technical Support Task List

The support tasks for each type of the support services include at least the following:

Operational Support Tasks

(a) Network Operations

- ◆ performing preventive investigations, maintenance and monitoring of the overall operation 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.

(b) 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.

(c) 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.

(d) 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.

(e) Peripherals Housekeeping

- ◆ Performing driver updates;
- ◆ Replacing printer toner and cartridge.

(f) 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.

(g) Security

- ◆ Maintaining the security of the network;
- ◆ Implementing necessary security policies to protect the network.

(h) User Support

- ◆ Assisting user 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.

(i) 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 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.

Remedial Support Tasks

- (a) 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;
- (b) 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;
- (c) liaison and follow-up, when necessary, with other relevant parties for implementing solutions;
- (d) initial reporting of the incident and the subsequent progress update of the situation to the users until the case is resolved;
- (e) assisting other Contractors to identify the faults regarding issues on technical incompatibility and co-ordinating Contractors to solve the problems;
- (f) 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
- (g) 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 data and time, handler (name & title), events, services provided, remedy taken, impact to user, follow-up actions, suggestions for improvements, escalation detail, etc.

Task-based Support Tasks

- (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) Hand-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 requirement.

Appendix B- Hardware and Software Covered

The Service Provider is required to support the computer equipment of at least the following projects in schools:-

- (a) School Administration & Management System (webSAMS)
- (b) Replacement of Computers for Secondary and Special Schools (ED2)
- (c) Enhancement of Use of IT Facilities in School Education(ED3/ED5)
- (d) Multimedia Learning Centre (MMLC)(computer & related AV equipment)
- (e) Information Technology Learning centre(ITLC)
- (f) Technical Subjects Computer Laboratory(TSCL)
- (g) Infrastructure Enhancement Project(IEP)
- (h) Education-specific Intranet for schools(Intranet)

Appendix C-Classifications of Degree of System/Network Failures

In general, three types of failures of network and computing equipment are identified as follow:-

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	<ul style="list-style-type: none"> 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) Network backbone of the Site v) Cabling problem leading to disconnection in (i) vi) Communication line problem

Major	The system/network performance is degraded to a level that significant aspects of the administrative, teaching and learning operations of the Site are affected. iii)	i)Malfunction of multi ports of hubs/switches/routers ii)High data packet errors iii) Shared application functioning problem
General	A networked or standalone workstation fails to operate properly.	i)Hardware failure ii) Application functioning problem iii) Cabling problem

Appendix D-TSS Staff

The responsibilities of the TSS staff at least include the following:-

- (a) As a single point of contact in the Site, liaising various parties on the operation support of all IT facilities;
- (b) Providing remedial support for resolving all problems and support issues arising from the usage of the computer facilities;
- (c) Carrying out operational support tasks on day-to-day administration, operation and management of the computer facilities;
- (d) 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 services;
- (e) Compiling the reports when required by the Site including the inventory report for the Software asset Management; and
- (f) Maintain Web-SAMS day-to-day operation.
- (g) 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.

The minimum qualifications of the TSS staff are listed below:-

- (a) undergoing the sexual conviction record check scheme to prove himself not a sex offender.
- (b) Completion of Secondary 7 or above or equivalent;
- (c) Holder of Microsoft Certified Professional(MCP) on Microsoft Windows 2003/2008 Server and XP Workstation/2007 Professional Certificates;
- (d) Employed by Service Provider DIRECTLY;
- (e) At least 1-year relevant experience in Network Support in WAN/LAN implementation and maintenance;

- (f) Ability on Linux Server (Firewall with DM Zone, Samba, Apache, Web Mail) & Windows 2003 Server Administration.
- (g) Detailed knowledge of network operating systems, network equipment, networking software and other hardware and software;
- (h) Web SAMS system implementation skills
- (i) Detailed knowledge of communication protocols, e.g. TCP/IP;
- (j) Solid experience in diagnosing and resolving problems;
- (k) Competent in diagnosing and resolving problems;
- (l) Capable of setting guidelines and procedures for the daily operations of installed WAN/LN; and
- (m) Good command of written and spoken English and Chinese, fluent in spoken Cantonese.

Appendix E – Code of Conduct

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

- ◆ Behave in a manner likely to endanger himself or 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;
- ◆ Fail to wear uniform or company identity card whilst on duty.
- ◆ Fight;
- ◆ Gamble, steal or commit any criminal offence;
- ◆ Smoking
- ◆ Use foul languages;

Appendix F – Service Levels

Service Providers are 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

Items Minimum Service Level

Elapsed time to provide solution or workarounds to resume normal operations from critical system/network failure² or major system/network failure²

no more than 4 hours

Elapsed time to provide solution or workarounds to resume normal operations from general system/network failure2

no more than 10 hours

Other service levels proposed by tenderer:-

Operational Support

Items Minimum Service Level

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

Number of outage per each equipment in a month

no more than 3 times Each individual equipment

Accumulative hours of outage per each equipment in a month

no more than 10 hours

Number of unsuccessful backup in a month

no more than 1 time

Redo of unsuccessful backup

within 1 day

Backup & Recovery

Successful rate of backup and recovery

reliability tests

100%

Other service levels proposed by tenderer

Appendix H – 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 C) 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

----- THE END-----