

浸信會孔憲紹天虹小學

THE BAPTIST HUNG HIN SHIU RAINBOW PRIMARY SCHOOL

九龍黃大仙竹園南村

Chuk Yuen South Estate, Wong Tai Sin, Kowloon

電話：2328-7971 傳真：2322-7419

學校檔號：BHHSRPS-2526-ITT-03

日期：二零二六年三月十九日

執事小姐/先生：

招標

承投提供「**2026-29 學年學校全面資訊科技支援服務**」

現誠邀 貴公司承投提供隨附的投標附表上所列的服務。

投標文件必須填妥一式兩份，並放置信封內封密。信封面應清楚註明：

「**2026-29 學年學校全面資訊科技支援服務**」投標書

投標表格、已簽署的服務細則及要求 及 利益衝突申報聲明書 應寄往 九龍黃大仙竹園南村浸信會孔憲紹天虹小學，並須於 二零二六年四月十三日中午十二時前 送達上述地址。逾期的標書概不受理。由上述截標日期起計，貴公司的標書有效期為 90 天。如在該 90 天內仍未接獲通知，則可視作落選論。另外亦請注意，貴公司必須填妥附件 1 至 3，否則概不受理。

倘貴公司未能或不擬報價，煩請盡快把本函及報價表格寄回，並列明不擬報價的原因。

如對此項目有任何問題，請致電 23287971 與 黃嫻慧主任 聯絡。



馮耀章

馮耀章 校長

二零二六年三月十九日

附件：

1. 投標表格
2. 服務細則及要求
3. 利益衝突申報聲明書
4. 《防止賄賂條例》及《維護國家安全》

承辦提供「2026-29 學年學校全面資訊科技支援服務」投標表格

學校名稱及地址：九龍黃大仙竹園南村 浸信會孔憲紹天虹小學

學校檔號：BHHSRPS-2526-ITT-03

截標日期及時間：2026 年 4 月 13 日 中午 12 時正

第 I 部份

下方簽署人願意按照 貴校招標書上訂明的日期及校方所提出的服務內容範圍及細則，提供投標附表上所列項目的服務。下方簽署人知悉，所有未經特別註明的項目，均須按照教育局建議提供服務；投標書由上述截標日期起計 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機構的商業登記及僱員補償保險均屬有效，而其機構所提供的服務不會導致學校運作上出現困難。

第 II 部分再行確定投標書的有效期

有關本投標書的第 I 部分，現再確定本機構的投標書有效期由 2026 年 4 月 13 日起為 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。

第 III 部分維護國家安全

下方簽署人確認即使報價／招標文件中有任何相反的規定，學校保留以其公司曾經、正在或有理由相信其公司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，取消其公司資格的權利，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，而有必要剔除其公司。

下方簽署人確認若出現下列任何一種情況，學校可以立即終止合約：

- (i) 其公司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) 繼續僱用其公司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。

日期：_____

簽署人姓名：_____

(請以正楷填寫) _____

簽署：_____

簽署人職銜：_____

(請註明) _____

上方簽署人已獲授權，代表：_____

_____公司簽署投標書，該公司在香港註冊的：

辦事處地址：_____

電話號碼：_____

傳真號碼：_____

公司網址：_____

公司電郵：_____

公司印鑑

QUOTATION SCHEDULE (TO BE COMPLETED IN DUPLICATE)

(1) Item No.	(2) Description/ Specification	(3) Comply key requirements (YES or NO)	(4) Remarks (If any)
1.	School Comprehensive IT Support Service For the period Thirty-Six(36) months from 1 st September 2026 to 31 st August 2029 <u>(Please read appendix for details)</u>	—	
2.	On-site Service Hour Requirements Total Prime Supporting Hours (TPSH): 45 hours per week Resident Support by 1 or 2 Resident Support Assistant(s) (SA) Please provide two quotations: <u>(Quotation A: 1 experienced SA.)</u> <u>(Quotation B: 1 experienced SA and 1 fresh graduate SA.)</u>	—	
3.	Back-end Services Requirements Non-Resident Support by 1 Non-Resident Support Engineer (SSE) within TPHS Backend/Remote Support and Consultation service should be included	—	
4.	System Maintenance, Network Support and Consultation Service		
5.	Resident Support Assistant Qualifications Requirements 1: 1. Completion of Form 6 and computer related training or above or equivalent; Higher Diploma in IT discipline is highly preferred; 2. Holder of Professional Certificates in IT or above or equivalent is highly preferred; 3. Knowledge in Windows & Network Support in WAN/LAN; 4. Knowledge of communication protocols. e.g. TCP/IP		
6.	Resident Support Assistant Qualifications Requirements 2: <u>Sexual Conviction Record Check Scheme (SGRC)</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.		
7	TSS Qualifications Requirements 3: <u>Compliance with Statutory Minimum Wage</u> System Engineer shall comply with Statutory Minimum Wage effective on 1 May 2026 and the initial rate is \$43.1 per hour.		

8	<p>Non-Resident Support Assistant Qualifications Requirements</p> <p>1. At least 2 years system support experience in education sector;</p> <p>2. At least 2 years of working experience in system administration (e.g. Microsoft Windows/Active Directory/Linux);</p> <p>3. At least 2 years of working experience in networking;</p> <p>4. At least 2 years working experience in PC support in Microsoft Windows platform.</p>		
9.	<p>Requirement of IT Infrastructure Monitoring</p> <p>A monitoring program should be provided to Provide a monitoring program to keep tracing the service status and usage of resources in each server. Notification and reporting features is required. A notification will be issued to support team members if any service is being down/out of service over a specified period.</p>	—	
10.	<p>Requirement of Security Management Service</p> <p>Contractor should provide an IT security and anti-virus solution and management service.</p> <p>The software solution shall cover at least 100 workstations and 10 servers</p> <p>An “AV-TEST APPROVED CORPORATE ENDPOINT PROTECTION” certification is highly required.</p> <p>Weekly and monthly reports are required.</p>	—	
11.	<p>Requirements of Managed Cloud Subscription with Support Service</p> <p>Provide at least 3 dedicated cloud servers. Implementation, managed services and support should be provided.</p> <p>At least 6 x vCPU processing power, 16GB Ram, 240GB storage, 1000GB bandwidth and 1 dedicated IP address.</p> <p>Support service including but not limited to professional suggestion recommendation feasibility study and risk assessment shall be provided.</p>	—	
12.	<p>Contractor Qualifications Requirements 1:</p> <p>Support team shall composited by a Project Manager, System Support Manager and System Support Engineer</p>		
13.	<p>Contractor Qualifications Requirements 2:</p> <p>Contractor should have at least 5 years in providing technical support services for clients in educational sector. Otherwise, will not consider.</p>	—	
14.	<p>Contractor Qualifications Requirements 3:</p> <p>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.</p>	—	

15.	Contractor Qualifications Requirements 4: Contractor should be included in the EDB supplier list in IT related categories. Otherwise, will not consider.	_____	
16.	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. Otherwise, will not consider.	_____	
17.	Contractor Qualifications Requirements 6: Contractor should be included in the list of Government Public Cloud Services providers. Otherwise, will not consider.		
18.	Contractor Qualifications Requirements 7: 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) <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	_____	
19.	Contractor Qualifications Requirements 8: 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: _____	_____	
20.	Corporate Social Responsibility Requirement: Contractor shall have proofs for their contributions to society. <input type="checkbox"/> Caring Company Award (5 years or above) <input type="checkbox"/> Others: (pls specify): _____	_____	
21.	Emergency Support Requirements 1: Contractor should provide FREE on-loan equipments for up to 14 days for any server and network related hardware failure.	_____	
22.	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.	_____	
23.	Emergency Support Requirements 3: Contractor should provide same-day senior engineer on-site emergency support for critical server outage.	_____	

24.	Supporting in Web 2.0 e-Learning Platform: Contractor should provide additional technical support in e-learning platform and schools' community.	—	
25.	Add-on Support Requirements 1: <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.	—	
26.	Add-on Support Requirements 2: <u>Annual Preventive Check-up & 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>	—	
QUOTATION SCHEDULE (CON'T)			
Summary for complying key requirements: (5) (please calculate the no. of fulfillment, the no. shall not greater than <u>26</u>)			— (out of 26)
Monthly Service Rate: (6)			HK\$

We/ I understand that if we/I fail to supply the stores as offered in our/my quotation 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 Quotation: _____

Date: _____

Company Chop

SCHOOL COMPREHENSIVE IT SUPPORT SERVICE

REQUIREMENTS AND SPECIFICATIONS

1. INTRODUCTION

This guideline serves to provide information for quotation about the requirements and specifications of providing School Comprehensive IT Support Service as IT supporting model for the school including (i) System Maintenance, Network Support and Consultation Service, (ii) IT Infrastructure Monitoring and Security Management Service and (iii) Managed Cloud Infrastructure Subscription with Support Service.

2. OBJECTIVES

The objectives of providing the School Comprehensive IT Support Service to the schools are:-

- a) to provide one-stop service for the school to adopt the latest IT technology;
- b) to enhance the level IT security for the school by implementing instant monitoring and protective software;
- c) to provide a consultancy role for the school to suit the future IT strategy and development;
- d) to provide a backup team to schools for resolving all problems and support issues arising from the usage of IT system;
- e) to offload schools on the day-to-day administration, operation and management of the computer facilities;
- f) to support school in setting up and/or configuring hardware and software for specific purposes;
- g) to enhance system reliability; and
- h) to provide adequate support on the disaster recovery planning related to system corrupts.

3. SERVICES TO BE PROVIDED BY CONTRACTOR

The service provided by the Contractor shall cover at least 3 major aspects under School Comprehensive IT Support Service:

- 1. System Maintenance, Network Support and Consultation Service**
- 2. IT Infrastructure Monitoring and Security Management Service**
- 3. Managed Cloud Infrastructure Subscription with Support Service**

I. Mandatory Requirement of Contractor's Support Team

The Contactor is responsible to set up a Contractor's Support Team for management of the service. The duties of manage service will include the following:

- a) Be responsible for the total service management and act as a single contact point to the school regarding all related activities of the service;
- b) Take the lead in coordinating various parties within and outside the school including the various contractors for the smooth implementation of the service;
- c) Resolve conflicts and crisis during the entire service life cycle;
- d) Oversee and monitor the progress of various activities during the service life cycle to ensure that these activities are completed according to the implementation schedule and meeting the service requirements;
- e) Plan and schedule meetings at appropriate time points during the service life cycle, to prepare meeting agenda, to chair and to take notes for all the meetings with various parties;
- f) Report progress, follow up all outstanding issues with all related parties, suggest solutions and resolve difficulties throughout the service period;
- g) Provide direct IT consultation services to the school;
- h) Any other activities which are necessary for the satisfactory completion of the service

Contractor's support team for supporting the school must meet the following minimum requirements:

Member Composition	Primary Role	Minimum Requirements
Project Manager	<ul style="list-style-type: none"> · Responsible for the overall management of the project 	<ul style="list-style-type: none"> · At least 8 years project management experience, preferred in education sector
System Support Manager	<ul style="list-style-type: none"> · Design disaster recovery plan for the school · Estimate and analyze server's reliability and migration feasibility to cloud · Advice on system & infrastructure upgrade 	<ul style="list-style-type: none"> · At least 5 years system support experience in education sector · At least 5 years of working experience in system administration (e.g. Microsoft Windows/Active Directory/Linux) · At least 5 years of working experience in networking
System Support Engineer	<ul style="list-style-type: none"> · Understand/pick-up the design and functions of the existing systems · Perform problem determination, management and bug-fixing · Perform regular monthly on-site visit and draft a monthly summary report 	<ul style="list-style-type: none"> · At least 2 years system support experience in education sector · At least 2 years of working experience in system administration (e.g. Microsoft Windows/Active Directory/Linux) · At least 2 years of working experience in networking

	<ul style="list-style-type: none"> · Analyze firewall log to prevent potential network attacks · Analyze system log on servers to estimate system health status · Perform and review backup audit 	<ul style="list-style-type: none"> · At least 2 years working experience in PC support in Microsoft Windows platform
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Role of Contractor’s Support Team

The Contractor’s support team is responsible for the monitoring of both Resident and Non-Resident Support in order to make sure all the duties and work assigned is completed.

The Contractor is required to assign a designated Project Manager in the Contractor’s support team to oversee the support services as a whole. The Contractor will be responsible for:

- i. Organizing meetings on a need basis with the schools:
 - to review status and provide updates of the outstanding issues;
 - to address concerns of the schools, review comments received and identify opportunities for any improvements;
 - to review the exceptions occurred and make necessary adjustments to the workflow, provide escalation procedures or other related arrangements;
- ii. Maintaining the service record for each problem occurred. The incident reported shall include the information of the end user, details of contact, level of severity, the type of failure, reported and closed date, responsible staff, any remedies taken, follow up actions and recommendations;
- iii. Maintaining the monthly summary report and other statistics reports to the school for statistical analysis, recommendations, follow up actions, monitoring of service, and long term planning;

Requirement of Contractor Past Experience

- 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 20 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 quotation 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 Standing Offer Agreement for Quality Professional Services 3 (SOA-QPS3)** in order to ensure that the System/Network Support & Maintenance Services provided to school is qualified.
- Contractor should be inclusion in the **list of Government Public Cloud Services providers** in order to ensure that the cloud services provided to school is qualified.
- Contractor should be inclusion in the **Accredited Registrar, Hong Kong Internet Registration Corporation Corporate Limited (HKIRC)** in order to ensure that the “.edu.hk” domain name services provided to school is qualified.
- Contractor should be accredited by Microsoft 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 monthly on-site visit and performance appraisal performed by senior engineers and managers for the system engineers
- Evaluation meetings with school’s representatives

Prime Support Period

The service provided shall be according to the Total Prime Support Hours (TPSH) and the Prime Support Period (PSP) as specified below:

Total Support Hours (TPSH)	45 hours per week
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Prime Support Period (PSP)	
Monday to Friday	08:30 - 17:30
Saturday	Not Applicable
Sunday and Public Holiday	Not Applicable

System Maintenance, Network Support and Consultation Service

The scope of service will include:

- a) Remedial Support
- b) Operational Support
- c) Task-based Support
- d) Helpdesk and Consultation Support

The Contractor shall provide the scope of services required above via two types of support service:

- a) Resident Support
- b) Non-Resident Support

Resident Support	Non-Resident Support
1 or 2 on-site Resident Support Assistant(s) (SA) will be assigned to the school according to the PSP specified	1 Non-Resident Support Engineer (SSE) acts as back-end support and provides consultation service

The scope of service covered by Resident Support and Non-Resident Support is summarized below:

	Resident Support	Non-Resident Support
Remedial Support		
Operational Support		
Task-based Support		
Helpdesk and Consultation Support		

Resident Support

Resident Support acts as a primary contact point on school comprehensive IT support service. The service role is to maintain school daily operation including carry out assigned remedial, operational and task-based support tasks such server maintenance & network operation support and face to face helpdesk support to the school.

Qualifications of Resident Support Assistant

The minimum qualifications of the System Engineer are listed below:

- i. Completion of Form 6 or above or equivalent;
- ii. Relevant experience in Windows or Network Support in WAN/LAN implementation;
- iii. Knowledge of network operating systems, network equipment, networking software and other hardware and software;

- iv. Knowledge of communication protocols, e.g. TCP/IP;
- v. Knowledge in supporting and managing Windows servers;
- vi. Competent in diagnosing and resolving problems;
- vii. Capable of setting guidelines and procedures for the daily operations of installed WAN/LAN; and
- viii. Good command of written and spoken English and Chinese, fluent in spoken Cantonese.

The responsibilities of Resident Support Assistant shall at least include the followings:

- i. As a primary 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.

Resident Support Assistant 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 Resident Support Assistant

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. Quotation 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 during the contract period.

Regular training sections for Resident Support Assistant

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.

Non-Resident ...**IT Infrastructure Monitoring and Security Management Service****Requirement of Contractor on Infrastructure Monitoring Service**

Contractor should provide a monitoring program to keep tracing the service status in each server located in the school. If any service is being down/out of service over a specified period, the program should notify Resident and Non-Resident support team members.

Required features in infrastructure monitoring service

1. Notification

A notification via Email/SMS/Phone shall be sent to support team members if service status is being down of service over a specified period.

2. Reporting

A resource usage report shall be generated over a specified period indicating service status and usage of resources.

Specification of the Infrastructure Monitoring Service

Contractor should provide an application-based interface (at the school side) to display current service status.

Contractor should provide a web-based interface (internet access) to display current service status.

Contractor should trace the usage of resources such as disk space, CPU and memory in each server.

All data traced will be used to generate a resource usage report.

The resource usage report should be generated on daily, weekly, monthly and annually basis.

Specification of 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.

Requirement of Security Management Services

Contractor should provide an IT security and anti-virus solution to workstations and servers in the school including but not limited to provide automatic security updates, hotfixes, version upgrades and latest service pack. The solution provided should cover at least 100 workstations and 10 servers in the school.

Requirement of Antivirus Certification

The solution provided should fulfill the requirement on “AV-TEST APPROVED CORPORATE ENDPOINT PROTECTION” certificate in order to confirm that the solution/product(s) that it has analyzed and evaluated as secure complied with the required security level when tested.

Required Features in Software Solution

Virus & spyware protection

Web traffic scanning

Browsing protection

Controlled by Centralized Management Panel

Requirement of Supporting Operation System

Microsoft® Windows Server 2016

Microsoft® Windows Server 2019

Microsoft® Windows Server 2022

Microsoft® Windows Server 2025

Microsoft® Windows 10 (32/64-bit)

Microsoft® Windows 11 (32/64-bit)

CentOS 32bit/64bit 5, 6

Debian 32bit/64bit 6, 7

Red Hat Enterprise Linux 32bit/64bit 5

Red Hat Enterprise Linux 32bit/64bit 6

Technical Specification of the Security Management Service

Contractor should provide the IT security software solution and install to workstations and servers in the school.

Contractor should provide central management software to configure settings in IT security and anti-virus software to workstations and servers.

Central management software should be a cloud-based control panel that installation, uninstallation and applying configuration to antivirus software in workstations and servers is included.

Additional central management software is not required in the school

System Support on Security Management Service

Contractor should provide 7x24 supporting service on installing and configuring settings in antivirus software.

Contractor should provide a half-day on-site demonstration/training for the usage of Central Management Panel.

A weekly report shall be generated to indicate any infected cases in central management panel.

Contractor should verify those virus is filtered/cleaned up by antivirus software in workstations and servers if there is any infected cases according to the weekly report generated.

A monthly report shall be generated to indicate any security patch in Central Management Panel.

Contractor should verify the anti-virus definition in workstations and servers is up-to-date according to the monthly report generated.

Contractor should verify the software in operation system is up-to-date according to the monthly report generated.

Managed Cloud Infrastructure Subscription with Support Service

Technical Specification of the Cloud Services

- Contractor should provide at least 3 cloud servers to the school according to the school requirements.
- The 3 cloud servers shall cover web/email services (named Web/Email on the Cloud), application services and e-learning platform.

The minimum specification of each cloud server is listed below:

- ix. At least 6 x CPU processing power;
- x. At least 16GB Ram;
- xi. Not less than 240GB in storage size;
- xii. Not less than 240GB in backup storage size
- xiii. At least 100Mbps symmetric access for both up and down links;
- xiv. At least 1000GB monthly bandwidth;
- xv. Support data backup from any OS (windows, Mac, Unix/Linus);
- xvi. Web report for backup statistics;
- xvii. Provide necessary Windows operation system license;
- xviii. At least 1 dedicated IP address; and
- xix. Provide a control platform by the contractor for management purpose.

System Support on the Cloud Services

- Provide professional suggestion, recommendation, feasibility study and risk assessment to the school about the servers migrates to the cloud platform;
- Provide a integrated cloud service that support web hosting, publishing and backup;
- Assist school to kick-off migration from the existing server's to the cloud platform;
- Provide any the roll-back solutions if necessary;
- Provide free Domain Name Server (DNS) hosting services for “.edu.hk” domain name;.
- Provide assistance on system installation and implementation (software license will be provided by the school);
- Lemenation (software license will be provided by the school); and
- 99.95% uptime guarantee.

IV. Back-end Support of System Support Engineer**Specification on Back-end Support**

- Contractor should provide problem determination and coordination services when the systems failure or cannot be performed normally;
- Providing adequate solutions after rectifying problems, the Contractor should report the case in details, indicating the incident, findings, actions and solutions applied and recommendations for long-term improvement;
- Provide monthly regular on-site visit;
- Provide a network diagram which is based on school's network infrastructure;
- Provide a disaster recovery plan for Windows/Linux server;
- Provide a disaster recovery plan for network equipment such as firewall, switch, router, etc.
- On-demand and emergency support; and
- Provide on-loan IT equipment up to 14-days in case of any hardware failure is incurred whenever stock is available.

Tasks for Regular Monthly On-site Visit

- Provide preliminary analysis on system log for Windows server
- Provide preliminary analysis on system log for Linux server;
- Provide preliminary analysis system log for firewall;
- Perform network performance testing;
- Perform and review backup audit; and
- Perform a brief system health check report to the school.

Tasks for providing Network Diagram

- Contractor should update the existing network diagram to ensure those information listed is updated; and
- Contractor should provide assistance to the school to construct a updated network diagram.

Tasks for providing Remote Support

- Contractor should provide a group of static IP address for remote supporting purpose;
- Contractor shall only use Windows terminal services for any remote support computer with Windows based operating system;
- Contractor shall only use SSH connection for any remote support computer with Linux/Unix based operating system; and

- Contractor should log all the remote access actions under firewall log.
-

V. On-site Support of System Engineer

Working Schedule

- Basic Servicing Hours: 45 hours per week
- Back-end Supporting Hours: at least 48 hours per year
- Emergency Support Hours: at least 48 hours per year

VI. 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.

VII. 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.

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.

Helpdesk & Consultation Support

- Front-level(1st) helpdesk team acts a single point of contact by telephone or other electronic mean to the school, a second level(2nd) team to handle more complex issues;
- Provide a ticketing system which all requests from the school are categorized, prioritized and assigned to the right support group;
- Resolve problems and provide support to school on the general usage of computer facilities;
- Provide adequate comments and suggestions on the school from system maintenance, IT infrastructure to eLearning;
- Provide a migration plan to the school in the case of IT system upgrade or migration;
- Provide a preliminary feasibility report for the enhancement of IT infrastructure; and
- Provide any technical advisory to the school if requested.

Service Level

Items	Minimum Service Level
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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

承投提供「2026-29 學年學校全面資訊科技支援服務」

利益衝突申報聲明書

第一部份

在 內以 表示

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第二部份

編號	投標公司 負責人及 股東姓名	招標學校 僱員姓名	關係/利益之申報	
			關係 (例如夫婦、摯友)	利益 (例如接受投標公司紅利)
1				
2				
3				
4				
5				

公司：_____

商業登記証號碼：_____

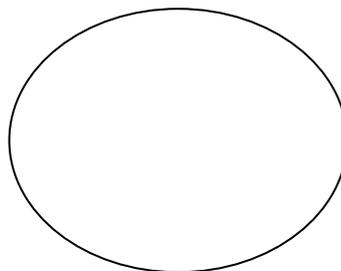
(請附商業登記証副本)

獲授權簽署投標書的代表的姓名及署名：

姓名(請以正楷填寫)：_____

簽署：_____

日期：_____



公司印鑑

浸信會孔憲紹天虹小學
THE BAPTIST HUNG HIN SHIU RAINBOW PRIMARY SCHOOL

九龍黃大仙竹園南村
Chuk Yuen South Estate, Wong Tai Sin, Kowloon
電話：2328-7971 傳真：2322-7419

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 - (ii) 繼續僱用其公司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。

九龍 黃大仙 竹園南村
浸信會孔憲紹天虹小學
校長 收

「2026-29 學年學校全面資訊科技支援服務」投標書

學校檔號：BHHSRPS-2526-ITT-03

截止日期：2026 年 4 月 13 日中午 12 時正