Po Leung Kuk
Lo Kit Sing (1983) College

保良局羅傑承 (一九八三) 中學

Cheung Hong Estate, Tsing Yi, N.T., Hong Kong   香港新界青衣長康邨

Tel: 2497 7110
Fax: 2431 1156

School Ref No.: T4/2425/7   Date: 2nd May 2025

Dear Sir/Madam:

Invitation to Tender for the Supply of Technical Support Services (2025/26)

1. You are invited to the tender for the supply and/ or undertaking services of the items as specified in the enclosed tender schedule. If you are not prepared to accept a partial order, please state this clearly on the tender schedule.

2. Your sealed tender, in duplicate, should be clearly marked on the outside envelope:

Tender for the Supply of Technical Support Services (2025/26)

The envelope should be addressed to **Po Leung Kuk Lo Kit Sing (1983) College, Cheung Hong Estate, Tsing Yi, N.T.** and arrive not later than **12:00 noon on 26th May 2025**. Late tenders will not be accepted. Your tender will remain open for 90 days from the "Closing Date", and you may consider your tender to be unsuccessful if no order is placed with you within these 90 days. You are requested to note that unless Part II of the tender form is completed, the tender will not be considered.

3. It is an offence under the Prevention of Bribery Ordinance that, without lawful authority or reasonable excuse, school staff accept advantages from suppliers and contractors, or the suppliers and contractors offer advantages to school staff in connection with school procurement.

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

5. In addition to the tender content, it would be appreciated if you had any suggestion or item proposed to us for consideration. And if you are unable or do not wish to quote/tender, it would be appreciated if you would return the written quotation/tender forms to the above address at your earliest convenience.

6. Tenders will be accepted on an *overall'/ 'group'/ 'itemized' basis.

Yours sincerely,

Ms. LAW Wing Chung
Principal

Encl.
IT/ ct

Tender Form for the Supply of Technical Support Services (2025/26)

Name of Issuer: The IMC of Po Leung Kuk Lo Kit Sing (1983) College

Address: Po Leung Kuk Lo Kit Sing (1983) College
　　　　　Cheung Hong Estate, Tsing Yi, N.T.

School Tender Ref.: T4/2425/7

Tender Closing Date and Time: **26ᵗʰ May 2025, 12:00 noon**

PART I

The undersigned hereby offers to supply all, or any part of the items described in the tender schedule attached with delivery term quoted therein against the date of a firm order placed by the school at the price or the prices quoted in the tender schedule free of all other charges and in accordance with any drawings and/ or specifications provided by the school. In so doing, the undersigned acknowledges that all items not otherwise specified shall be in accordance with British Standard specifications where such exist; tenders shall REMAIN OPEN FOR 90 DAYS after the Closing Date; and the school 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 tender remains open. The undersigned also warrants that his Company's Business Registration and Employees' Compensation Insurance Policy are currently in force and that the items which his Company offers to supply do not to his knowledge infringe any patents.

PART II

Reconfirmation 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 90 days from **26ᵗʰ May 2025**.

Our company hereby declares and undertakes that we shall ensure that we have not submitted any tender in this purchase together with companies or people associated with us. If we have violated the said undertaking, we understand that all our or such tenders submitted by us shall be treated as void and at the same time your school may put our company and all the associated companies or persons on your blacklist.

The undersigned also agrees to accept the fact that once the validity of the tender is reconfirmed, the pre-printed clause specified in the Company's tender forms regarding this nature shall NOT apply.

PART III

SAFEGUARDING NATIONAL SECURITY

The undersigned acknowledges that notwithstanding anything to the contrary in the quotation/tender documents, the school reserves the right to disqualify this company on the grounds that this company has engaged, is engaging, or is reasonably believed to have engaged or be engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or otherwise the exclusion is necessary in the interest of national security, or is necessary to protect the public interest of Hong Kong, public morals, public order or public safety.

The undersigned also acknowledges that the school may immediately terminate the contract upon the occurrence of any of the following events:

(a) this company has engaged or is engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security.

(b) the continued engagement of this company or the continued performance of the contract is contrary to the interest of national security; or

(c) the school reasonably believes that any of the events mentioned above is about to occur.

Dated this _____ day of _____ , 20_____ .

Name (in block letters): _____

Signature: _____ in the capacity of _____ .

                             (State official position, e.g. Director, Manager, etc.).

Duly authorized to sign written quotations/tenders for and on behalf of:-

_____

whose registered office is situated at _____

_____ Hong Kong.

Tel No.: _____

Fax No.: _____

Tender Schedule for the Supply of Technical Support Services (2025/26)
(to be completed in duplicate)

School Ref No.: T4/2425/7

Item	Descriptions [TSS Technical Support Services (1-year contract)]	Comply key requirement (Y/N)	If not, please provide detail, or Remarks (If any)
1	**Technical Support Services** • For the period of Twelve (12) months from **1 Sept 2025 to 31 August 2026** • Refer to the details after this specification table		
2	**Service Hour Requirements** • Basic Servicing Hours: 45 hours per week • Saturday Servicing Hours: by School request • Back-end Supporting Hours: at least 48 hours per year • Emergency Support Hours: at least 48 hours per year		
3	**On-Site TSS Qualifications Requirements** • *Academic Qualification* o Completion of **Professional Diploma/ Associate Degree** in IT discipline or equivalent or above o Holder of Professional Certificates on Microsoft or equivalent or above is highly preferred o At least 1-year relevant experience in Windows or Network Support in WAN/LAN is highly preferred • *Sexual Conviction Record Check Scheme (SGRC)* o Has undergo the Sexual Conviction Record Check Scheme (SCRC) o Report the checking result to the school after the consent of the staff upon request by the School • *Compliance with Statutory Minimum Wage* o Comply Statutory Minimum Wage (initial rate is $42.1 per hour effective from 1 May 2025) • *Good Track Record* o Has good working track record in the field of TSS		

Item	Descriptions [TSS Technical Support Services (1-year contract)]	Comply key requirement (Y/N)	If not, please provide detail, or Remarks (If any)
4	**Contractor Qualifications Requirements** • ***Experience in providing TSS Services*** o Have at least 6 years in providing technical support services for clients in educational sector o Can provide a reference/clients list for performing full-time technical support services and related service to more than 150 clients for the past twenty-four (24) months • ***Existing services in IT related field*** o Is included in the EDB supplier list in IT related categories o Is included in The Office of the Government Chief Information Officer, HKSAR supplier list in IT Contract Staff Services o Accredited by Microsoft with the fulfillment at least 3 competencies out of 6 (please tick the appropriate boxes below) ☐ Desktop Platform ☐ Networking Infrastructure ☐ Server Platform ☐ Information Workers ☐ Server & System Management ☐ Data Management ☐ Security Systems • ***Public Liability Insurance*** o 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 o Please provide "Name of Underwriter" and "Policy Number"		
5	**Emergency Support Requirements** • Contractor should provide FREE on-loan equipment for up to 14 days for any server and network related hardware failure • Contractor should provide 7 x 24 monitoring for total up to 5 servers with external IP • Instant SMS or WhatsApp notification is required • Contractor should provide same-day senior engineer on-site emergency support for critical server outage		

Item	Descriptions [TSS Technical Support Services (1-year contract)]	Comply key requirement (Y/N)	If not, please provide detail, or Remarks (If any)

6	**Add-on Support Requirements**
	• *Annual Preventive Check-up & Report*
	   o Contractor should provide a FREE annual network and system health check-up report to school by senior system engineers.
	   o Please attach a report sample with this tender submission.		

The technical support services for the 1-year contract should include:

1. **Type of Support:**
    1.1. 1 on-site TSS, and
    1.2. backend Support by the contractor (with a Single point of contact)

2. **Objective:**
    2.1. The objectives of providing the Technical Support Services to schools are:
        2.1.1. to provide a single point of contact to the school for resolving all problems and support issues arising from the usage of the computer facilities.
        2.1.2. to offload schools on the day-to-day administration, operation, and management of the computer facilities; and
        2.1.3. to support schools in setting up and/or configuring hardware and software for specific purposes.

3. **On-site TSS**

    3.1. Responsibilities (at least include the following):
        3.1.1. As a single point of contact in the Site, liaising with various parties on the operation support of all IT facilities.
        3.1.2. Providing remedial support for resolving all problems and support issues arising from the usage of computer facilities.
        3.1.3. Carrying out operational support tasks on day-to-day administration, operation and management of the computer facilities.
        3.1.4. 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.
        3.1.5. Compiling the reports when required by the Site including the inventory report for Software Asset Management.
        3.1.6. Maintain WebSAMS day-to-day operation; and
        3.1.7. 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.

    3.2. The On-site TSS shall NOT commit any of the following acts in the School:
        3.2.1. behave in a manner likely to endanger himself or any other person.
        3.2.2. cause willful damages to any property;
        3.2.3. consume alcoholic beverages.
        3.2.4. enter any area of the school other than those necessary for the Services.
        3.2.5. fail to wear uniform or company identity card whilst on duty upon requested by school.
        3.2.6. fail to follow the instructions on hair style and dressing style requested by the school.
        3.2.7. fight.
        3.2.8. gamble, steal or commit any criminal offence.
        3.2.9. smoking; and
        3.2.10. use foul languages

3.3. Terms of Employment of System Engineer
    3.3.1. In order to guarantee the quality of the service provided, the TSS provided by the contractor should be a full-time employee of the service provider under direct employment. Tender will not be considered if the TSS 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 / company during the contract period.

4. Backend support by Contractor

4.1. Mode of Backend Support
    4.1.1. Phone call
    4.1.2. WhatsApp
    4.1.3. SMS
    4.1.4. Email
    4.1.5. Face-to-face and onsite (if needed)

4.2. Continuous Performance evaluation
    4.2.1. Contractor should monitor service quality level regularly from time-to-time to maintain a high services quality not limited to the following methods:
        4.2.1.1. Quarterly questionnaire on system engineer's performance sent to school, results collected will be used for performance analysis for continuous improvement in quality.
        4.2.1.2. Regular site visits and performance appraisal performed by senior engineers and managers for the system engineers
        4.2.1.3. Evaluation meetings with school's representatives

4.3. Customized Free Add-on Services
    4.3.1. Contactor should provide the following free add-on services to school including in the technical support package
        4.3.1.1. Server Application Monitoring
            4.3.1.1.1. 7 x 24 monitoring for a total of up to 5 servers (external IP addresses) and Internet connections.
            4.3.1.1.2. Monitor the operational status of servers and applications.
            4.3.1.1.3. Notification via phone/WhatsApp/SMS/email at once if servers and applications are down/out of service.
        4.3.1.2. Network Health Check and Consultation
            4.3.1.2.1. Contractor should provide a network check once per year (at least one day network analysis and related data collection). An analysis report will be submitted to school within 2 weeks after the checking
                4.3.1.2.1.1. School network diagram.
                4.3.1.2.1.2. Switches port activity and utilization.
                4.3.1.2.1.3. Server information & performance.
                4.3.1.2.1.4. Server memory / process statistics.
                4.3.1.2.1.5. Security information on user accounts.
                4.3.1.2.1.6. Anti-virus information.
                4.3.1.2.1.7. Suggestion Summary.

4.4. Regular training sections for On-Site TSS
    4.4.1. To provide quality of service to the school, contractor should provide regular trainings for TSS for their continuous improvement in performance.
    4.4.2. The content of training courses including but not limited to following aspects:
        4.4.2.1. Window server environment (DNS, DHCP, Active Directory, User management, etc);
        4.4.2.2. Linux sever environment (Web server, Mail server, Proxy Server, etc);
        4.4.2.3. Essential techniques in WebSAMS ;
        4.4.2.4. Essential Networking for school's environment.
        4.4.2.5. Data Backup (Arconics, MS Backup etc);
        4.4.2.6. Emergency System Recovery.
        4.4.2.7. Effective communication skill in school's environment.

4.5. Type of Services (by both on-site TSS or backend support)

    4.5.1. Contractor should provide:

        4.5.1.1. Remedial Support Tasks

            4.5.1.1.1. Troubleshooting 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.

            4.5.1.1.2. Recommendation and implementation of solutions to failure. The solutions implemented may be of a short-term nature, in that ease, the contractor will indicate clearly to the LAN administrator and propose recommendations on long term solutions;

            4.5.1.1.3. Liaison and follow-up, when necessary, with other relevant parties for implementing solutions.

            4.5.1.1.4. Initial reporting of the incident and the subsequent progress update of the situation to the users until the case is resolved.

            4.5.1.1.5. Assisting other contractors to identify the faults regarding issues on technical incompatibility and coordinating contractors to solve the problems.

            4.5.1.1.6. 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

            4.5.1.1.7. Maintaining the details of the 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

        4.5.1.2. Operational Support Tasks

            4.5.1.2.1. Network Operations

                4.5.1.2.1.1. Performing preventive investigations, maintenance and monitoring of the overall operations of the network such as checking system logs and find software settings;

                4.5.1.2.1.2. Performing review and reconfigurations on network connections.

                4.5.1.2.1.3. Providing recommendations for improvement on the performance and reliability on the networks and usage of the system resources.

                4.5.1.2.1.4. Coordinating various parties such as the Government contractors for network upgrade, restructuring, migration or integration.

            4.5.1.2.2. User Accounts and Resources Management

                4.5.1.2.2.1. Performing user account creation, deletion, and properties alternation.

                4.5.1.2.2.2. Performing necessary hardware and software configurations for resources sharing e.g. file and print.

                4.5.1.2.2.3. Assigning storage quota for users.

                4.5.1.2.2.4. Defining necessary system policies and user profile settings.

                4.5.1.2.2.5. Performing data backup and recovery and provide guidelines to user if requested.

            4.5.1.2.3. Software Update and Upgrade

                4.5.1.2.3.1. Updating the system and application software with the necessary service packs, patches, fixes etc, e.g. updating the signature files of anti-virus software.

                4.5.1.2.3.2. Performing version upgrade for software such as Network Operating System, software driver, anti-virus software and LAN-based application software.

                4.5.1.2.3.3. Carrying out small-scale software installation, customizations and configurations.

            4.5.1.2.4. Server and Workstation Housekeeping

                4.5.1.2.4.1. Monitoring and maintaining the configuration of server and workstation machines;

                4.5.1.2.4.2. Checking housekeeping job reports, system and error logs.

                4.5.1.2.4.3. Performing virus checking and assisting user to recover

system/data.

        4.5.1.2.4.4. 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.

4.5.1.2.5. Peripherals Housekeeping
        4.5.1.2.5.1. Performing driver updates.
        4.5.1.2.5.2. Replacing printer toner and cartridge.

4.5.1.2.6. Internet Services
        4.5.1.2.6.1. 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.
        4.5.1.2.6.2. Supporting and maintaining the Internet services servers, e.g. web servers, proxy servers, email servers and etc.

4.5.1.2.7. Security
        4.5.1.2.7.1. Maintaining the security of the network.
        4.5.1.2.7.2. Implementing necessary security policies to protect the network.

4.5.1.2.8. User Support
        4.5.1.2.8.1. Assisting users to set up the network environment for teaching and learning/school administration.
        4.5.1.2.8.2. Providing support to users on the general usage of installed hardware and software.

4.5.1.2.9. Software Asset Management (SAM) and Reporting
        4.5.1.2.9.1. Performing initial inventory keeping at the commencement of the Services.
        4.5.1.2.9.2. 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;
        4.5.1.2.9.3. Preparing and updating the network diagram and other system documentation to reflect the implemented solution and upgrade of hardware and software.
        4.5.1.2.9.4. Preparing management report, technical support service report and inventory report for each individual Site.

4.5.1.2.10. School Website Update and Maintenance
        4.5.1.2.10.1. Performing school website update and maintenance according to the School's requirements.

4.5.1.2.11. Video Editing
        4.5.1.2.11.1. Performing video editing to different formats according to the School's requirements.

4.5.1.2.12. Teaching Assistance
        4.5.1.2.12.1. Performing teaching assistance to help teachers on lessons when necessary.

4.5.1.3. Task-based Support Tasks
        4.5.1.3.1. Large scale hardware and software installation, customizations and configurations.
        4.5.1.3.2. Carrying out acceptance tests on behalf of users for newly acquired hardware and software to be installed into the networks by various Government contractors.
        4.5.1.3.3. Equipment relocation and system reconfiguration.
        4.5.1.3.4. Hands-on briefing/training to the new LAN administrator(s) upon personnel change.
        4.5.1.3.5. Data migration services; and
        4.5.1.3.6. Any other activities which are necessary for achieving the service requirements.

4.6. Service Level

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

4.6.1. 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

4.6.2. Operational Support

| Items		Minimum Service Level
LAN	Number of outages 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 outages 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%

4.6.3. Operational Support Task List

Task/Activity	Minimum Frequency
Network monitoring and tuning	
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

User account and resources management

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

Data backup

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

Software update

Signature files of anti-virus software	Bi-weekly
Service packs, patch, fixes for software	Monthly
Small scale software installation, configuration and customization	Monthly

Housekeeping

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

Reporting

Review and update Documents as specified in Specification	Monthly
Update of network diagram and other system documentation	Monthly

Inventory taking

Inventory database update	Monthly
Inventory reports preparation	Monthly

(1) Item No.	(2) Description/Specification	(3) Quantity Required	(4) Unit Rate (HK$)	(5) Total Amount (HK$)
1	**Technical Support Service (1-year contract)** o 1 on-site TSS, and o backend Support by contractor	1		

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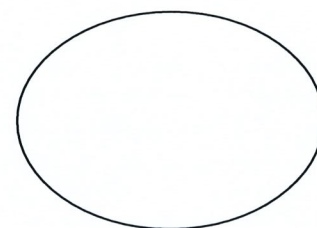
Company Chop

Name of Supplier: _____

Name and Signature of Person authorized to sign Written Quotation/Tender:

Name (in block letters): _____ Signature: _____

Date:_____