Acquisition Guidelines for
Self-Arrangement of Technical Support Services

Quality Education Division
Education and Manpower Bureau
The Government of the HKSAR

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**Table of Contents**

1. **INTRODUCTION** 1

2. **OVERVIEW OF TECHNICAL SUPPORT SERVICES** 2
   2.1 **OBJECTIVES OF SERVICES** 2
   2.2 **SCOPE OF SERVICES** 2
      2.2.1 **Types of Services** 2
      2.2.2 **Relationship with Maintenance Services** 2
   2.3 **TSS STAFF** 3

3. **FUNDING ARRANGEMENT** 4
   3.1 **SCHOOL’S ENTITLEMENT** 4
   3.2 **DISBURSEMENT OF CASH GRANT** 4
   3.3 **ACCOUNTING ARRANGEMENT** 4

4. **ACQUISITION OF TSS THROUGH RECRUITMENT OR TENDERING** 5
   4.1 **ROLES OF SCHOOL IT TEAM** 5
   4.2 **THE PREVENTION OF BRIBERY** 5
   4.3 **SCHOOL’S RESPONSIBILITY** 6
      4.3.1 **Scope of Services** 6
      4.3.2 **Qualifications of TSS Staff** 6
      4.3.3 **Proper Tendering/Recruitment Procedures** 6
      4.3.4 **Proper use of Funding** 7
      4.3.5 **Documentations** 7
      4.3.6 **Monitoring of Services** 7
   4.4 **ACQUIRING SERVICES THROUGH RECRUITMENT** 7
      4.4.1 **Formulation of Service Requirements** 7
      4.4.2 **Selection of TSS Staff** 9
      4.4.3 **Management of TSS Staff** 10
      4.4.4 **Record Keeping** 11
   4.5 **ACQUIRING SERVICES THROUGH TENDERING** 11
      4.5.1 **Formulation of Service Requirements** 11
      4.5.2 **Selection of Service Provider** 12
      4.5.3 **Service Delivery and Monitoring** 13
      4.5.4 **Service Acceptance** 13
      4.5.5 **Payment** 13
      4.5.6 **Record Keeping** 13

5. **ENQUIRIES AND CORRESPONDENCES** 15

6. **APPENDICES** 16
1. Introduction

This document serves to provide information for schools on self-arrangement of Technical Support Services (TSS) for the period from 1 April 2004 to 31 March 2005. Schools should study this document carefully and follow the procedures stated herein when acquiring TSS.
2. **Overview of Technical Support Services**

2.1 **Objectives of Services**

The objectives of providing the technical support services to schools 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 offload 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 **Scope of Services**

2.2.1 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 minimise 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.

2.2.2 Relationship with Maintenance Services
The TSS does 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.

### 2.3 TSS Staff

The TSS staff hired by schools should possess necessary technical skills and experiences for resolving network failure in the school as specified in Appendix C. He/She should possess at least the qualifications as described in Appendix D. In addition, school is required to request its 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.
3. **Funding arrangement**

3.1 **School’s Entitlement**

Each school site will be provided with TSS provisions for employment of suitable TSS staff through recruitment and / or hire of services from a service provider through tendering in order to support the implementation of Information Technology (IT) initiatives in schools. Details of the arrangement and procedures are specified in Paragraph 4.

*For Government schools, please refer to para.2 in “Supplementary Information Sheets (Government Schools)” for details of the arrangement of TSS.*

Schools are reminded that within the service period, **NO other resources / services will be provided by the Education and Manpower Bureau (EMB) to schools to support the services outlined in Paragraph 2 above. Any expenditure in excess of school’s entitlement should be borne by school itself.**

3.2 **Disbursement of Cash Grant**

The TSS provision to be received by schools will be adjusted according to the movement of the Composite Consumer Price Index (CCPI). The provision for the period from 1.4.2004 to 31.8.2004 will be disbursed to schools in April 2004 (the TSS provision will be provided in the form of cash grant to Aided Schools and in the form of allocation to Government Schools). For the TSS fund in the 2004-05 School Year, we are reviewing the funding model and will inform schools of the future arrangement as soon as possible.

3.3 **Accounting Arrangement**

For accounting and auditing purposes, Aided schools should keep a separate ledger account named "New Arrangement on Provision of Technical Support Services" to reflect all the income and expenditure chargeable to the grant.

Aided schools are reminded that any deficit at the end of each financial year (i.e. March of each year) will have to be met by school’s own funds and any unspent balance will be clawed back at the end of each school accounting year, unless special prior approval is given by EMB.

For schools whose accounting year ended on 31 August, please show the relevant income and expenditure in respect of the TSS grant by two separate columns under the account “New Arrangement on Provision of Technical Support Services” in the annual accounts for each school year, i.e. one column covering the period from 1 September to 31 March next year and the other column from 1 April to 31 August for remaining period in the same school year.

*Government schools should refer to para.2 of “Supplementary Information Sheets (Government Schools)” for their accounting arrangement.*
4. Acquisition of TSS through Recruitment or Tendering

4.1 Roles of School IT Team

The School IT Team should hold formal meetings in making decisions in the acquisition of TSS. Decisions made in these meetings should be documented and be made available for inspection during school visits by EMB.

The School IT Team is responsible, where appropriate to:-

a) formulate the school’s requirement specifications for TSS according to School IT Plan;

b) assist in the recruitment of TSS staff;

c) evaluate the Service Provider’s proposal for the required services;

d) authorize two or more IT team members to be responsible to negotiate prices and terms with the Service Provider;

e) endorse the final Service Provider’s proposal; and

f) monitor the implementation of TSS in school.

4.2 The Prevention of Bribery

All teaching and non-teaching staff of schools registered under the Education Ordinance are reminded that they are subject to Section 9 of the Prevention of Bribery Ordinance, Cap 201. No staff, teaching or non-teaching, may accept an advantage without the permission of the School Management Committee.

School should refer to the Corruption Prevention Guide for School Management (學校防貪倡廉手冊) published by ICAC in 1998 and ED Administration Circular 2/98 on Prevention of Bribery for further details.

Declaration of Conflict of Interests

In acquiring TSS through tendering, school staff may have to involve in the following:-

- inviting Service Providers to provide quotations or to tender;
- evaluating quotations or tender; and
- giving approval to the service provider to be selected by school.

These staff should be required to sign a written declaration (Form TSS004 of Appendix H) on conflict of interest. Schools are also reminded to follow the rules on conflict of interest as set out in para. 7.8.4 and Appendix 9 of Chapter 7 of the School Administration Guide, which is available in EMB Homepage at http://www.emb.gov.hk.
Prevention of Leakage of Contractor’s Information

Schools should take appropriate measures to prevent possible leakage of fee or technical proposals from Service Providers. For example:

- Shortly before sending the assignment proposals/quotations by fax, the supplier should be asked to notify a designated staff member of the school by telephone so that he may collect the proposals/quotations from the fax machine immediately.

- The proposals/quotations received should be properly locked up and only passed to the authorized school staff after the deadline for tendering/quotations for evaluation.

Price Negotiation

Schools may have price negotiation with the Service Providers when acquiring TSS. In doing this, schools should note the following:

- Price negotiation should be handled with care as it provides corruption opportunities and gives rise to allegations of favouritism if entered lightly.

- The purpose and objectives of the negotiation should be properly defined.

- The level of fees to be negotiated should be endorsed by the IT Team prior to the negotiation.

- School staff should be reminded that only the designated IT Team members with the endorsement from the School IT Team are authorized to enter into negotiation of prices and terms with the Service Provider.

- Negotiation should be conducted by at least two IT Team members in a proper place (e.g. at school or service provider’s company). Results of the negotiation should be reported to the school IT Team and properly recorded.

4.3 School’s Responsibility

4.3.1 Scope of Services

School is required to formulate its service requirements with reference to the information outlined in Paragraph 2.

4.3.2 Qualifications of TSS Staff

School is required to ensure that the TSS staff either through recruitment or assigned by selected service provider should possess at least the qualifications described in Appendix D. In case after open recruitment that no suitable candidate is available, school, with the approval from the School Management Committee, may consider to appoint a service personnel that does not fully possess the mentioned qualifications.

4.3.3 Proper Tendering/Recruitment Procedures
Schools should ensure that proper tendering procedures and recruitment procedures must be followed in acquiring services from Service Providers and/or in appointing TSS staff.

4.3.4 Proper use of Funding

School should ensure that the funding will be properly used and there will be no wastage of money. The TSS provisions (in the form of allocation for Government schools) will be solely used to obtain TSS, and should NOT be used for any other purpose(s) without prior approval from EMB.

4.3.5 Documentations

To facilitate the TSS staff or the Service Provider in the delivery of services to school, school should make available the relevant documents (such as network administration guideline/manual, installation guideline of hardware and software) under various projects as specified in Appendix B. If these required documents are not available in school, school should request its TSS staff or the Service Provider to produce and maintain such documents for the school.

4.3.6 Monitoring of Services

Schools should ensure that sufficient school staff is available to monitor the services provided. Schools should develop a plan for monitoring the implementation of services and ensure the compliance of all tasks with the recommended minimum service levels listed out in Appendix F. To assist school, school is advised to request the Service Provider to provide supporting documents for the services. Some suggestions on the contents of the documents are given in Appendix G.

4.4 Acquiring Services Through Recruitment

4.4.1 Formulation of Service Requirements

In the acquisition of TSS through recruitment, school should make reference to Paragraph 2 for details of TSS. In addition, school should take into consideration of the following aspects:

**Bi-sessional Schools**

Schools sharing the same school site will use the same set of computer equipment. Therefore, the School IT Teams of the bi-sessional schools sharing the same site should collaborate and formulate **ONE** set of requirements to appoint **ONE** TSS staff for both sessions.

**Service Mode**

School is required to employ a full-time TSS staff. In addition to that, based on school’s needs and its provision, school may consider to appoint an extra (i) full-time, (ii) monthly paid part-time, or (iii) hourly paid part-time TSS staff.

**Service Hours**
School can flexibly arrange the service hours of the on-site support staff within the school hours. For full-time on-site support staff, the working hours should normally be **44 hours per week**.

_Schools are reminded that if school wishes to appoint a TSS staff who works less than 44 on-site support service hours on average per week, prior approval from EMB should be obtained before recruitment, unless this TSS staff is to provide services in addition to the services provided by one **EXISTING** TSS staff or Service Provider._

**Salary Package**

School is required to set up a mechanism, according to the market situation, to decide on and be accountable for the TSS personnel's salary package. School should note that the salary should be tallied with the staff's ability, experience, qualification and comparable with the salary **in the market**. To cater for the change in TSS fund, schools are advised to include suitable provision for adjustment of salary / termination of contract, as necessary in the employment contract for TSS personnel.

**Full-time remuneration arrangement**

For Aided schools, the salary package should be predefined in such a way that the average monthly salary (including the contributions by school and the TSS staff to a Mandatory Provident Fund, the end-of-contract gratuity, if any) should range from HK$8,000 to HK$10,000. Schools should note that the recommended monthly salary of the TSS staff in the said range is commensurate to the scope of work in Appendix A and the recommended qualification in Appendix D. If the average monthly salary\(^1\) of the salary package is out of this range, schools must seek the approval from School Management Committee (SMC) with full justifications before granting the appointment.

_For Government schools, please refer to para.3 of “Supplementary Information Sheets (Government Schools)” for details of the arrangement in salary._

**Part-time remuneration arrangement**

For part-time arrangement, the average monthly salary should be in line with the full-time arrangement with monthly salary ranging from HK$8,433 to HK$10,307 on a pro rata basis to a working hour of 44 hours per week. If the remuneration is out of the range, schools must seek the approval from the School Management Committee (SMC) with full justifications before granting the appointment.

**Arrangement for leave**

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\(^1\) School could consider to recruit a well-qualified personnel to provide TSS in school. However, in view of the required scope of work and our recommended qualification, it is not necessary to offer a higher salary to a person with a higher qualification to perform the level of TSS tasks.
School has to devise its own plan in arranging sick leave / annual leave for its TSS staff. In the event of closure of school, or suspension of classes, or school holidays, the working hours for the TSS staff is recommended to follow the practice of non-teaching staff in school.

**Overtime Allowances**

Overtime (OT) work is work undertaken beyond and above the conditioned hours of the staff. Time-off (TO) is the normal recompense for OT work. Only when it is, or is likely to be, impractical to arrange TO within one month from the date when OT work is performed, the OT Allowance may be payable to the TSS staff. TO is granted on a one-for-one basis. A minimum period of one-hour of OT in respect of any one shift must be worked before OT Allowance is payable. The allowance is payable on a half-hourly basis thereafter.

Schools should have a predefined salary package, in which the hourly rate for overtime work should be clearly stated in the employment contracts. School should note that the hourly rate should not be higher than the average monthly salary of the TSS staff × 1.5/210.

OT work should be approved by School Head in advance and relevant record should be properly kept in school for EMB's inspection.

**Security Requirement**

If information related to school and its staff is required in the course of providing the services, the TSS staff should first obtain permission from school for collecting such information. School should inform the TSS staff whether the information provided is confidential. The TSS staff should undertake not to disclose any confidential information to anybody, and to return to schools and not to retain in his/her custody such information, in hard copy or any form of storage media, immediately upon signing the assignment and completion of all assigned tasks.

**Service Period**

School is advised to enter a contract of not more than one year with its appointed TSS staff. Re-appointment thereafter is subject to mutual agreement between school and its TSS staff according to the school’s own recruitment procedures and availability of fund.

4.4.2 Selection of TSS Staff

For Government schools, they should comply with the relevant rules and regulations relating to appointment and direct reappointment of individual staff for the TSS. They should read the Administration Circulars No. 29/2001, No.280/2002 and EMB Internal Circular No.5/2003 which set out updated departmental arrangements for the employment of non-civil service contract (NCSC) staff. They should also note the statutory duties of the Bureau as an employer under the Mandatory Provident Fund Schemes Ordinance (Cap 485), and should follow the departmental procedures for enrolment of relevant employees into a Mandatory Provident Fund scheme.

For Aided schools, they should observe and follow *Annex IV of Administrative Circular 32/2000 dated 26 June 2000*, which lists the procedures and the points to note
in handling appointment matters. They are also reminded to comply with, where appropriate, relevant statutory requirements such as the Education Ordinance, the Employment Ordinance and the Mandatory Provident Fund Schemes Ordinance.

To safeguard the interests of the school and observe impartiality, it is advisable that school should establish an open, fair and competitive recruitment and appointment system. The shortlisting criteria should be in line with the recommended qualifications as specified in Appendix D. Unless no suitable candidate is available, school is advised not to adjust/lower the shortlisting criteria. Without going through an open recruitment, any appointment tailor-made for a particular 'known' person is not recommended. A suggested recruitment and appointment system is proposed as follows:-

- A selection panel with endorsement from the SMC, is to be formed responsible for setting the criteria (other than the recommended qualifications, if any), for the identification and selection of qualified candidates and the salary. The selection panel may comprise an SMC member, the school head, and a senior teacher.

- School has to open the recruitment to the public by any appropriate means such as advertisement.

- To avoid conflict of interest, any person who and whose family members has an interest in the appointment must not be in the selection panel. Selection panel members should be required to declare any conflict of interest that may arise.

- Candidates who meet the stipulated minimum requirements should be given equal opportunity for selection.

4.4.3 Management of TSS Staff

School is required to sign an employment contract with its TSS staff, specifying the major terms of employment including a predefined salary package, a well-defined scope of duties with reference to the scope of TSS in Paragraph 2, working hours and rest days, etc. To cater for the change in TSS fund, schools are advised to include suitable provision for adjustment of salary / termination of contract, as necessary in the employment contract for TSS personnel.

School is advised to keep an attendance record of the TSS staff. A suggested Attendance Log For On-site Support Staff (Form TSS001 of Appendix H) is prepared for school's reference. The TSS staff should sign and fill in the time for his/her arrival and departure in each visit. School should also sign to confirm the attendance.
4.4.4 Record Keeping

All documents / correspondences on each and every process in the course of recruitment, service delivery and service acceptance should be properly kept and be available for inspection during school visits by EMB. Records to be kept include at least the following:-

- Applications from all candidates for the post of TSS staff;
- Approval by school authority for appointing the TSS staff;
- Approval on TSS personnel’s salary package by SMC;
- Employment contract;
- Attendance logs of the TSS staff; and
- Service Reports, if any.

4.5 Acquiring Services Through Tendering

4.5.1 Formulation of Service Requirements

In the acquisition of TSS through tendering, school should make reference to Paragraph 2 for details of TSS. In addition, school should take into consideration of the following aspects:

**Bi-sessiona School**

Schools sharing the same school site will use the same set of computer equipment. Therefore, the School IT Teams of the bi-sessional schools sharing the same site should collaborate and formulate **ONE** set of requirements to acquire the services from **ONE** Service Provider for both sessions.

**Service Mode**

School is required to acquire service equivalent to one full-time TSS staff from a Service Provider. In addition to that, based on school’s needs and its provision, school may consider to acquire additional service equivalent to one (i) full-time, (ii) monthly paid part-time, or (iii) hourly paid part-time TSS staff.

**Service Hours**

School can have their flexibility in arranging the service hours for the on-site support staff within the school hours. Each school is provided with a cash grant equivalent to at least **ONE** full time on-site support staff. The working hours should normally be **44 hours per week**. A Self-mode school should request the Service Provider to assign one full time on-site support staff to school so that instant services will be available in school when necessary.

**Schools are reminded that if school wishes to acquire on-site support services that have an average of less than 44 hours per week, prior approval from the EMB should be obtained before tendering, unless this TSS staff is to provide services in addition to the services provided by one **EXISTING TSS staff or Service Provider**.**

**Service Level**
School is advised to refer to the requirements of service levels in Appendix F when formulating its service requirements.

*Arrangement for leave*

School is advised to specify in the tender document requesting the Service Provider to arrange a substitute when the on-site support staff is on leave or sick.

*Reporting*

To assist school in monitoring the services, school is advised to specify in the tender document requesting the Service Provider to provide at least the reports as specified in Appendix G.

*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 school could approach for solutions/recommendations to the problems. School is advised to include such requirement in the tender document.

*Complaint Channel*

School is advised to request the Service Provider 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. School should note that it is school's responsibility to handle any complaints against its own Service Provider.

*Training Plan*

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

*Security Requirement*

If information related to school and its staff is required in the course of providing the services, the service provider should first obtain permission from school for collecting such information. School should 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 schools 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.

*Service Period*

School is advised to enter initially a service contract of not more than one year with its selected Service Provider each year. Renewal of the contract thereafter is subject to the Service Agreement previously signed between school and its selected Service Provider and availability of fund.

4.5.2 Selection of Service Provider
For Aided schools, they must observe and follow proper tendering and purchasing procedures as set out in the Administration Circular 30/99 dated 4 August 1999 and Code of Aid/School Management Initiative Handbook in the selection of Service Provider. School IT team should critically evaluate the proposals from the Service Providers in accordance with school’s service requirements before referring the tender documents to the Tendering Approval Committee for consideration and approval.

The tenders for full-time monthly services should be approved by a Committee comprising the School Supervisor / Manager, the School Head, a teacher and a representative of the Parent-Teacher Association (if applicable). The tenders for other kinds of TSS should be approved by a Committee comprising at least two staff members and headed by the School Head.

For Government schools, they are required to observe and adhere to the procurement procedures laid down in the relevant government regulations (e.g. Stores and Procurement Regulations) and circulars (e.g. Finance and Account Circular) etc. for hiring of TSS from Service Provider. Should schools fail to meet the proper procedures in the acquisition of TSS, the schools concerned have to settle the payment for the services by using its own funding.

4.5.3 Service Delivery and Monitoring

School is advised to devise a mechanism in monitoring its selected Service Provider and ensure all the tasks comply with school's minimum service levels.

4.5.4 Service Acceptance

School is advised to use a Service Acceptance Form (Form TSS002 or Form TSS003 of Appendix H) to monitor the service and expenditure for TSS. School should verify the services provided against the relevant records. If there is no outstanding issue, the School Representative should sign the Service Acceptance Form to show its acceptance. The duly signed form should be returned to the Service Provider in accordance with the schedule in the contract, if any.

4.5.5 Payment

Payment shall become due to the Service Provider upon the acceptance of services to the satisfaction of school through the service acceptance form. Upon confirmation of acceptance of services by school, the Service Provider shall send the invoice to school directly. School is then responsible for settling payment on its own in accordance with the schedule in the contract, if any. The Government is not responsible for settling payment to school’s own Service Provider.

4.5.6 Record Keeping
All documents / correspondences on each and every process in the course of tendering, service delivery and service acceptance should be properly kept and be available for inspection during school visits by EMB. Records to be kept include at least the following:-

- Tender documents from suppliers;
- Name and rank of members of the Tender Opening and Vetting Committee (TOVC) and Tender Approving Committee (TAC);
  (Please refer to Administrative Circular 30/99 for details)
- Approval by TAC on acquiring the services;
- Service Contracts, if any;
- Attendance logs of the TSS staff;
- Service Acceptance Forms;
- Payment record including receipts; and
- Service Reports, if any.
5. **Enquiries and Correspondences**

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6. Appendices

Appendix A – Technical Support Task List
Appendix B – Hardware and Software Covered
Appendix C – Classifications of Degree of System/Network Failures
Appendix D – TSS Staff
Appendix E – Code of Conduct
Appendix F – Service Levels
Appendix G – Reporting
Appendix H – Forms
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 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.

(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 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.

(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 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.
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 minimise 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 date 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) 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.
Appendix B - Hardware and Software covered

The Service Provider is required to support the computer equipment of the following projects in schools and all computer equipment in school’s inventory list:-

(a) School Administration & Management System (SAMS)
(b) Multimedia Computers for Primary Schools (ED1)
(c) Replacement of Computers for Secondary and Special Schools (ED2)
(d) Enhancement of Use of IT Facilities in School Education (ED3/ED5)
(e) Multimedia Learning Centre (MMLC) (computer & related AV equipment)
(f) Information Technology Learning Centre (ITLC)
(g) Technical Subjects Computer Laboratory (TSCL)
(h) Infrastructure Enhancement Project (IEP)
(i) Education-Specific Intranet for schools (Intranet)
(j) IT Pilot Scheme (Pilot)

(k) Computers in evening schools
Appendix C - Classifications of Degree of System/Network Failures

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

<table>
<thead>
<tr>
<th>Type of Failure</th>
<th>Description</th>
<th>Common Causes</th>
</tr>
</thead>
</table>
| **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) network backbone of the Site  
v) cabling problem leading to disconnection to the equipment in (i)  
v) 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. | 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 shall at least include the following:-

(a) as a single point of contact in the Site, liaising with 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 service;

(e) compiling the reports when required by the Site including the inventory report for the Software Asset Management; and

(f) 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:-

(g) completion of Secondary 7 or above or equivalent2;

(h) holder of Microsoft Certified Professional (MCP) on Microsoft Windows NT/2000 Server and NT Workstation/2000 Professional Certificates;

(i) at least 1-year relevant experience in Network Support in WAN/LAN implementation and maintenance;

(j) detailed knowledge of network operating systems, network equipment, networking software and other hardware and software;

(k) detailed knowledge of communication protocols, e.g. TCP/IP;

(l) solid experience in supporting and managing web servers;

(m) competent in diagnosing and resolving problems;

(n) capable of setting guidelines and procedures for the daily operations of installed WAN/LAN; and

(o) 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 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;
- 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):-

<table>
<thead>
<tr>
<th>Overall</th>
<th>Minimum Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items</strong></td>
<td></td>
</tr>
<tr>
<td>Response time for phone call</td>
<td>less than 15 seconds</td>
</tr>
<tr>
<td>Response time for voice mail via phone call and email enquiries</td>
<td>less than 10 minutes</td>
</tr>
<tr>
<td>Response time for user complaints and enquiries</td>
<td>within same day</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remedial Support</th>
<th>Minimum Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items</strong></td>
<td></td>
</tr>
<tr>
<td>Elapsed time to provide solution or workarounds to resume normal operations from critical system/network failure(^3) or major system/network failure(^3)</td>
<td>no more than 4 hours</td>
</tr>
<tr>
<td>Elapsed time to provide solution or workarounds to resume normal operations from general system/network failure(^3)</td>
<td>no more than 10 hours</td>
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<tr>
<td>Other service levels proposed by tenderer:--</td>
<td></td>
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</tbody>
</table>

\(^3\) Refer to Appendix C for classification of degree of failure.
Operational Support

<table>
<thead>
<tr>
<th>Items</th>
<th>Minimum Service Level</th>
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</thead>
<tbody>
<tr>
<td><strong>LAN</strong></td>
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<tr>
<td>Number of outage in a month</td>
<td>no more than 3 times</td>
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<tr>
<td>Accumulative hours of outage in a month</td>
<td>no more than 10 hours</td>
</tr>
<tr>
<td>Notice in advance for scheduled outage</td>
<td>at least 7 days before outage</td>
</tr>
<tr>
<td><strong>Each individual equipment</strong></td>
<td></td>
</tr>
<tr>
<td>Number of outage per each equipment in a month</td>
<td>no more than 3 times</td>
</tr>
<tr>
<td>Accumulative hours of outage per each equipment in a month</td>
<td>no more than 10 hours</td>
</tr>
<tr>
<td><strong>Backup &amp; Recovery</strong></td>
<td></td>
</tr>
<tr>
<td>Number of unsuccessful backup in a month</td>
<td>no more than 1 time</td>
</tr>
<tr>
<td>Redo of unsuccessful backup</td>
<td>within 1 day</td>
</tr>
<tr>
<td>Successful rate of backup and recovery reliability tests</td>
<td>100%</td>
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</tbody>
</table>

Other service levels proposed by tenderer:-

<table>
<thead>
<tr>
<th>Items</th>
<th>Proposed Service Level</th>
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<tbody>
<tr>
<td>@</td>
<td>@</td>
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</tbody>
</table>

@ TO BE PROPOSED BY SERVICE PROVIDER, IF ANY.
Appendix G – 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
Appendix H - Forms

1. Attendance Log for On-site Support Staff (Form TSS001)
2. Monthly Service Acceptance Form (Form TSS002)
3. Hourly Service Acceptance Form (Form TSS003)
4. Declaration of Conflict of Interest (Form TSS004)
# Attendance Log for On-site Support Staff

Technical Support Services for Self-mode Arrangement

<table>
<thead>
<tr>
<th>Date</th>
<th>Name of Staff</th>
<th>Check in Time &amp; Support Staff’s Signature</th>
<th>Check out Time &amp; Support Staff’s Signature</th>
<th>Hours Serviced</th>
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School confirms that all the above information is in order.

Authorized signature: __________________________________________
Name: _______________________________________________________
Position: ___________________________________________________
Date: _______________________________________________________

(Please print in BLOCK LETTERS)

School Chop
Monthly Service Acceptance Form
Technical Support Services for Self-mode Arrangement

Service Provider : ____________________________
Name of technical support staff : ____________________________
   (in Chinese) : ____________________________
School Name : ____________________________________________
School Code : ____________________________

Month : ___________ Service Charge (HK$): ________________

Confirmation for Services Delivered
(i) I hereby confirm that the services delivered to the school meet all the requirements and all related deliverables are attached for reference.
(ii) The school confirms that
   (i) the support services provided by the support staff are in order; and
   (ii) the information provided in all related deliverables are in order.

Service Provider
Authorised Signature: ____________________________
Name: ____________________________
   (Please print in BLOCK LETTERS)
Position: ____________________________
Date: ____________________________

Company Chop

School Representative
Authorised Signature: ____________________________
Name: ____________________________
   (Please print in BLOCK LETTERS)
Position: ____________________________
Date: ____________________________

School Chop
Hourly Service Acceptance Form
Technical Support Services for Self-mode Arrangement

Service Provider: 
Name of technical support staff: 
(in Chinese): 
School Name: 
School Code: 
Service Period: to 
Service Charge: No. of Man-Hours: 
Hourly Charge Rate (HK$): $ 
Total service charge: $ 

Confirmation for Services Delivered
(i) I hereby confirm that the services delivered to the school meet all the requirements and all related deliverables are attached for reference.

The school confirms that
(i) the above information about the service charge is in order;
(ii) the support services provided by the support staff are in order; and
(iii) the information provided in all related deliverables are in order.

Service Provider
Authorised Signature: 
Name: 
(Please print in BLOCK LETTERS)
Position: 
Date: 

School Representative
Authorised Signature: 
Name: 
(Please print in BLOCK LETTERS)
Position: 
Date: 

Company Chop 

School Chop
Declaration of Conflict of Interest

Undertakings by members of Tender Opening and Vetting Committee/Tender Approving Committee

1. I undertake to hold in strict confidence all tender information that I have access to through my position as a member of the above Tender Opening and Vetting Committee/Tender Approving Committee. Tender information includes details of tenders received and any other sensitive, restricted or confidential information relating to a tender.

2. I undertake not to make any unauthorized disclosure or take advantage of any tender information referred to in paragraph 1 above whether or not for personal gain.

3. I undertake to declare any actual or perceived conflict of interest with my official duty as a member of the Tender Opening and Vetting Committee/Tender Approving Committee immediately when I become aware of any such conflict.

4. I undertake to take steps to avoid any conflict of interest with any prospective tenderer or tenderer by not putting myself in a position of obligation towards any of them; for example, by not accepting any favour or lavish or excessive entertainment, and not over-socializing with any of them.

5. I understand that I may be subject to disciplinary action should I fail to observe any of my above undertakings.

Signed: ______________________________
Name: ______________________________
Position: ______________________________
Date: ______________________________

(Please print in BLOCK LETTERS)