Hong Kong Science & Technology Parks Corporation  
Request for Quotation on Maintenance and Supporting Service (2017-18) for PABX System at 1W of HKSTP

Hong Kong Science & Technology Parks Corporation (HKSTP) would like to invite vendors to submit price quotation for the HKSTP Maintenance and Support Service to achieve the following:-

- Provide Maintenance and Supporting Service (2017-18) for PABX System at 1W of HKSTP

Vendors are requested to bid on complete scope and submit the fixed price for the total solution; and no partial solution or alteration of price afterwards will be considered or accepted.

Accuracy of RFQ Prices

Vendors should make certain that the prices quoted are accurate and properly include all the products and services (shipment, delivery, un-pack, installation, integration, customization and configuration, wiring & cabling patching, etc) included in this project per HKSTP request before submitting its quotation. Under no circumstances will HKSTP accept any request for price adjustment on the ground that a mistake has been made in the RFQ pricing.

Scope of Work:

The primary role of the Vendor is to provide comprehensive maintenance service to all equipment (as listed in the Equipment List) in Science Park.

A. Preventive Maintenance Service for PABX System at 1W of HKSTP

1. General Maintenance Service Requirement
   a The Vendor shall provide and carry out the maintenance and supporting service of the PABX System / Voice Mail System / Unified Messaging System / Call Centre System / IP Recorder System and all related equipment including both hardware and software.
   b The Vendor shall maintain the Systems include PABX System / Voice Mail System / Unified Messaging System / Call Centre System / IP Recorder System and relevant extended system, and all its corresponding components include consoles, charges, battery, CPU, interface cards, alarm, telephone sets, maintenance terminal, printer, associated equipment in order to provide services in accordance with the standards laid down by the manufacturers and to the satisfaction of HKSTP.
   c The maintenance contract shall not cover the repair or replacement of the PABX System damaged by fire, flooding, lightning or other natural disasters. However, in event of such happening, the Vendor’s staff shall attend not later than 2 hours to restore the service. And the charges shall be assessed on a time and rate basis to be agreed by HKSTP.
   d The Vendor shall be responsible to hold sufficient spares for the replacement of the faulty components or circuit and telephone instrument.
   e Replacement of any component shall be the approved component originally specified in the manufacturer’s spare parts list. Alternative components should not be used without prior approval of HKSTP.
f Any replacement parts provided by the Vendor shall become the property of HKSTP.
g The Vendor shall be able to conduct user training as required by users for the PABX System / Voice Mail System / Unified Messaging System / Call Centre System / IP Recorder System.

2. For Network Security and Patch Management
   a Vendor shall stringently control and set password to protect the system. Vendor shall also configure the firewall, if available, to allow only legitimate network traffic from external users to the protected networks.
   b The Vendor should actively respond to alert reported by HKSTP’s IT Support by enhancing the network and system configuration.
   c For those operation system or software vulnerabilities which are announced by the security advisories of vendors or official website, the contractor shall perform the patching process in a systematic and controlled way.
   d Vendor shall check daily the most updated security patch for patching the system vulnerabilities from the security advisories of vendors or official website. Vendor should perform testing to determine whether the patches contain components that conflict with other patches, or even entire environment. The Vendor should assess the risks and impacts associated with installing the patch and identify actions to be taken.
   e Prior to patching, vendor shall ensure the availability of the system full backup of the current deployed version and fallback plan in case of failure.
   f Vendor shall comment on every security issues notified by HKSTP or any security issues released by the Operation System supplier.
   g Vendor shall arrange all required software / media for the patching and must have HKSTP’s approval before patching.
   h Vendor shall propose an alternative or submit an upgrade proposal for resolving the conflict that may occur in point 2 (d) within 15 working days for consideration.
   i Vendor shall deploy patches to the target machines and make sure that patches are only installed on these machines where they are required.
   j After the process, Vendor should verify that all machines are functioning properly and comply with the related security policies and guidelines.
   k Vendor shall provide a report to the HKSTP, in an appropriate and pre-approved format, to list all the patches that have been applied as well as any applicable patches that have not been applied with reasons and relevant supporting document.
   l Vendor shall report all inapplicable patches, conflicting with the system, to the HKSTP within 24-hours after the release of the patch.
   m Vendor shall strictly follow IT Security Policy for the Science Park and all its future revision which elaborates relevant IT security concept and best practices related to the usage of IT on the Park.
3. **Protection against computer virus and malicious code**
   a. Vendor shall arrange manual / automatic updating of virus signature and malicious code definition for the workstation / server, the Vendor shall make sure that the auto-protection function of the anti-virus software in their workstation / server is always enabled whenever they use the system to access any document or information.
   b. Vendor shall check daily the most updated virus definition from the official website. OR the virus definition updates notification will be notified by the HKSTP.
   c. The Vendor shall update the virus definition within 24 hours from the release of the updated definition.
   d. Vendor should update the virus definition to all workstation / servers.
   e. The Vendor shall provide a report to the HKSTP, in an appropriate form, to list all the updates that have been applied.

4. **Prevent Maintenance**
   a. To be carried out on weekdays normal working hours i.e. between 9:00am to 6:00pm from Monday to Friday and between 9:00am to 1:00pm on Saturday and subject to HKSTP’s instruction.
   b. The Vendor shall submit a detailed preventive maintenance program to the Manager’s approval.
   c. The Vendor shall conduct the following routine exercise as follows, unless otherwise specified: -
      ✦ **Monthly Routine Work**
      i. Vendor shall provide “remote feature changes” via remote access service. The scope of changes shall include user deletion / addition, mail box password reset, extensions and call pick up group arrangement, and all other configuration which could be set remotely. This service shall not include the addition of new extensions and trunk circuits and on-site services.
      ii. Hardware and software checking referring to Equipment list.
      iii. All System Data backup and Configuration backup.
      iv. Contractor should update the security protection to the existing software. All the updated information will be logged in the excel spreadsheet for record.
      v. Vendor should update the virus definition to all Workstation. All the updated information will be logged in the excel spreadsheet for record.
   ✦ **Quarterly Routine Work**
      i. Routine inspection for the System and the environmental working conditions, routine cleaning of the cabinets etc;
      ii. Collection and evaluation of error table / fault printouts which contain the results of self-testing of the PABX System such that preventive action can be taken at any early stage to avoid major breakdown;
      iii. Maintenance of electric fans and filters provided within the PABX System cabinets;
      iv. Checks on the operation of the alarms of the PABX System / servers;
v. The routine tests as recommended by the manufacturer to verify the satisfactory operation of the PABX System, the attendant consoles, the power supply, the extension instruments and the CO lines;

vi. Connection and disconnection of the exchange lines from FTNS operator(s) terminations, and relevant modification to suit FTNS operator(s) requirement;

vii. UPS System – visual inspection on installation condition and fault alarm, check and record the necessary data in accordance to the market practice.

Notes: The Vendor should give at least 7 days prior notice to the HKSTP for conducting the quarterly routine works, which may affect the normal operation of the PABX System. The works should only be carried out with prior consent of the HKSTP.

The Vendor shall base on the findings from the preventive maintenance to draw the attention to the HKSTP and to take any preventive measure at an early stage in order to avoid major faults from happening.

♦ Annual Routine Work

i. The Vendor shall carry out a traffic measurement for the PABX System as described below;

ii. The traffic measurement shall last for five consecutive working days and the following information shall be provided:

iii. The average and peak busy hour incoming traffic;

iv. The average and peak busy hour outgoing traffic;

v. The average and peak busy hour internal traffic;

vi. The console traffic;

vii. The loading of main CPU and other processors;

viii. The Vendor shall base on the results of the measurement and make a proposal, such as increasing of suitable circuits, to maintain the usual and acceptable grade of service. The proposal shall be submitted to the HKSTP.

5. Corrective Maintenance

a. Contractor should provide operator to attend the 7 days x 24 hours corrective maintenance call and the response time should within 2 hours once received the call.

b. Vendor should provide Emergency Call Out Service either On-site or Remote Dial-in Support.

c. The Vendor shall submit the procedures for reporting which include the name of the contact person and his phone / mobile phone number / pager number.

d. When a fault on any extension is reported to the Vendor, its maintenance staff shall arrive on site to carry out repair within 12 hours.
When any major fault on the PABX System / Voice Mail System / Unified Messaging System / Call Centre System / IP Recorder System is / are reported to the Vendor, its maintenance staff arrive on site within 2 hours to carry out repair. Faults shall be rectified as soon as possible.

In the event of a service request cannot be solved remotely, Vendor should send experienced engineer to site to diagnose and solve the problem. Upon completion of the service request, a service report shall be provided along with an explanation of the diagnosis already performed and spares that may be necessary.

Vendor should inspect and adjust or replace any damaged electronic circuit components or parts in which is the source of failure to overall equipment to resume normal conditions detailed in the Specification. Such repair or replacement shall be at no additional charge to the user.

Vendor should carry out all hardware relocation add-on and the incurred cost should include in this contract.

The Vendor shall, upon request, submit maintenance record of the PABX System to the HKSTP.

The Vendor shall update the cable and equipment records after any work has been performed on the existing installation.

6. **Other works**
   a. Installation of additional Analogue Trunk Line
      The vendor should install the additional analogue trunk lines and the lines should be patched on the existing patch panel with label, additional analogue card on the PABX and software configuration should be included if necessary.
   b. Installation of additional Digital Trunk Line
      The vendor should install the additional digital trunk lines and the lines should be patched on the existing patch panel with label, additional digital card on the PABX and software configuration should be included if necessary.
   c. Installation of additional Extensions or rewiring of Extensions with wiring (Cat 3). The vendor should lay and provide cables (cable length shall not exceed 100 meters) to install the additional handsets for users including testing and commissioning of the cable connectivity.
   d. Installation of additional Call Centre System agent number(s) or group.
   e. Reconfiguration of system parameter
      The vendor should provide Engineer for entire system reconfiguration upon HKSTP’s requirement. The configuration includes all parameter settings on the system.

7. **Migration and Integration Support (Optional)**
   a. Vendor should provide professional technical and support service with good communication skill to coordinate with other vendor which responded for new PABX System setup and installation.
   b. This support service included standby support and fallback service during non-office hours.
8. **Equipment List**

   a. To collect the detail equipment lists and maintenance period, **please sign and return the non-disclosure agreement** (Appendix I) to the Contact of Enquiry.

Remarks:
Equipment located in high position may require special tools or Equipment to facilitate the maintenance service. The maintenance charge should have already absorbed the cost of providing the tools or Equipment.

Vendors should ship and deliver the required parts to the Science Park HQ office in good conditions and perform necessary installation services on time within the maintenance contract period.

**Validity of RFQ**
Vendor is requested to submit its offers in Hong Kong Currency and to precise breakdown. All quotations shall be valid for a period of 3 months.

**Formation of Contract**
Unless and until the original Purchase Order has been issued by the Science Park in related to this RFQ, there is no contract between HKSTP and any vendors who submit the proposals.

**Purchase Order Terms & Conditions**
The HKSTP’s Purchase Order Terms and Conditions version dated 4 March 2016 which is available in our Corporation’s website [https://www.hkstp.org/hkstp_web/en/hkstp/Supplier%20registration/](https://www.hkstp.org/hkstp_web/en/hkstp/Supplier%20registration/) refers.

**Payment Terms**
1. Quarterly payment upon satisfactory completion of maintenance work and within 45 days after receipt of invoice and supporting documents. Invoice shall be submitted by vendor at the end of month with endorsed service report.

2. HKSTP reserves the right to, by giving 1 month’s notice, terminate the contract or reduce the quantity of the equipment and deduct the respective charge from subsequent payable amount.
**Submission Deadline:**
Vendor should submit the price quotation of the above products plus ALL charged services items on or before **12:00noon 15th October, 2017**. The price quotation should be sealed in the envelope with Subject “Request for Quotation (RFQ-IT-201709006) – Maintenance and Supporting Service (2017-18) for PABX System at 1W of HKSTP” and send to below address.

Hong Kong Science & Technology Parks Corporation  
8/F, Bio-Informatics Centre,  
No 2, Science Park West Avenue,  
Hong Kong Science Park,  
Shatin, NT,  
Hong Kong  
Attention: Procurement Department

Late submissions or submissions that do not address the requesting information will NOT be considered. In the event that a typhoon signal No. 8 or above is hoisted or a Rainstorm Black Warning signal is issued between 9:00am and 12:00noon on the closing date, the RFQ closing time will be postponed to 12:00noon on the next working day.

**Contact for Enquiry:**  
Mr Silver Leung  
Information Technology Department  
Hong Kong Science & Technology Parks Corporation  
8/F, Bio-Informatics Centre,  
No 2, Science Park West Avenue,  
Hong Kong Science Park,  
Shatin, NT,  
Hong Kong.

Email: silver.leung@hkstp.org  
Tel: 2629 6854  
Fax: 2629 1833
Interested Vendor notification
Interested vendor should email to silver.leung@hkstp.org to indicate their interest to submit proposal, such that if there is any addendum to the RFQ, we can notify the vendor.

Interested vendor should also visit our Corporation’s website https://www.hkstp.org/hkstp_web/en/hkstp/Tender-notice/ from time to time to check if there is any addendum to the RFQ.

Assessment:
The assessment will be based on price element only. Vendor acknowledges that HKSTP has sole discretion whether or not to accept any or all of vendor’s proposal irrespective of its prices.

Anti-collusion:
The tenderer shall not communicate to any person other than HKSTP the amount of any tender, adjust the amount of any tender by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process until the tenderer is notified by HKSTP of the outcome of the tender exercise. Any breach of or non-compliance with this clause by the tenderer shall, without affecting the tenderer’s liability for such breach of rules and laws or non-compliance, invalidate his tender.

This clause shall have no application to the tenderer’s communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants / sub-contractors to solicit their assistance in preparation of tender submission.

Declaration:
HKSTP will evaluate proposals in strict confidential. The corporation is not bound by accept any proposal it may receive. It shall be noted that the corporation would not be responsible for the reimbursement of any cost incurred by vendor for the preparation of the submission.

If the vendor fails to deliver the services to the satisfaction of HKSTP, HKSTP may terminate the services by giving 1 month prior written notice to the vendor and the vendor refund will be subjected to the extent of the work in progress as determined by HKSTP.

By submitting the quotation to us, the vendor agreed the terms and conditions stated in this Request for Quotation.
Buy HK SME Innovation Preferred

To show HKSTP’s support for the Hong Kong innovation & technology SME community, for any SME Vendor who could show their proposed solution contains HK Innovation, their quotation will be eligible for a 10% favourable comparison advantage. The vendor needs to furnish the relevant information to HKSTP in this RFQ response in order to be eligible for the preferential scoring.

Eligible HK SME Innovation quotations will receive 10% deduction in price comparison with a pre-determined ceiling of deduction amount. In the process of determining the successful vendor, an amount of 10% will be nominally deducted from the qualified local vendor’s quotation for the purpose of price comparison. For example:

- a) Proposal A is not a HK Innovation and its price is $100.
- b) Proposal B is a HK Innovation and its price is $111.
- c) After applying the preferential 10% deduction (i.e. -11.1), Proposal B’s price becomes $99.9 and hence Proposal B will win.
- d) The Corporation may award the contract to Proposal B at $111.

A HK SME Innovation is any product/technology designed, researched or developed in Hong Kong by a Hong Kong SME company.

HKSTP’s judgment will be final in determining whether a vendor’s proposal contain HK Innovation and to what extent.

The vendor warrants that the content of HK innovation nominated in its quotation / tender will be met in full. Failure to achieve this will render the termination of the goods / service by HKSTP at its sole discretion with no compensation to the vendor.
Appendix I

NON-DISCLOSURE AGREEMENT

Agreement No.  NDA-RFQ-IT-201709006

Whereas Hong Kong Science and Technology Parks Corporation, (hereinafter referred to as HKSTP) and

(hereinafter referred to as the Contractor) are engaged in discussions and correspondences with respect to Contractor providing the following goods and services:

Request for Quotation of Maintenance and Supporting Service (2017-18) for PABX System at 1W of HKSTP

at this location: 8/F Bio-Informatics Centre (2W), 2 Science Park West Acenue, Science Park, Shatin, Hong Kong

And Whereas in the course of these discussions and correspondences HKSTP may find it necessary to reveal to Contractor proprietary information ("Confidential Information") which it wishes to be held in confidence.

The Contractor hereby agrees that any Confidential Information received or of which it becomes aware during such discussions and correspondence are confidential and proprietary to HKSTP and will be kept in confidence and not disclosed to any third party by the Contractor, or used by the Contractor for any purpose other than for replying to HKSTP’s request for quotation or supplying the goods or services pursuant to an ensuing contract without prior written consent of HKSTP, unless such information:

a) was in the public domain prior to disclosure;

b) was demonstrably known by the Contractor prior to disclosure, or is any time developed by the Contractor independently of any such disclosure, or

c) was disclosed to the Contractor by a third party who was free of obligations of confidentiality to HKSTP,

Upon HKSTP’s request, the Contractor shall return all such Confidential Information and all copies or extracts thereof to HKSTP.

The Contractor acknowledges that breach of this Agreement may result in immediate and irrevocable harm to HKSTP for which monetary damages may not be a sufficient remedy and that HKSTP shall
be entitled, without waiving any other rights or remedies, to injunctive or equitable relief from a court of competent jurisdiction.

This Agreement shall be governed by the laws of Hong Kong and subject to the non exclusive jurisdiction of the courts of Hong Kong.

**In Witness Whereof**, the Contractor has executed this Agreement

this day of , 2017

______________________________________
(Contractor’s Company Name)

______________________________________
(Signature with Company Chop)

______________________________________
(Name and Title)
Appendix II

Quotation Submission Form

Request for Quotation - Maintenance and Support service (2017-18) of PABX System at 1W of HKSTP
(Ref: RFQ-IT-201709006)

<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
<th>Total (HK$)</th>
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<tbody>
<tr>
<td>1.</td>
<td>Provision of Maintenance and Support Service of PABX System at 1W of HKSTP</td>
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<td>Service Period: 1st Nov, 2017 to 31st Oct, 2018</td>
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We offer to provide the Goods and/or Services to HKSTP at the prices quoted in accordance with the requirements and the terms and conditions stated in this Request for Quotation. Acceptance of this offer shall be evidenced by the issuance of a completed Purchase Order by HKSTP.

Authorized Signature with Company Chop: __________________________

Name: __________________________
(in block letters)

Title: __________________________

Date: __________________________