**CONTRACT SCHEDULES**

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Note:

1. All proposals completed in these Schedules, once accepted by the Government, will form part of the Contract, subject to such modifications as may be agreed by the Government and the Contractor.

**Schedule 1 – Add-on Hardware**

1.1 Add-on Hardware

Bidders shall provide details of each of the proposed Add-on Hardware below:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Requirement Number | Product Description | Model / Feature No. | Manufacturer | Place of Manufacture /Place of Origin | Quantity | Unit Purchase Price  (HK$) | Warranty Period (months) | Unit Annual Maintenance Charge (HK$)  M1/M2/M3 | Reference Item No. |
|  |  |  |  |  |  |  |  |  |  |
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In relation to each item proposed above, the Bidder shall submit a point by point statement of compliance with the specifications of the Add-on Hardware which the item proposed above fulfills and which specifications are as set out in paragraph 4.1 and if applicable paragraph 4.3 of the Brief together with supporting documents including those technical specifications published by the manufacturer in the Proposal to prove compliance with such specifications.

Notes :

1. The Requirement Number for an Add-on Hardware as quoted above shall follow the same number ascribed to the hardware which it fulfils as set out in paragraph 4.1 of the Brief. The Bidder can propose one Item of Add-on Hardware or a combination of more than one Items of Add-on Hardware for fulfilling a required hardware in the Brief and in the case of the latter, the same Requirement Number for such required hardware shall be ascribed to all such Items. If the Brief invites quotations for more than one Group, the Bidder shall identify the Group to which each proposed item is being offered and if more than one Group is being offered, the proposed items of each Group shall be set out under separate heading.
2. For each hardware item as specified in the Brief for which the Bidder is bidding, the same quantity of the Add-on Hardware shall be proposed to meet the requirement on estimated quantity of such hardware item.
3. All charges for an Add-on Hardware to be supplied shall be included and be deemed to have been included in the One-time Charge for that item, including the purchase price and delivery on an F.I.S. (free into store) basis, all manpower charges for making the System incorporating the Add-on Hardware Ready for Use, the accompanying Documentation, the installation charges and the charges on all necessary cables, connectors, start-up consumables and any other components for installation of such item.
4. Please change the currency unit to “USD” if the price of the item is in US Dollars.
5. The Hardware Maintenance Scheme is in accordance with the Maintenance Scheme as specified in the Brief.
6. The Reference Item No. is the number ascribed to the Item in the Reference Technical Requirements of IT Products.

**Schedule 2 – Add-on Software**

2.1 Add-on Software – Licence

Bidders shall provide details of each of the proposed Add-on Software below:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Requirement Number | Product Description with Version / Release No. | Manufacturer | Place of Manufacture / Place of Origin | Quantity | One-time Unit Licence Fee  (HK$) | Warranty Period (months) | Unit Annual Maintenance Charge (HK$) L0/L1/L2/L3/M1 | Reference Item No. |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

In relation to each item proposed above, the Bidder shall submit a point by point statement of compliance with the specifications of the Add-on Software which the item proposed above fulfills and which specifications are as set out in paragraph 4.2 and if applicable paragraph 4.3 of the Brief together with supporting documents including those technical specifications published by the manufacturer in the Proposal to prove compliance with such specifications.

Notes :

1. The Requirement Number for an Add-on Software as quoted above shall follow the same number ascribed to the software which it fulfils as set out in paragraph 4.2 of the Brief. The Bidder can propose one Add-on Software Item or a combination of Add-on Software Items for a required software and in the case of the latter, the same Requirement Number shall be ascribed to all such Items. If the Brief invites quotations for more than one Group, the Bidder shall identify the Group to which each proposed item is being offered and if more than one Group is being offered, the proposed items of each Group shall be set out under separate heading
2. For each software item the Bidder is bidding, sufficient quantity of the Add-on Software in fulfilment of such software shall be proposed to meet the requirement on estimated quantity of the determining factor (viz., number of <users>/<concurrent users>/<number of cores in the physical server>/<number of VMs in the virtualized server>) as stated in paragraph <3.1(b)> of the Brief applicable to such software or in the absence of which as estimated by the Bidder based on the information provided.
3. Where an Add-on Software is a perpetual Licence (as defined in Clause 20.5 of the Conditions of Contract), the one-time Unit Licence Price shall cover the price for such perpetual Licence on the terms and conditions set out in the Contract including Clause 20 of the Conditions of Contract, the manpower services for making the System incorporating the Add-on Software Ready for Use, the accompanying Documentation and delivery on an F.I.S. (free into store). The price quotation for the Maintenance Services (including provision of updates) shall be separately quoted as Unit Annual Maintenance Charge.
4. Where an Add-on Software is subscription-based Licence, the Unit Annual Maintenance Charge shall include and be deemed to include the unit licence fee for the subscription to such Add-on Software on an annual basis as well as the manpower services for making it Ready for Use, the accompanying Documentation, delivery on an F.I.S. (free into store) basis (if applicable), and the Maintenance Services (including provision of updates) for such Add-on Software. For the unit one-time licence fee, please fill in N/A.
5. Subject to Note (d) above, Annual Maintenance Charge shall not be quoted if the updates from the manufacturer are free of charge.
6. The updates to be provided as part of the Annual Maintenance Charge shall not include version upgrade.
7. Please change the currency unit to “USD” if the price of the item is in US Dollars.
8. The Software Maintenance Scheme is in accordance with the Maintenance Scheme as specified in the Brief.
9. The Reference Item No. is the number ascribed to the Item in the Reference Technical Requirements of IT Products.

**Schedule 3 – Implementation Plan**

## 3.1 Unless otherwise specified in the Brief, the Contractor shall comply with the following Implementation Plan for making each whole operating unit covered by each batch of Add-on Hardware and/or Add-on Software Ready for Use:

|  |  |
| --- | --- |
| Activity Description | Completion date |
| Delivery of all quantities of Items covered by the batch of Add-on Hardware and/or Add-on Software and Documentation in the quantities as specified in the Order to the Location(s) as specified in the Order | Within six (6) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |
| Installation of the batch of Add-on Hardware and/or Add-on Software at the Location(s) as specified in the Order | Within six (6) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |
| Installation Tests of each unit of each Item covered by the batch of Add-on Hardware and/or Add-on Software on-site at the Location(s) | Within six (6) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |
| Function Tests of the whole operating unit(s) covered by the batch of Add-on Hardware and/or Add-on Software | Within six (6) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |
| Reliability Tests of the whole operating unit(s) covered by the batch of Add-on Hardware and/or Add-on Software | Within twelve (12) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |
| The whole operating unit(s) covered by the batch of Add-on Hardware and/or Add-on Software Ready for Use | Within twelve (12) weeks from the date of the Order for the batch of Add-on Hardware and/or Add-on Software |

3.2 The Contractor shall observe the following for delivery and installation:

(a) Delivery shall be carried out during normal office hours; and

(b) Installation shall be carried out during the same prime maintenance period of the maintenance scheme (M1(Option A), M1(Option B), M2 or M3) subscribed by the Government B/D Representative for the Add-on Hardware and/or the maintenance scheme (L0(Option A), L0(Option B), L1(Option A), L1(Option B), L2 or L3 for Category A and B software and/or M1(Option A) or M1(Option B) for Category C software) subscribed by the Government B/D Representative for the Add-on Software as specified in the Brief.

3.3 The Contractor shall carry out the Support Services and complete the same by the Completion Date specified in the Brief. Subject to the foregoing, the Contractor shall state a more detailed implementation schedule together with the corresponding deliverables below.

3.4 Where the Brief covers multiple Groups, and the Contractor is awarded one or more but not all Groups, the Contractor shall co-operate with and provide all necessary information, support and assistance to the other GITP provider appointed for the remaining Group(s) to ensure the successful implementation of each whole operating unit, and the successful implementation or maintenance of the other systems with which each whole operating unit forms part of or is connected or interfaces. For the avoidance of doubt, references to “the whole operating unit(s) covered by the batch of Add-on Hardware and/or Add-on Software” throughout the Contract (including the Implementation Plan above) shall include the total quantities of the items comprised in that batch of Add-on Hardware and/or Add-on Software, <and with other hardware and/or software to be supplied by another GITP provider appointed under the same Brief>, <and with any Existing Hardware and/or Existing Software>, altogether to be installed and integrated as one or more whole operating unit(s) in accordance with the Overall Specifications.

<Note to Government B/D: please delete the inapplicable part in brackets above.>

Note: The Bidder propose the Deliverables to be provided upon completion of each activity and a more detailed Implementation Plan and attach the same as part of the Proposal but the Completion Date shall remain as stated in the Brief.

**Schedule 4 – Location and Site Specifications**

Bidders shall provide details in the table below regarding the environment specifications for each item of the Add-on Hardware which must not exceed or contravene the existing location specifications or limitations as specified in the last column (unless the Government agrees in writing):

|  |  |  |
| --- | --- | --- |
| **Requirement No of the Add-on Hardware** | **Environment specifications (the proposals must not exceed those existing specifications as specified in the column opposite)** | **Location (existing location specifications/limitations (if any))**  **<*to be completed by the B/D*>** |
|  | * Electricity requirements(a) |  |
| * Ventilation, cooling and air conditioning requirements(b) |  |
| * Accommodation requirements(c) |  |
| * Others (please specify) (d) |  |
|  |  |
|  |  |
|  | * Electricity requirements(a) |  |
| * Ventilation, cooling and air conditioning requirements(b) |  |
| * Accommodation requirements(c) |  |
| * Others (please specify)(d) |  |
|  |  |
|  |  |
|  | * Electricity requirements(a) |  |
| * Ventilation, cooling and air conditioning requirements(b) |  |
| * Accommodation requirements(c) |  |
| * Others (please specify) (d) |  |
|  |  |
|  |  |  |

Notes:

1. Information shall be given regarding the power consumptions of the proposed equipment, mains supply voltage, grounding path, requirements of stabiliser, voltage conversion, frequency conversion, specifications and number of power points required.
2. Information shall be given regarding the filtration requirements of temperature and humidity for the continuing reliable operations, the air circulation and cooling requirements, and the protection against safety hazards for the proper installation of the proposed equipment.
3. Information shall be given regarding the weight, floor loading, and spaces in terms of dimensions as well as ceiling height needed for the proper installation of the proposed equipment.
4. Information shall be given regarding other environment specifications where applicable.

**Schedule 5 – Installation Tests**

5.1 The Bidder shall carry out the Installation Tests to ensure that each piece of the Items covered by each batch of Add-on Hardware and/or Add-on Software are correctly installed and connected. Please refer to Clause 9 of the Conditions of Contract.

5.2 The Bidder shall provide details of the proposed Installation Tests that shall be carried out by the Bidder if awarded with the Individual Contract. Information shall be given regarding the installation test plan of the Add-on Hardware and/or Add-on Software, which includes defining testing scope, creating test schedule, establishing test procedures, tracking and reporting defects.

(The relevant information contained in the accepted Proposal will be inserted, subject to any amendments as agreed by the Government and the Contractor.)

**Schedule 6 – Function Tests**

6.1 The Contractor shall note the requirements of Function Tests stipulated in Clause 10.1(i) of the Conditions of Contract. Information shall be given regarding the Function Test plan of each whole operating unit covered by each batch of the Add-on Hardware and/or Add-on Software, which includes defining testing scope, creating test schedule, establishing test procedures, tracking and reporting defects.

6.2 The Bidder shall provide details of the proposed Function Tests that shall be carried out by the Bidder if awarded with the Individual Contract. Information shall be given regarding the Function Test plan of each whole operating unit covered by each batch of the Add-on Hardware and/or Add-on Software, which includes defining testing scope, creating test schedule, establishing test procedures, tracking and reporting defects.

(The relevant information contained in the accepted Proposal will be inserted, subject to any amendments as agreed by the Government and the Contractor.)

**Schedule 7 – Reliability Tests**

7.1 Upon successful completion of the Function Tests, the Government shall carry out the Reliability Tests.

7.2 The Bidder shall note the requirements of Reliability Tests stipulated in Clause 10.1(ii) of the Conditions of Contract.

7.3 The Bidder shall provide details of the proposed Reliability Tests that shall be carried out by the Bidder if awarded with the Contract. Information shall be given regarding the Reliability Test plan of the System incorporating one or more batches of Add-on Hardware and/or Add-on Software, which includes defining testing scope, creating test schedule, establishing test procedures, tracking and reporting defects.

**Schedule 8 – Reliability Specifications**

8.1 For each of Categories A and B,

8.1.1 Criteria

8.1.1.1 The minimum Serviceability Level in respect of the System incorporating all accepted batches (as defined in Clause 16.1 of the Conditions of Contract) in respect of each Given Period (as defined in Clause 16.1 of the Conditions of Contract shall be **at least 99.5%** and shall be measured at the end of the Given Period.

8.1.1.2 The minimum Mean Time Between Failures (MTBF) in respect of the System incorporating all accepted batches for each Given Period shall be **at least 400 hours** and shall be measured at the end of the Given Period.

8.1.1.3 For the purpose of the Reliability Tests, the Given Period shall be deemed to be four (4) consecutive weeks.

8.1.1.4 The Bidder shall state in Table 8.1 the committed serviceability level to one decimal place and committed MTBF to the nearest integer to be committed for the System incorporating all accepted batches, which shall meet at least the minimum requirements set out in paragraphs 8.1.1.1 and 8.1.2.2 above.

**Table 8.1 Committed Serviceability Level and MTBF (collectively, “Reliability Levels”)**

|  |  |
| --- | --- |
| **Item** | **Committed Level (if not completed or if not better than the minimum levels, it shall be deemed that the minimum levels specified above shall be applicable)** |
| Committed Serviceability Level | \_\_\_\_\_\_\_\_\_\_\_% of the Given Period |
| Committed MTBF | \_\_\_\_\_\_\_\_\_\_\_hours of the Given Period |

8.1.2 Definition of Terms (all parameters set out below to be measured shall relate to the System incorporating all accepted batches)

8.1.2.1 Total (Clock) Time, (A)

The total clock time for the Given Period.

8.1.2.2 Hardware and Software Maintenance (Scheduled), (B)

The total amount of time scheduled for preventive hardware and/or software maintenance by the Contractor where the user service is not available during the Given Period.

8.1.2.3 Scheduled Available Time for User Service, (D)

= (A) - (B)

This is the amount of time which shall be available to run the user service during the Given Period.

8.1.2.4 Hardware and Software Maintenance (Excess), (E)

The amount of time, in excess of (B), which is used by Government or the Contractor for unscheduled hardware and/or software maintenance where the user service is not available during the Given Period.

8.1.2.5 Actual Available Time for User Service, (G)

= (D) - (E)

The actual time (after deducting excess hardware and software maintenance times) which is available for running the user service during the Given Period.

8.1.2.6 Availability Level

= (G/D) x 100%

The ratio of actual available time over scheduled available time, as a percentage.

8.1.2.7 Closedown, (I)

The amount of time during which no user service has been loaded during the Given Period (e.g. no jobs to be processed). This excludes time assigned for air-conditioning maintenance / repair, other environment maintenance, etc.

8.1.2.8 Utilised Time for User Service, (K)

= (G) - (I)

That part of the actual available time for user service during the Given Period.

8.1.2.9 Utilisation

= (K/G) x 100%

The ratio of utilised time over actual available time for user service, as a percentage.

8.1.2.10 No. of System Breaks, (M)

The total number of breaks of the user service during the Given Period due to system failures caused by hardware or software factors. Examples include system crashes, deadlocks and hardware component out of service requiring a system reload.

8.1.2.11 Total System Breakdown Time, (N)

The total amount of user service time which is lost (i.e. not serviceable) due to the system breaks accounted for in paragraph 8.1.2.10 above. It is measured from the point of system break to the point when user service can be resumed after such necessary steps including but not limited to the reconfiguration and reloading the system.

8.1.2.12 Weighted System Down Time, (O)

The effective amount of user service time which is lost (i.e. not serviceable) due to there being one or more components out of service. It is calculated by applying a weighting factor (%) to the total time for which one or more components remains out of service. This weighting factor varies for different component types and quantities. The “out of service” components may themselves be inoperable or may be taken out to enable a part system for engineers to fix some other components. The results represent an effective loss of "processing power" of the installation and as such can be viewed as if the system had broken down, albeit for a shorter duration. The weighting factors are shown in the following table:

|  |  |  |
| --- | --- | --- |
| Component Type | Weighting Factor | Remarks |
| System Breaks due to system failures (e.g. CPU, Memory, Disk, Software, etc.)  Components Out of Service:  Dual Systems  Other hardware | ) 1.0  )  )  )  ) 0.5 for each system  ) 0.1 for each  ) component unit |  |

8.1.2.13 Net Serviceable Time, (P)

= (K) - (N) – (O)

That part of utilised time in which full computing power for a user service is provided.

8.1.2.14 Actual Serviceability Level

= (P) / (D - I ) x 100%

The ratio of net serviceable time over the difference of scheduled available time for user service and the closedown time, as a percentage.

8.1.2.15 Actual Mean Time Between Failures (MTBF)

= (K - N) / M

The average time which elapses during a user service period before a system breakdown occurs.

(When M is equal to zero, the MTBF for the Given Period is defined as K).

8.1.3 Fault Investigation Reporting

8.1.3.1 For the purpose of measuring serviceability level and MTBF, the Contractor shall record all fault incidents in a fault investigation report which shall contain at least the following information:

(a) the date and time the Contractor is notified of the fault;

(b) the date and time of arrival, name, post and staff identity card number of the Contractor’s maintenance personnel at the location;

(c) the type, serial number and description of each failing component;

(d) the date and time when repair starts;

(e) the date and time when repair ends;

(f) the description of faults and causes, if known; and

(g) the corrective action taken, including repair, maintenance, fix and replacement of parts.

8.1.3.2 The report shall be submitted to the Government Representative within two (2) weeks after the Given Period to which it relates.

8.1.3.3 The fault investigation reports shall be examined by the Government Representative and the Contractor to identify and agree on the cause of each and every fault incident and the party accountable for each incident, for the purpose of reliability calculations.

8.2 For Category C,

In respect of each batch of Add-on Hardware and/or Add-on Software (to be referred to as “accepted batches” in paragraph 8.2 of this Contract Schedule), as part of the Reliability Tests, the Government will operate the batch for four (4) consecutive weeks to determine whether the batch can achieve the minimum performance level (“Committed Serviceability Level”) in accordance with the following criteria. Subsequently, for each Given Period (as defined in Clause 16.1 of the Conditions of Contract), the same Committed Serviceability Level shall be achieved in respect of all accepted batches (as defined in Clause 16.1 of the Conditions of Contract).

For measuring the Committed Serviceability Level during each Given Period, references throughout this paragraph 8.2 to “accepted batches” shall mean collectively (but not individually) one or more accepted batch(es) of Add-on Hardware and/or Add-on Software which have been accepted as at the commencement of that Given Period but after the Warranty Period, to those Maintenance Items only in such one or more accepted batch(es).

(a) Fault Call

One pertaining to

1. Genuine error of any Item covered by the accepted batches that involves mechanical adjustment or replacement (whether in part or in whole); and/or
2. any Item covered by the batch of Add-on Hardware and/or Add-on Software’s failure in complying with the Overall Specifications.

(b) Downtime

The total amount of time when the Contractor is informed of a fault (as defined in (a)(i) or (ii) above) to the time when the faulty unit is rendered operative again, but less those hours outside the applicable prime maintenance period as defined in Schedule 11.

(c) Minimum Performance Level

The minimum performance level is achieved if the number of fault calls during the period of the Reliability Tests or a Given Period as the case may be does not exceed <maximum calls> and the total downtime during the period of the Reliability Tests or a Given Period as the case may be shall not exceed 10 hours.

Note:

<maximum calls> = total quantity of Add-on Hardware and/or Add-on Software as covered in the accepted batches x 0.02 calls, or three fault calls, whichever is the higher number.

**Schedule 9 – Support Services**

9.1 Support Services

Bidders shall provide details of the proposed Support Services below:

|  |  |  |
| --- | --- | --- |
| Requirement Number | Service Description | One-time Lump Sum Charging Rate  (HK$) ^ |
|  |  |  |
|  |  |  |

Notes :

1. The Requirement Number for a Support Service as quoted above shall follow the same number ascribed to the Support Service which it fulfils as set out in paragraph 5 of the Brief. If the Brief invites quotations for more than one Group, the Bidder shall identify the Group to which each proposed item is being offered and if more than one Group is being offered, the proposed items of each Group shall be set out under separate heading.
2. Enter 'free of charge' where applicable.
3. ^ Please change the currency unit to “USD” if the price of the item is in US Dollars.

**Schedule 10 – Sub-contracts**

10.1 The Bidder shall provide in this schedule information related to the sub-contracts proposed to be appointed for undertaking a part of the Work.

**Schedule 11 – Maintenance Services**

11.1 Hardware Maintenance Services

11.1.1 The Contractor shall provide the Maintenance Services for Add-on Hardware under the maintenance scheme (M1(Option A), M1(Option B), M2 or M3), as specified in the Brief.

11.2 Software Maintenance Services

11.2.1 For Category A and Category B software,

(a) The Contractor shall provide the Maintenance Services for Add-on Software under the maintenance scheme (L0(Option A), L0(Option B), L1(Option A), L1(Option B), L2 or L3)), as specified in the Brief.

(b) The committed level of software support services for different software maintenance schemes shall include but not be limited to the following:

| Scheme | Support Service |
| --- | --- |
| L0(Option A) | The Contractor shall provide media and sufficient instructions for the installation of all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M1(Option A)\*. | |
| L0(Option B) | The Contractor shall provide media and sufficient instructions for the installation of all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M1(Option B)\*. | |
| L1(Option A) | The Contractor shall provide media and sufficient instructions for the installation of all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M1(Option A)\*.  The Contractor shall provide software upgrade and patch installation at the Government site during the prime maintenance period - M1(Option A)\*. | |
| L1(Option B) | The Contractor shall provide media and sufficient instructions for the installation of all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M1(Option B)\*.  The Contractor shall provide software upgrade and patch installation at the Government site during the prime maintenance period - M1(Option B)\*. | |
| L2 | The Contractor shall provide media and sufficient instructions for all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M2\*.  The Contractor shall provide software upgrade and patch installation at the Government site during the prime maintenance period - M2\*. | |
| L3 | The Contractor shall provide media and sufficient instructions for all Add-on Software updates where such updates are to be installed by the B/D separately.  The Contractor shall provide software usage assistance and fault diagnosis during prime maintenance hours - M3\*.  The Contractor shall provide software upgrade and patch installation at the Government site during the prime maintenance period - M3\*. | |

11.2.2 For Category C software,

(a) The Contractor shall provide the Maintenance Service for Add-on Software under the maintenance scheme (M1(Option A) or M1(Option B)), as specified in the Brief.

11.3 Prime Maintenance Period

Scheme - M1(Option A)

|  |  |  |  |
| --- | --- | --- | --- |
| Monday to Friday | 08:30 hours | to | 17:30 hours |
| Saturday | 08:30 hours | to | 13:00 hours |
| Sunday |  | N.A. |  |
| Public Holiday |  | N.A. |  |

Scheme - M1(Option B)

|  |  |  |  |
| --- | --- | --- | --- |
| Monday to Friday | 08:30 hours | to | 18:25 hours |
| Saturday |  | N.A. |  |
| Sunday |  | N.A. |  |
| Public Holiday |  | N.A. |  |

Scheme - M2

|  |  |  |  |
| --- | --- | --- | --- |
| Monday to Friday | 08:00 hours | to | 23:00 hours |
| Saturday | 08:00 hours | to | 18:30 hours |
| Sunday |  | N.A. |  |
| Public Holiday |  | N.A. |  |

Scheme - M3

|  |  |  |  |
| --- | --- | --- | --- |
| Monday to Friday | 00:00 hour | to | 24:00 hours |
| Saturday | 00:00 hour | to | 24:00 hours |
| Sunday | 00:00 hour | to | 24:00 hours |
| Public Holiday | 00:00 hour | to | 24:00 hours |

11.4 Hotline service served by a telephone number, an email address and an SMS number shall be provided for fault reporting and logging as part of the Maintenance Services.

11.5 The response time for the Contractor to dispatch a service engineer to carry out remedial maintenance during the prime maintenance period shall not exceed the hours specified below counting from the time of request via the hotline service:

1. 4 hours for outlying islands excluding Lantau with road access;
2. 2 hours for other areas.

Note: All areas are within the territory of Hong Kong.

**Schedule 12 – Trade-in of Used Computer Equipment**

12.1 The Bidder shall provide details of the Trade-in Items in Table 12.1 below. The Bidder should note that the Trade-in Price quoted below shall be paid to the Government without any deduction whatsoever for the purchase of the Trade-in Item.  The Bidder shall be responsible for all cost incurred from packaging, collection and removal of the Trade-in Item. If the last column is left blank in relation to any Trade-in Item, it shall be deemed that the Bidder does not offer any Trade-in Price for the relevant Trade-in Item.

Table 12.1

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement Number | Description of the Trade-in Item | Quantity | Trade-in Price per unit of Trade-in Item  (HK$)^ |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

12.2 The Bidder shall note the requirements of trade-in services stipulated in Clause 29 of the Conditions of the Individual Contract.

Notes :

1. The Requirement Number for a Trade-in Item as quoted above shall follow the same number ascribed to the Trade-in Item which it fulfils as set out in paragraph 6 of the Brief. If the Brief invites quotations for more than one Group, the Bidder shall identify the Group to which each proposed item is being offered and if more than one Group is being offered, the proposed items of each Group shall be set out under separate heading.
2. ^Please change the currency unit to “USD” if the price of the item is in US Dollars.