

## Tender Document

It is hereby notified that tender are invited for the following:

Tender Reference	Subject of the Tender	Closing Date
BOKSS1920/02A	Windows 10 Upgrade Project	5 <sup>th</sup> Dec 2019

**(A) Brief Description**

Windows 7 support will end on 14<sup>th</sup> January, 2020, Baptist Oi Kwan Social Service (BOKSS) proceed to upgrade Windows OS to Windows 10.

**(B) General Requirement**

1. The service provider should provide a good quality of project management to complete the project on time. The completion date should be no longer than 16<sup>th</sup> March 2020.
2. The service provider should sign the Non-Disclosure Agreement (NDA) which is provided by BOKSS.

**(C) Scope of Work**

1. The service provider manages the full cycle of Windows 10 upgrade procedure. The details are as follows:
  - i. To provide the detail schedule for the project
  - ii. To provide how many man-power will be involved in the project
  - iii. To report the upgrade status to BOKSS weekly
  - iv. To communicate directly with the end-user for supporting to upgrade their device
  - v. To order, deliver and set up the new computer and notebook
  - vi. To support the end-user to back up the files from the previous device and restore to the new device
  - vii. To perform an in-place upgrade with Windows 10 for the device installed Windows Vista, Windows 7 or Windows 8
  - viii. To install the software which are provided by BOKSS on the end-user's device
  - ix. To set up the printer driver and configuration on the end-user's device
  - x. To set up Outlook account on the end-user's device
  - xi. To replace 512 GB SSD Harddisk for proceeding desktop in-place upgrade
  - xii. To update the inventory database
  - xiii. To wipe the hard-disk and erase all data permanently for the previous device

- xiv. To provide the methodology of setup the devices in detail. (included new device setup and in-place upgrade)
- xv. Total involved devices are as follows:
- Purchase 302 pcs new computers
  - Purchase 74 pcs new notebooks
  - In-place upgrade 134 pcs existing computers
  - In-place upgrade 20 pcs existing notebooks
  - In-place upgrade and reallocate 27 pcs computers
  - In-place upgrade and reallocate 6 pcs notebooks
2. The number of devices for this project can be amended, the cost of additional device should be same as the quotation and the total cost should be adjusted for the amendment.
  3. List out the details of unit price for each device (break down into 2: the cost of the device and the cost of man-power for installing).
  4. The cost of the additional software can be included for increasing the efficiency of upgrade procedures and reducing the cost of the man-power (e.g. ManageEngine, KACE Systems Management Appliance, etc.). Mark the details in the quotation (e.g. the comparison of the cost of man-power to use that software, the improvement of the project schedule, etc.).
  5. The value-added service will be counted in the total score of tendering.
  6. The service provider should provide an account of relevant experience, track record and documentary evidence.
  7. The license of Windows 10 for performing an in-place which is provided by BOKSS.
  8. The service provider should provide the details of the new computer and notebook. The brand name, model name and detail specifications should be included.
  9. The new devices listed in the tender include the controlled electrical appliances referred to in the Product Environmental Responsibility Ordinance (Cap. 603) 《產品環保責任條例》(第 603 章). The price of each item includes the amount of the recycling levy.
  10. The minimum specification of the new devices:

Item No.	Type	Specification
1	I5 Desktop	<ul style="list-style-type: none"> <li>● Small Form Factor PC</li> <li>● Intel® Core™ i5-9500 Processor or above (With VGA Port)</li> <li>● (1x8GB) 8GB RAM</li> <li>● 256GB SSD SATA/M.2 Harddisk</li> <li>● DVD+/-RW</li> <li>● USB Keyboard (Traditional Chinese), USB Mouse</li> <li>● MS Windows 10 Pro 64-bit(TC) with Windows 10 License</li> <li>● 3.5" internal slot (For installing the previous hard disk)</li> <li>● 3-year Onsite Warranty include labour and parts</li> </ul>

2	I5 Desktop Additional RAM	<ul style="list-style-type: none"> <li>● (1x8GB) 8GB RAM</li> <li>● 3-year Onsite Warranty include labour and parts</li> </ul>
3	I7 Desktop	<ul style="list-style-type: none"> <li>● Small Form Factor PC</li> <li>● Intel® Core™ i7-9700 Processor or above</li> <li>● Dedicated Graphics with 2GB RAM or above (With VGA Port or VGA converter)</li> <li>● (1x16GB) 16GB RAM</li> <li>● 256GB SSD SATA/M.2 Harddisk</li> <li>● DVD+/-RW</li> <li>● USB Keyboard (Traditional Chinese), USB Mouse</li> <li>● MS Windows 10 Pro 64-bit(TC) with Windows 10 License</li> <li>● 3.5" internal slot (For installing the previous hard disk)</li> <li>● 3-year Onsite Warranty include labour and parts</li> </ul>
4	I7 Desktop Additional RAM	<ul style="list-style-type: none"> <li>● (1x16GB) 16GB RAM</li> <li>● 3-year Onsite Warranty include labour and parts</li> </ul>
5	Desktop upgrade to 512 SSD SATA/M.2	<ul style="list-style-type: none"> <li>● Upgrade Desktop SSD SATA/M.2 Harddisk from 256GB to 512GB</li> </ul>
6	Notebook	<ul style="list-style-type: none"> <li>● 13.3" ~ 14.1" FHD (1920 x 1080)</li> <li>● Intel® Core™ i5-8265U or above, Intel Integrated Graphics (With VGA Port or VGA converter)</li> <li>● (1x8GB) 8GB RAM</li> <li>● 256GB SSD SATA/M.2 Harddisk</li> <li>● DVD+/-RW (Optional)</li> <li>● Integrated WebCAM</li> <li>● 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth</li> <li>● Weight: Below 1.8kg</li> <li>● MS Windows 10 Pro 64-bit(TC) with Windows 10 License</li> <li>● 3-year Onsite Warranty include labour and parts</li> </ul>
7	Notebook upgrade to 512 SSD SATA/M.2	<ul style="list-style-type: none"> <li>● Upgrade SSD SATA/M.2 Harddisk from 256GB to 512GB</li> </ul>
8	Desktop 512 GB SSD SATA Harddisk	<ul style="list-style-type: none"> <li>● To use in the procedure of in-place upgrade</li> </ul>

**(D) Payment Schedule**

Upon receipt and acceptance of the deliverables by BOKSS with satisfaction and upon the submission of invoices to BOKSS by the service provider, the service provider shall be paid in accordance with the following payment schedule within 30 (thirty) calendar days of the receipt of the invoices. The percentages of payment do not imply or indicate the relative or absolute amount of resources and expenses to be spent by the service provider in order to produce the concerned deliverables and to complete the project. The payment schedule are as follows:

<b>Payment Milestone</b>	<b>Payment Schedule (Percentage of Proposal submitted)</b>
Project Awarded	30%
Successful completion of upgrade half of computer and notebook	30%
Successful completion of upgrade all computer and notebook	40%
Total	100%

**(E) Prevention of Bribery Ordinance**

- The tenderer shall not, and shall procure that his employees, agents and sub-contractors shall not, offer, solicit or accept an advantage as defined in the Prevention of Bribery Ordinance (Cap 201) in connection with the tendering and execution of this contract.
- Failure to so procure or any act of offering, soliciting or accepting advantage referred to in (1) above committed by the tenderer or by an employee, agent or sub-contractor of the tenderer shall, without affecting the tenderer's liability for such failure and act, result in his tender being invalidated.