

Baptist Oi Kwan Social Service

The supply/service of Wi-Fi service

Tender Document

Introduction

Baptist Oi Kwan Social Service (BOKSS) is participating Pilot Project on Provision of Wi-Fi Service for Eligible Welfare Service Units Operated by Organizations Receiving Subventions/Subsidies from the Social Welfare Department.

Baptist Oi Kwan Social Service (BOKSS) have 19 centres (total 42 Access Points) are eligible for this project, 19 centres address and floor plan refer to Appendix.

Project Scope

1) One-off technical set-up and installation cost for establishing Wi-Fi service

This covers the expenses for procurement and installation of Wi-Fi and associated facilities, including Wi-Fi access points (viz. hotspots), network equipment and cables, software and service cost for cabling, initial set-up and configuration, etc. as required.

2) Operating expenses for the four-year Pilot Project

The recurrent costs for operating and maintaining the Wi-Fi service include the costs for monthly broadband subscription, technical support, web content filtering service, digital server certificate, hardware maintenance, on-going software license, technical support and Wi-Fi service provision.

3) Expected commencement date

Wi-Fi service with Wi-Fi.HK Scheme expected commencement date: 1 Jan 2020.

4) Expected end date

Wi-Fi service with Wi-Fi.HK Scheme expected end date: 31 Dec 2023.

5) Technical and Service Standard Requirements

I. Wi-Fi Service Requirements

A. Grantee BOKSS shall provide members of the public with Wi-Fi service for Internet access according to the following requirements -

- (a) The Wi-Fi service shall support IEEE 802.11b/g/n and IEEE 802.11ac or more advanced Wi-Fi standards.
- (b) The Wi-Fi service shall be provided at locations that function mainly as the approved service units.
- (c) The Wi-Fi service shall provide web content filtering service which shall protect

users from visiting inappropriate websites and provide automatic and timely update on the filtering list.

- (d) The Wi-Fi service shall be available to members of the public free of charge during the opening hours of the approved service units.
- (e) There shall be no limit to the duration of service usage per user.
- (f) Total Internet access bandwidth for the Wi-Fi service shall be at least 100Mbps.
- (g) All access points of the Wi-Fi service shall be registered with the Communications Authority.
- (h) Each access point shall support at least 50 concurrent users (25 concurrent users at 2.4GHz and 5GHz frequency band respectively) at the same time.
- (i) The Wi-Fi service shall provide report of average no. of daily connections and total no. of connections monthly as set out at Annex 1.
- (j) The Wi-Fi service shall come with the requirement that in cases of service outage or other malfunction incidents, the service provider shall rectify the malfunction and resume the Wi-Fi service within committed service levels.

II. Service Requirements

- (a) The Contractor shall be responsible for the total project management and shall assign a person to act as the single contact point to the BOKSS regarding all related activities of the contract.
- (b) The Contractor shall provide rack/cabinet or use existing BOKSS rack/cabinet if there is available rack space. All switches/firewall shall be properly installed into wall mounted cabinet or rack.
- (c) Cables shall be labelled with connected port and its device id.
- (d) All the equipment shall be labelled with an identifiable id.
- (e) The placement of cables, cabinets, racks and appliances shall be shown on the network diagram.
- (f) Switches and/or other appliances shall be properly installed into cabinet/rack with appropriate ventilation.
- (g) Cable length shall not be excessive nor too short in which preventing door opening or closing.
- (h) Cable shall be properly set up onto appropriate cable management guide.
- (i) Broadband Network should use separate broadband for the Wi-Fi service.
- (j) Service Level Agreement ensure at least 99.7% availability of the Wi-Fi service, support four-hour response time and four-hour service recovery with active monitoring, helpdesk support with support hours from Mon to Sat 8:00 am to 6:00 pm, and provide monthly monitoring reports for BOKSS.

III. Wi-Fi.HK Scheme

(a) The Contractor shall represent BOKSS to join the Wi-Fi.HK Scheme to provide free public Wi-Fi service in collaboration with the Office of the Government Chief Information Officer (OGCIO).

(b) The Wi-Fi service should also meet the requirements for joining the Wi-Fi.HK Scheme under OGCIO as set out at Annex 2.

The Contractor should sign the Non-Disclosure Agreement (NDA) which is provided by BOKSS.

6) Schedule of Work

The Contractor shall provide the service according to the following schedule for WiFi Implementation. For details please refer to Section 1 to 5.

7) Terms of Payment

The One-off technical set-up and installation cost will be paid at the first month after installed of the centre. The operating expenses will be paid in arrears of each month during the contract period.

8) Price Proposal

(a) The Contractor is required to provide a breakdown on the service charges for each of the service items as set out in the Price Proposal. Failure in complying with this requirement will render the quotation disqualified.

(b) Please note that due to resources constraint or other operational considerations of BOKSS, BOKSS has the absolute discretion to accept the whole of the Services or just part of the Services as listed out by items in the Price Proposal.

9) Invitation for Quotations

Quotations are invited for the execution of the whole of the Services as described in this document. Quotations for part but not all of the Services will not be considered. Please provide two sets of quotation documents for processing of the quotation.

10) Tender Preparation and Submission

The Contractor is required to submit the following information and document.

- A Statement of Compliance to provide response that the quotation complies with all requirements stated in this Specification.
- Price Schedule
- No upfront cost BOKSS shall be paid throughout the entire service period.

- Proposed AP location mark on the Floor plan
- Proposed Network infrastructure show on the Network Diagram
- Implementation Plan
- Product information including technical and descriptive literature and catalogues. Information provided by the manufacturer shall be able to substantiate that the products offered meet the mandatory Technical Specification.

11) 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.

Baptist Oi Kwan Social Service
Subject: The supply/service of Wi-Fi service
TENDER FORM (to be completed in duplicate)

1. Tenderer Background information including:

- Name of the tenderer
- Business Registration No.
- Business Address
- Telephone No.

A copy of the following documents is required to attach

- Business Registration Document
- Registration Address

2. Goods & service provided and suggested prices

Please complete Form II (Prices fixed cannot be changed without the approval of Baptist Oi Kwan Social Service)

3. Wi-Fi.HK project references (please list at least two references)

- Company/Organization Name
- Telephone No.
- Address

Name of Tenderer: _____

Authorized Signature and Company Chop: _____

Date: _____

Annex 2

Requirements for Participating in the Wi-Fi.HK Scheme under OGCIO

The following are basic requirements for public and private sector organisations to join the Wi-Fi.HK scheme.

Wi-Fi Service Requirements	
1	The SSID of Wi-Fi service should be in the form of “Wi-Fi.HK via organisation name”, where “organisation name” is the name of the participating organisation.
2	The Wi-Fi service landing page should contain the logo of Wi-Fi.HK. (Other contents of the landing page, e.g. the logo of the participating organisation, terms and conditions, disclaimers, etc. are entirely up to the discretion of the participating organisation.)
3	At least an aggregate total of 30 minutes free service provided per day (from 00:00:00 to 23:59:59) per device. (Under the Pilot Project of SWD, the Wi-Fi service shall be available free of charge during the opening hours of the approved service units and there shall be no limit to the duration of service usage per user)
4	Service is available during the opening hours of the venue.
5	Telephone hotline, contact email and/or on-site support arrangement are provided for public enquiry and support.
6	Registration is not required for members of the public to use the Wi-Fi service.
7	Backhaul bandwidth is at least 3Mbps. (Under the Pilot Project of SWD, the total internet access bandwidth for the Wi-Fi service shall be at least 100Mbps)
8	Digital server certificate issued by a trusted certificate authority is installed for verification of the identity of the organisation offering the Wi-Fi service.
9	The hotspots are registered with the Office of the Communications Authority (OFCA).
10	The Guidelines on the Security Aspects for the Design, Implementation, Management and Operation of Public Wi-Fi Service issued by OFCA shall be followed (include enabling layer 2 isolation).

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Centre Code	Address code	No of AP	Installation address	Cabling remarks	One-off technical set-up and installation cost for establishing Wi-Fi service	Operating expenses for the four-year Pilot Project
HKE-ICCMW	HKE(11/F)	2	11/F, Lancashire Centre, No 361 Shau Kei Wan Roadm Shau Kei Wan, HK	PVC conduit	\$	\$
HKE-ICCMW	HKE(15/F)	2	15/F, Lancashire Centre, No 361 Shau Kei Wan Roadm Shau Kei Wan, HK	PVC conduit	\$	\$
HQ-VRS	HQ-2/F	2	2/F, 36 Oi Kwan Road, Wanchai, HK	PVC conduit	\$	\$
HQ-LKHH	HQ-4/F&5/F	4	4-5/F, 36 Oi Kwan Road, Wanchai, HK	Metallic conduit	\$	\$
ICCMW-SD	HQ-7/F	2	7/F, 36 Oi Kwan Road, Wanchai, HK	PVC conduit	\$	\$
WC-ICCMW	HQ-8/F	2	8/F, 36 Oi Kwan Road, Wanchai, HK	PVC conduit	\$	\$
CY-NEC	KC-CY	2	Flat 3-4 and Flat 5-9, G/F, Kai Kwong Lau, Cho Yiu Chuen, Kwai Chung, NT	PVC conduit	\$	\$
LY-NEC	KC-LY	2	Flat 102-106, G/F, Lok Yiu House, Lai Yiu Estate, Kwai Chung, NT	PVC conduit	\$	\$
NCW-RSC	NCW	2	G/F, Wing C, Choi Yip House, Choi Fai Estate, Ngau Chi Wan Street, Choi Hung, Kowloon	PVC conduit	\$	\$
MK-NEC	PE-PC	2	1/F, Prosperity Court, No 168, Lai Chi Kok Road, Kowloon	PVC conduit	\$	\$
KT-ICCMW	TY-CH	2	Units 7-14, G/F, Hang Chi House, Cheung Hang Estate, Tsing Yi, NT	PVC conduit	\$	\$
TY-YKHH	TY-YW(A)&1F	4	Wing A, G/F, Yee Wai House, Tsing Yi Estate, Tsing Yi, NT	Metallic conduit	\$	\$
TYNEC	TY-YW(B)	2	Wing B, G/F, Yee Wai House, Tsing Yi Estate, Tsing Yi, NT	PVC conduit	\$	\$
ST-TKHH	ST(2-3/F)	4	2-3/F, No 1 Lek Yuen Street, Shatin, NT	Metallic conduit	\$	\$
ST-DCC	ST(G/F)	2	G/F, No 1 Lek Yuen Street, Shatin, NT	PVC conduit	\$	\$
TP-NEC	TP-Main	2	G/F, Fu Heng Neighbourhood Community Centre, Fu Heng Estate, Tai Po, NT	PVC conduit	\$	\$
TP-NEC	TP-Sub	2	Portion of Wing B, G/F., Chung Chun House, Chung Nga Court, Tai Po	PVC conduit	\$	\$
UKHH	UKHH	2	1/F, Kai Nang Integrated Rehabilitation Services Complex, 4 Fuk Tong Road, Kwun Tong	Metallic conduit	\$	\$
Total:					\$	\$