

# HGC Global Communications Limited

## I. Service Category (A) Productivity Apps

**Table 1a: Productivity Apps Items (Service items passing all General, Security and Technical Requirements)**

| (1)<br>Item Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|--------------------|--|---------------------|
| A00003             | <p>Hosted SharePoint Service (Mandatory)</p> <p>Document and Content Management</p> <ul style="list-style-type: none"> <li>• Delivers the entire infrastructure required to run Microsoft SharePoint so businesses no longer need to worry about hardware, licenses, set-up, monitoring, or maintenance. By using Hosted SharePoint, organizations can enable users to create, manage, and easily build their own SharePoint sites. Hosted SharePoint service is a versatile way to increase the efficiency of business processes and improve team productivity.</li> </ul> <p><u>Shared Community</u></p> <ul style="list-style-type: none"> <li>○ SharePoint sites provide places to capture and share ideas, information, communication, and documents. The sites facilitate team participation in discussions, shared document collaboration, and surveys.</li> </ul> <p><u>Easy Management</u></p> <ul style="list-style-type: none"> <li>○ SharePoint site managers can customize the content and layout of sites, easily access security and task responsibilities, or monitor and moderate member participation when necessary.</li> </ul> <p><u>Change Management</u></p> <ul style="list-style-type: none"> <li>○ SharePoint can help with the difficult problem of knowing when information changes by enabling users to be alerted whenever there are alterations made to documents, calendars, or other parts of the site.</li> </ul> <p><u>Office Documents</u></p> <ul style="list-style-type: none"> <li>○ Easily update and take your documents on the road by synchronizing your document libraries to Microsoft Office Outlook.</li> </ul> <ul style="list-style-type: none"> <li>• Storage size: 1 GB per user</li> <li>• Service availability for the month <math>\geq 99.5\%</math></li> </ul> | Dimension Data      |
| A00005             | Hosted Communication Service (Mandatory)   | Dimension Data      |

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| (1)<br>Item Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|--------------------|--|---------------------|
|                    | Collaboration, meetings, conferencing <ul style="list-style-type: none"> <li>• Hosted Web Conferencing service allows you to connect with colleagues and customers through real-time meetings, training sessions, and events using only a PC with an Internet connection.</li> <li>• In addition, the hosted communication service - Instant Messaging &amp; Presence enable users to find and rapidly connect with the right person from the applications they use most. Microsoft Lync provides streamlined access to rich presence and instant messaging.</li> <li>• Service availability for month <math>\geq</math> 99.5%</li> <li>• Support 10 attendees per meeting/conference</li> </ul> |                     |

**Table 1b: Productivity Apps Items (Other service items proposed)**

| (1)<br>Item Number | (2)<br>Item Description   | (2)<br>Manufacturer |
|--------------------|---|---------------------|
| A00001             | Microsoft Office 365-K1 (VAS) <ul style="list-style-type: none"> <li>• For kiosk workers are designed for employees such as 'deskless' workers, shift workers who use shared PCs.</li> <li>• Include basic features of Office Web Apps view mode</li> </ul>   | Microsoft           |
| A00002             | Microsoft Office 365-K2 (Mandatory) <ul style="list-style-type: none"> <li>• Include features of Office 365-K1</li> <li>• Office Web Apps edit mode</li> <li>• Storage size: 1GB per user</li> <li>• Service availability for the month <math>\geq</math> 99.5%</li> </ul>  | Microsoft           |
| A00004             | Hosted SharePoint Additional Storage (VAS)  | Dimension Data      |
| A00006             | Professional Services Package (30 Man-day) (VAS) <ul style="list-style-type: none"> <li>• Helps clients develop successful cloud transition plans</li> <li>• Enables efficient workload (e.g. Office suite, document management etc) migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> </ul> | HGC                 |

## **II. Service Category (B) Business Apps**

**Table 2a: Business Apps Items (Service items passing all General, Security and Technical Requirements)**

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| (1)<br><b>Item<br/>Number</b> | (2)<br><b>Item Description</b>  | (2)<br><b>Manufacturer</b> |
|-------------------------------|---|----------------------------|
| B00001                        | <p>Hosted eMail Service (Mandatory)</p> <ul style="list-style-type: none"><li>• Hosted eMail service is an enterprise class email solution that fosters effective business communication without the hassle and expense of managing email platforms in-house. Email is the most critical communications tool for any business, and utilising the benefits of Microsoft Exchange Server greatly boosts staff productivity. Using Microsoft Outlook, employees can share email and calendars from their desktop, via their smartphones, or by web-based email with Microsoft Outlook Web App.</li><li>• Hosted eMail service comes with guaranteed up-time and integrated disaster recovery to ensure confidence in your business's core communication method. Enjoy the productivity and collaboration benefits of Microsoft Exchange Server without set-up and maintenance frustrations using this competitive and cost-effective service.</li><li>• Include 15GB per mailbox</li><li>• Service availability for the month <math>\geq 99.5\%</math></li></ul> | Dimension Data             |

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**Table 2b: Business Apps Items (Other service items proposed)**

| (1)<br>Item Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|--------------------|--|---------------------|
| B00002             | Hosted eMail Additional Storage (VAS)  | Dimension Data      |
| B00003             | Professional Services Package (30 Man-days) (VAS) <ul style="list-style-type: none"> <li>• Helps clients develop successful cloud transition plans</li> <li>• Enables efficient mailbox migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> </ul> | HGC                 |
| B00004             | eFax Service   | HGC                 |

### **III. Service Category (C) Cloud IT Services**

**Table 3a: Cloud IT Services Items (Service items passing all General, Security and Technical Requirements)**

| (1)<br>Item Number | (2)<br>Item Description   | (2)<br>Manufacturer |
|--------------------|---|---------------------|
| C00001             | Hosted Backup and restore service (Mandatory) <ul style="list-style-type: none"> <li>• Hosted Backup and Recovery provides a highly secure and automated method of protecting critical business data, from simple file data to complex databases. System failures, malicious viruses, natural disasters, human error, and even theft can threaten vital corporate information. Many companies are experiencing increasingly strict corporate governance rules for data security; however the growth in data volume has become so extreme that common practices such as overnight backups are no longer sufficient.</li> <li>• With Hosted Backup and Recovery, businesses can easily protect and secure data on PCs, laptops, and servers. By using a simple online interface, administrators can define which data they want to back up and when the backup is to occur. Data is encrypted, compressed, and securely sent to data centre, providing an inexpensive and hassle-free alternative to conventional backup systems.</li> <li>• Included 1TB storage</li> <li>• Service availability for the month: 99.5%</li> </ul> | Dimension Data      |

**Table 3b: Cloud IT Services Items (Other service items proposed)**

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| (1)<br>Item Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|--------------------|--|---------------------|
| C00002             | Professional Services Package (30 Man-days) (VAS) <ul style="list-style-type: none"> <li>• Helps clients develop successful cloud transition plans</li> <li>• Enables efficient workload migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> <li>• Delivers advanced operational and issue support</li> </ul> | HGC                 |
| C00003             | 50M Direct Internet Access (Mandatory)   | HGC                 |

#### IV. Service Category (D) Social Media Apps

**Table 4a: Social Media Apps Items (Service items passing all General, Security and Technical Requirements)**

| (1)<br>Item Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|--------------------|--|---------------------|
| D00001             | Hosted SharePoint Service (Mandatory) <p>Photo hosting/sharing</p> <ul style="list-style-type: none"> <li>• Delivers the entire infrastructure required to run Microsoft SharePoint so businesses no longer need to worry about hardware, licences, set-up, monitoring, or maintenance. By using Hosted SharePoint, organisations can enable users to create, manage, and easily build their own SharePoint sites. Hosted SharePoint service is a versatile way to increase the efficiency of business processes and improve team productivity.</li> <li>• Picture libraries provide a simple way to share and organise digital pictures, providing a single location for team members to view, share, edit, and download corporate logos or other commercial material.</li> <li>• 1GB storage per user, plus 20GB storage per organization</li> <li>• Service availability for the month <math>\geq</math> 99.5%</li> </ul> | Dimension Data      |
| D00002             | Hosted SharePoint Service (Mandatory) <p>Video hosting/sharing</p> <ul style="list-style-type: none"> <li>• Delivers the entire infrastructure required to run</li> </ul>  | Dimension Data      |

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| (1)<br>Item<br>Number | (2)<br>Item Description  | (2)<br>Manufacturer |
|-----------------------|--|---------------------|
|                       | <p>Microsoft SharePoint so businesses no longer need to worry about hardware, licences, set-up, monitoring, or maintenance. By using Hosted SharePoint, organisations can enable users to create, manage, and easily build their own SharePoint sites. Hosted SharePoint service is a versatile way to increase the efficiency of business processes and improve team productivity.</p> <ul style="list-style-type: none"> <li>• Video libraries provide a simple way to share and organise video files, providing a single location for team members to view, share, edit, and download video.</li> <li>• 1GB storage per user, plus 20GB storage per organization</li> <li>• Service availability for the month <math>\geq</math> 99.5%</li> </ul> |                     |

**Table 4b: Social Media Apps Items (Other service items proposed)**

| (1)<br>Item<br>Number | (2)<br>Item Description   | (2)<br>Manufacturer |
|-----------------------|---|---------------------|
| D00003                | Hosted SharePoint Additional Storage (VAS)  | Dimension Data      |
| D00004                | <p>Professional Services Package (30 Man-days) (VAS)</p> <ul style="list-style-type: none"> <li>• Helps clients develop successful cloud transition plans</li> <li>• Enables efficient migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> </ul> | HGC                 |

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## V. Government Public Cloud Related Services

**Table 5.1 : Staff Service**

| <b>Item No.</b> | <b>Description of Services</b>  | <b>Staff Category</b> |
|-----------------|---|-----------------------|
| A00001          | Setup, Configuration and Support Service <ul style="list-style-type: none"><li>• Setup, configuration and support of the normal operation of the Public Cloud Services</li><li>• Collect and analyze detailed user requirements, recommend the details of the required services are recommended to users</li><li>• Prepare comprehensive system testing and user acceptance and conducted on the deployed services</li><li>• Provide appropriate technical advice to users on using the deployed services</li></ul>   | 1                     |
| A00002          | Service Management <ul style="list-style-type: none"><li>• Plan and schedule the engagement's consultation, facility installation, and configuration tasks.</li><li>• Resolve conflicts and crisis, follow up all outstanding issues with all related parties, initiate corrective actions as appropriate, provide recommendations for all issues raised during the entire work assignment life cycle, and pro-actively work with the sub-project teams, contractors and other necessary parties to formulate solutions.</li><li>• Oversee and monitor the progress of various activities during the work assignment life cycle to ensure that these activities are completed according to the implementation schedule and meeting the work assignment requirements.</li><li>• Ensure that all agreed solutions/products are produced to the required level of quality and are delivered on time and within budget.</li><li>• Plan and managed adequate resources leading to the deployment of the required services.</li></ul> | 2                     |

**Table 5.2 : Installation and Maintenance Service**

| <b>Item No.</b> | <b>Description of Services</b>  |
|-----------------|---|
| B00001          | Hardware installation and maintenance to enable the usage of the Government Public Cloud Services |

**Table 5.3 : Internet Connection Service**

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| <b>Item No.</b> | <b>Description of Services</b> |
|-----------------|--------------------------------|
| C00001          | DIA 1M                         |
| C00002          | DIA 2M                         |
| C00003          | DIA 3M                         |
| C00004          | DIA 4M                         |
| C00005          | DIA 5M                         |
| C00006          | DIA 6M                         |
| C00007          | DIA 7M                         |
| C00008          | DIA 8M                         |
| C00009          | DIA 9M                         |
| C00010          | DIA 10M                        |
| C00011          | DIA 15M                        |
| C00012          | DIA 20M                        |
| C00013          | DIA 25M                        |
| C00014          | DIA 30M                        |
| C00015          | DIA 35M                        |
| C00016          | DIA 40M                        |
| C00017          | DIA 45M                        |
| C00018          | DIA 50M                        |
| C00019          | DIA 55M                        |
| C00020          | DIA 60M                        |
| C00021          | DIA 65M                        |
| C00022          | DIA 70M                        |
| C00023          | DIA 75M                        |
| C00024          | DIA 80M                        |



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|        |          |
|--------|----------|
|        |          |
| C00025 | DIA 85M  |
| C00026 | DIA 90M  |
| C00027 | DIA 95M  |
| C00028 | DIA 100M |

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