

Current Scope of Government Public Cloud Services and Government Public Cloud Related Services

1. Scope

The current scope of the Government Public Cloud Services covers four (4) service categories, namely Productivity Applications (Productivity Apps), Business Applications (Business Apps), Cloud IT Services and Social Media Applications (Social Media Apps) while that of the Government Public Cloud Related Services covers Staff Service, Installation and Maintenance Service, and Internet Connection Service.

1.1 Government Public Cloud Services

Service Category	Description
(A) Productivity Apps	applications or software running under an infrastructure provided by the respondent over a public network to improve the productivity of individual users.
(B) Business Apps	applications or software running under an infrastructure provided by the respondent over a public network to facilitate running of business.
(C) Cloud IT Services	provision of data storage and computing power running under an infrastructure provided by the respondent over a public network.
(D) Social Media Apps	provision of a social media platform with various technology tools to enable online communication and content distribution over a public network. Social media include audio, video, photos, podcasts and other multimedia communications.

1.2 Government Public Cloud Related Services

	Description
Government Public Cloud Related Services	provision of services including “Staff Service”, “Installation and Maintenance Service” and “Internet Connection Service” to set up, configure and maintain the normal operation of the Government Public Cloud Services.

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2. General Features of Government Public Cloud Services

2.1 Productivity Apps

The Productivity Apps are the applications or software programs that run under the infrastructure provided by the respondent and delivered over a public network. The Productivity Apps provide functions to improve the productivity of individual users in carrying out daily tasks. This service category includes “Office Tools and Suites”, “Document and Content Management” and “Collaboration, Meetings, Conferencing” as the three mandatory items together with other services/features as optional. The following are generally covered:

- web-based office suite which includes functions for word processing, spreadsheet calculation and creating presentations;
- online viewing, sharing and editing of files directly via web browsers on PCs or mobile devices;
- web, audio and/or visual conferencing service;
- collaborative workspace such as wiki, discussion forum, portal for users involving in a common task;
- workflow services to orchestrate compress process; and
- project management services to help manage project schedule, costs and resource.

2.2 Business Apps

The Business Apps are the applications or software programs that run under the infrastructure provided by the respondent and delivered over a public network. The Business Apps provide functions or solutions to facilitate the running of business. This service category includes “E-Mail” as the one mandatory item together with other services/features as optional. The following are generally covered:

- e-mail, calendar, contacts and task management with the most current anti-virus and anti-spam protection;
- e-fax service;
- instant messaging service;
- data analytic and/or business intelligence service;
- knowledge management service to help innovate and build new knowledge within the Government; and
- financial management service;

2.3 Cloud IT Services

The Cloud IT Services provide data storage and computing power through the infrastructure provided by the respondent over a public network. This service category includes “Backup and Restore” as the one mandatory item together with other services/features as optional. The following are generally covered:

- disk storage;
- virtual machines;
- Apps development and hosting; and
- hosting of web applications;

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2.4 Social Media Apps

The Social Media Apps provide social media platforms with various technology tools to enable online communication and content distribution over a public network for information sharing. Social media includes audio, video, photos, podcasts and other multimedia communications. This service category includes “Photo Hosting/Sharing” and “Video Hosting/Sharing” as the two mandatory items together with other services/features as optional. The following are generally covered:

- blog, web album, video/audio sharing web site;
- online community portal;
- video streaming;
- web feed management service to facilitate the Government to generate feed on specific online content for the public to subscribe;
- bookmarking and sharing capability on Government’s web site to make visitors easier to share it with other people; and
- online media such as discussion forum, wiki, etc.

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3. Technical Requirements of Government Public Cloud Services

3.1 Productivity Apps

3.1.1 Office Tools and Suites

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide web-based office suite which includes functions for word processing, spreadsheet calculation and creating presentations over the Internet ■ Provide functions for viewing, sharing and editing of files directly via web browsers on PCs or mobile devices ■ Provide online storage and access control for the stored files
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: $\geq 99.5\%$ ■ Provide storage size: at least 1GB per user

Desirable Requirements

	<ul style="list-style-type: none"> ■ Provide web-based functions for database access over the Internet ■ Provide dedicated storage area for the data of Government users ■ Provide encryption for stored data ■ Support two-factor or multi-factor authentication ■ Have all data stored in the data centres resided in Hong Kong
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3.1.2 Document and Content Management

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide online storage for sharing documents and contents ■ Provide content management functions such as version control, access control, retention policy and generation of audit report on the stored documents ■ Provide functions for administration and management of user accounts ■ Allow sharing, managing and searching for information and resources with restricted permission control
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: $\geq 99.5\%$ ■ Provide storage size: at least 1GB per user

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Desirable Requirements

Desirable Features	<ul style="list-style-type: none"> ■ Provide functions to send e-mail alerts or workflow notifications to users when documents or other items have been changed or added ■ Provide capability for using the domain name chosen by the Government ■ Provide dedicated storage area for the data of Government users ■ Provide encryption for stored data ■ Support two-factor or multi-factor authentication ■ Have all data stored in the data centres resided in Hong Kong
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3.1.3 Collaboration, meetings, conferencing

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide audio and visual transmission of meeting activities over the Internet ■ Provide web conferencing to deliver presentation, share documents and whiteboards with meeting attendees ■ Provide instant messaging or text chat functionalities between attendees
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: $\geq 99.5\%$ ■ Support at least 10 attendees per meeting/conference

Desirable Requirements

Desirable Features	<ul style="list-style-type: none"> ■ Provide video conferencing, audio conferencing ■ Be able to save presentation sessions for future reference ■ Provide virus scanning to handouts and media files uploaded by attendees for distribution ■ Provide online storage and access control for the stored data ■ Provide desktop sharing and application sharing functionalities ■ Include the following functions to streamline attendee management <ul style="list-style-type: none"> ■ Polling ■ Meeting Report ■ Provide dedicated storage area for the data of Government users ■ Provide capability for using domain name chosen by the Government ■ Provide encryption for stored data ■ Support two-factor or multi-factor authentication ■ Have all data stored in the data centres resided in Hong Kong
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3.2 Business Apps

3.2.1 E-mail

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide e-mail, calendar, contacts and task management with the most current anti-virus and anti-spam protection over the Internet ■ Provide functions for users to create and maintain contact information ■ Provide functions for user account management (e.g. rules for filtering and forwarding) ■ Support for Post Office Protocol (POP) client connectivity for use with other e-mail clients
Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: $\geq 99.5\%$ ■ Storage Size for e-mails: at least 15GB per e-mail box

Desirable Requirements

Features	<ul style="list-style-type: none"> ■ Provide the capability to archive and restore e-mails ■ Allow users to create out-of-the-office notification ■ Provide capability for using the domain name chosen by the Government ■ Provide dedicated storage area for the data of Government users ■ Provide encryption for stored data ■ Support two-factor or multi-factor authentication ■ Have all data stored in the data centres resided in Hong Kong
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3.3 Cloud IT Services

3.3.1 Backup and Restore

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide backup and restore of data over the Internet ■ Provide scalable and reliable data backup storage infrastructure ■ Provide configurable schedule backup functionality ■ Support various backup modes including full backup and incremental/differential backup ■ Support data backup in compressed mode ■ Provide encryption of backup data to ensure data security ■ Provide integrity checking of backup data to ensure data
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	<p>integrity</p> <ul style="list-style-type: none"> ■ Support backup of common database (e.g. MS SQL Server, Oracle, MySQL), e-mail, document servers (e.g. MS Exchange, Lotus Domino/Notes) or file systems (e.g. Windows, Linux) ■ Provide backup report in e-mail, web site or other electronic means to notify users of the status of backup including details of any backup failure and errors detected ■ Provide statistics reports or other electronic means on the performance and usage ■ Provide multiple versions of backup
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: 99.5% ■ Provide storage size: at least 1TB per user ■ Provide bandwidth: at least 50Mbps

Desirable Requirements

Desirable Features	<ul style="list-style-type: none"> ■ Provide capability for using the domain name chosen by the Government ■ Provide dedicated storage area for data of Government users ■ Provide encryption for stored data ■ Support two-factor or multi-factor authentication ■ Have all data stored in data centres resided in Hong Kong
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3.4 Social Media Apps

3.4.1 Photo Hosting/Sharing

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide functionality for the Government to share photos with the public over the Internet ■ Provide option for Government users to control the privacy of photos ■ Provide functionality for Government users to manage the photos ■ Allow Government users to group photos into different albums
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: >=99.5% ■ Support storage size: at least 20GB ■ Support photo size: at least 15MB

Desirable Requirements

Desirable Features	<ul style="list-style-type: none"> ■ Provide capability for using the domain name chosen by the Government ■ Allow sharing of videos
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3.4.2 Video Hosting/Sharing

To be considered for inclusion in the List of GPCS Providers for this mandatory item, respondent should propose at least **ONE** service item that meets all the mandatory requirements specified below:

Mandatory Requirements

Mandatory Features	<ul style="list-style-type: none"> ■ Provide functionality for the Government to share videos with the public over the Internet ■ Provide option for Government users to control the privacy of videos ■ Provide functionality for Government users to manage the videos ■ Allow Government users to define set of searching keywords for the videos ■ Support at least 2 of the following video file formats: Third Generation Partnership Project file format (3GPP), Audio Video Interleave (AVI), Flash Video (FLV), Matroska (MKV), QuickTime multimedia file format (MOV), MPEG-4 Part 14 (MP4), Moving Picture Experts Group (MPEG), Windows Media Video (WMV)
Mandatory Service Requirements	<ul style="list-style-type: none"> ■ Provide service availability for the month: $\geq 99.5\%$ ■ Provide storage size: at least 20GB ■ Support video size: at least 1GB

Desirable Requirement

Desirable Features	<ul style="list-style-type: none"> ■ Provide capability for using the domain name chosen by the Government
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and Government Public Cloud Related Services**

4. Requirements of Government Public Cloud Related Services

4.1 Staff Service

4.1.1 It covers the service in environment set-up, configuration and support of the normal operation of the Government Public Cloud Services.

4.2 Installation and Maintenance Service

4.2.1 It covers the service supplied by the respondent in installing and maintaining hardware items to enable the usage of the Government Public Cloud Services.

4.3 Internet Connection Service

4.3.1 It covers the provision of round-the-clock broadband Internet connection service delivered by the respondent to support the Government Public Cloud Services.

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