

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) Item Number	(2) Item Description	(2) Manufacturer
A00003	<p>Hosted SharePoint Service (Mandatory)</p> <p>Document and Content Management</p> <ul style="list-style-type: none"> • 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. <p><u>Shared Community</u></p> <ul style="list-style-type: none"> ○ 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. <p><u>Easy Management</u></p> <ul style="list-style-type: none"> ○ 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. <p><u>Change Management</u></p> <ul style="list-style-type: none"> ○ 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. <p><u>Office Documents</u></p> <ul style="list-style-type: none"> ○ Easily update and take your documents on the road by synchronizing your document libraries to Microsoft Office Outlook. <ul style="list-style-type: none"> • Storage size: 1 GB per user • Service availability for the month $\geq 99.5\%$ 	Dimension Data
A00005	Hosted Communication Service (Mandatory)	Dimension Data

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(1) Item Number	(2) Item Description	(2) Manufacturer
	Collaboration, meetings, conferencing <ul style="list-style-type: none"> • 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. • In addition, the hosted communication service - Instant Messaging & 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. • Service availability for month \geq 99.5% • Support 10 attendees per meeting/conference 	

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

(1) Item Number	(2) Item Description	(2) Manufacturer
A00001	Microsoft Office 365-K1 (VAS) <ul style="list-style-type: none"> • For kiosk workers are designed for employees such as 'deskless' workers, shift workers who use shared PCs. • Include basic features of Office Web Apps view mode 	Microsoft
A00002	Microsoft Office 365-K2 (Mandatory) <ul style="list-style-type: none"> • Include features of Office 365-K1 • Office Web Apps edit mode • Storage size: 1GB per user • Service availability for the month \geq 99.5% 	Microsoft
A00004	Hosted SharePoint Additional Storage (VAS)	Dimension Data
A00006	Professional Services Package (30 Man-day) (VAS) <ul style="list-style-type: none"> • Helps clients develop successful cloud transition plans • Enables efficient workload (e.g. Office suite, document management etc) migration and resource orchestration • Provides recommended practices on cloud operations and governance 	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) Item Number	(2) Item Description	(2) Manufacturer
B00001	<p>Hosted eMail Service (Mandatory)</p> <ul style="list-style-type: none">• 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.• 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.• Include 15GB per mailbox• Service availability for the month $\geq 99.5\%$	Dimension Data

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

(1) Item Number	(2) Item Description	(2) Manufacturer
B00002	Hosted eMail Additional Storage (VAS)	Dimension Data
B00003	Professional Services Package (30 Man-days) (VAS) <ul style="list-style-type: none"> • Helps clients develop successful cloud transition plans • Enables efficient mailbox migration and resource orchestration • Provides recommended practices on cloud operations and governance 	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) Item Number	(2) Item Description	(2) Manufacturer
C00001	Hosted Backup and restore service (Mandatory) <ul style="list-style-type: none"> • 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. • 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. • Included 1TB storage • Service availability for the month: 99.5% 	Dimension Data

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

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(1) Item Number	(2) Item Description	(2) Manufacturer
C00002	Professional Services Package (30 Man-days) (VAS) <ul style="list-style-type: none"> • Helps clients develop successful cloud transition plans • Enables efficient workload migration and resource orchestration • Provides recommended practices on cloud operations and governance • Delivers advanced operational and issue support 	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) Item Number	(2) Item Description	(2) Manufacturer
D00001	Hosted SharePoint Service (Mandatory) <p>Photo hosting/sharing</p> <ul style="list-style-type: none"> • 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. • 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. • 1GB storage per user, plus 20GB storage per organization • Service availability for the month \geq 99.5% 	Dimension Data
D00002	Hosted SharePoint Service (Mandatory) <p>Video hosting/sharing</p> <ul style="list-style-type: none"> • Delivers the entire infrastructure required to run 	Dimension Data

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(1) Item Number	(2) Item Description	(2) 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"> • 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. • 1GB storage per user, plus 20GB storage per organization • Service availability for the month \geq 99.5% 	

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

(1) Item Number	(2) Item Description	(2) 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"> • Helps clients develop successful cloud transition plans • Enables efficient migration and resource orchestration • Provides recommended practices on cloud operations and governance 	HGC

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V. Government Public Cloud Related Services

Table 5.1 : Staff Service

Item No.	Description of Services	Staff Category
A00001	Setup, Configuration and Support Service <ul style="list-style-type: none">• Setup, configuration and support of the normal operation of the Public Cloud Services• Collect and analyze detailed user requirements, recommend the details of the required services are recommended to users• Prepare comprehensive system testing and user acceptance and conducted on the deployed services• Provide appropriate technical advice to users on using the deployed services	1
A00002	Service Management <ul style="list-style-type: none">• Plan and schedule the engagement's consultation, facility installation, and configuration tasks.• 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.• 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.• Ensure that all agreed solutions/products are produced to the required level of quality and are delivered on time and within budget.• Plan and managed adequate resources leading to the deployment of the required services.	2

Table 5.2 : Installation and Maintenance Service

Item No.	Description of Services
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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Item No.	Description of Services
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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