

## **The Brief**

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## **1 Introduction**

This Brief is to be read in conjunction with the Tender Invitation Letter and the General Terms and Conditions for Purchase Orders.

### **1.1 Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)**

- 1.1.1 On 3 January 2017, Hong Kong Special Administrative Region Government and the Shenzhen Municipal People’s Government signed a Memorandum of Understanding on the development of a Hong Kong-Shenzhen Innovation and Technology Park (the “**Park**”) at the Lok Ma Chau Loop in Hong Kong.
- 1.1.2 HSITPL is a subsidiary of Hong Kong Science and Technology Parks Corporation, and is responsible for building the superstructure and management, operation and maintenance of the Park.

### **1.2 The Park**

- 1.2.1 The Park envisions to serve as the world’s knowledge hub and innovation & technology (I&T) centre, converging enterprises, research & development (R&D) institutions and higher education institutions from local, the Mainland and overseas, which can connect upstream and midstream research to downstream market, further enhancing collaboration among industry, academic and research sectors.
- 1.2.2 The Park focuses on six I&T pillar industries including life and health technology, artificial intelligence and data science, new materials, new energy, robotics and microelectronics.
- 1.2.3 The Park covers an area of approximately 87 hectares and the development is divided into two phases. The estimated total floor area of the first phase will be approximately 1 million square metres, which will provide R&D (Wet Lab / Advanced Manufacturing) buildings, Dry Lab / Office buildings, Research, Academic and Industry buildings, Talent Accommodation, Visitor Lodges, Commercial and Ancillary facilities, etc. Apart from Batch 1, the remaining land in the first phase of the Park will be developed through enterprises investment, aiming to enhance the speed and quantity of project development by leveraging market forces to build high-quality research and industrial infrastructure.
- 1.2.4 Phase 1 will be developed by three batches, i.e., Batch 1, Batch 2 and Batch 3. The first development batch, Batch 1, has been further sub-divided into Batch 1A, Building 1, Batch 1B and Batch 1C. Batch 1 is being developed by HSITPL which consists of eight buildings with a total gross floor area of approximately 116,000 square metres. Batch 1A consists of three buildings: Buildings 8 & 9 (wet laboratory enabled) and Building 11 (Talent Accommodation).

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**2 The Project**

- 2.1 To support HSITPL's business growth, HSITPL is planning to implement a centralized IT infrastructure and application managed service. The managed service will consolidate IT operations, providing comprehensive support for network devices, end-user equipment, and cabling infrastructure to streamline operations and improve efficiency. The implementation of the managed service will ensure a unified, reliable, and scalable IT framework capable of supporting multiple programs without the need for separate management systems for each initiative.
- 2.2 The selected Tenderer will be required to provide the necessary managed services for IT infrastructure and applications, including appropriate licenses and resources, starting from the date of contract award and continuing until the delivery and implementation of the managed service is successfully completed.

**3 Objectives of this Assignment**

- 3.1 The objective of this project is for providing ongoing user support and maintaining a reliable, scalable, and efficient IT infrastructure and applications managed service that meets HSITPL's requirements. The managed service should ensure seamless operations, enable the integration and management of multiple programs within a unified system, and eliminate the need for developing separate IT systems for new programs by leveraging pre-defined templates and tools. Additionally, the managed service should include maintaining and updating system documentation to reflect the latest production environment.

**4 Services to be Provided by the Vendor**

The successful Tenderer shall be responsible for delivering the following comprehensive services to HSITPL to ensure 24x7 support for IT infrastructure and applications for a service period of 12 months from 15 August 2025 to 14 August 2026 (tentative dates) (the "**Service Period**"). The scope of IT infrastructure includes, but is not limited to, firewalls, switches, UPS systems, Wi-Fi, server and endpoints. For applications, the scope includes support of approximately 20 systems and applications, which are critical to HSITPL's operations, including but not limited to mechanical, electrical and plumbing (MEP) systems, extra-low voltage (ELV) systems and four (4) smart applications. The successful Tenderer will be expected to ensure seamless operation, maintenance, and troubleshooting of these systems and applications throughout the Service Period.

- 4.1 Provide 24x7 on-site and remote support to ensure uninterrupted operation of HSITPL's IT infrastructure and applications.
- 4.2 Deliver 24x7 help desk support to handle first-level incidents for both HSITPL's IT infrastructure and applications.

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- 4.3 Perform IT network equipment maintenance and replacement to guarantee the continued reliability of HSITPL's IT infrastructure.
- 4.4 Offer back-to-back hardware functionality support and manage warranty licenses to ensure all relevant hardware remains fully functional and compliant.
- 4.5 Ensure timely incident escalation and status monitoring to track and resolve issues efficiently.
- 4.6 Appoint a dedicated support team responsible for fault management and maintenance tasks to minimize downtime.
- 4.7 Assign a service manager as the central point of contact for:
- (a) Centralized management of services;
  - (b) Regular reviews of problems and performance metrics;
  - (c) Timely resolution of escalated issues; and
  - (d) Proactive identification and implementation of service improvement initiatives.

**5 Project Timeline (Tentative)**

Tender invitation	8 July 2025
Tender submission deadline	22 July 2025
Tender presentation and evaluation	23 July 2025
Tender award	24 July 2025
Project kick-off	25 July 2025
Completion of the handover from the hardware development contractor	8 August 2025
Completion of IT acceptance test	15 August 2025
Service Go-live	18 August 2025

**6 Payment Terms**

- 6.1 Subject to the work done to the satisfaction of HSITPL, payments will be made by HSITPL within 30 calendar days against invoice submission by the successful Tenderer on a monthly basis.
- 6.2 Any deliverables by the successful Tenderer shall be reviewed and approved by HSITPL to ensure they are completed to HSITPL's satisfaction, which decision is at the sole and final discretion of HSITPL.

**Tender reference: FD-03-06-02(128)**

**Annex 2**

**Tender Subject: IT Infrastructure and Application Managed Service for Batch 1A**

## **Proforma**

### **Statement for Expression of Interest**

We hereby write to express our interest in undertaking the IT Infrastructure and Application Managed Service for Batch 1A . By submission of the following completed Proforma for Expression of Interest, we confirm our understanding and agreement to the conditions as stipulated in the “Invitation Letter for Expression of Interest Proposal” and the associated Annexes.

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(Name of Vendor)

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(Signature)

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(Name and Post of the Signatory)

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(Date)

**Assessment Criteria for Expression of Interest Proposal**

The Tenderer acknowledges and agrees that participation in this Expression of Interest (EOI) process requires full compliance with the Assessment Criteria for Shortlisting outlined below. By indicating “Y” in the corresponding column, the Tenderer confirms that he/she meets the specified requirements. All claims must be substantiated with the appropriate documentation and declarations. Incomplete submissions or failure to provide the requested evidence may result in disqualification.

Item	Selection Criteria for Shortlisting	Y/N
1.	<p>Experience in assigning a dedicated support team, responsible for consolidating fault reports, providing weekly updates, and managing issues related to security, network, and IoT solutions.</p> <p><b>Document(s): Relevant documentation to prove the above experience and to demonstrate the scale and structure of the support team</b></p>	
2.	<p>Experience in providing similar 24x7 managed services and maintenance for enterprise or smart building environments within the past 5 years.</p> <p><b>Document(s): Relevant documents as proof of experience above</b></p>	
3.	<p>Qualifications and experience of the service manager to be appointed to serve as the central point of contact.</p> <p><b>Document(s): CV of the proposed service manager, or reference letters from previous clients</b></p>	
4.	<p>Qualification of project team members on IT services management.</p> <p><b>Document(s): Relevant certification (e.g. ITIL v4) as proof of experience</b></p>	
5.	<p>Able to provide financial and operational soundness, supported by a valid audit report issued within the last 2 years.</p> <p><b>Document(s): An audit report within 2 years</b></p>	

6.	<p>Experience in managing back-to-back license agreements, including maintaining up-to-date license inventories and providing yearly verification of equipment and license quantities (with confirmation at least 60 days before each maintenance anniversary).</p> <p><b>Document(s): Sample license management plan, recent license verification report, or client references</b></p>	
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**Remarks:**

1. If any conflict of interest arises, HSITPL reserves the right to disqualify any Tenderer at any point in the evaluation process.
2. HSITPL shall have the sole and final discretion in determining what constitutes “conflict of interest” in this Invitation Letter for EOI Proposal and its Annexes.
3. In the event any conflict of interest arises after award of the Tender to the successful Tenderer, HSITPL reserves the right to terminate the contract with the successful Tenderer and seek damages and/or compensation from the successful Tenderer. HSITPL shall have the sole and final discretion in determining what constitutes “conflict of interest”.
4. The Tenderer is reminded that all written information must be entered in the correct location of the proforma. HSITPL will not be responsible for consolidating the information in any EOI submission.
5. Documents stated in the Selection Criteria for Shortlisting table above shall be submitted as attachments along with the statement marked as "Y".



**Declaration**

We hereby declare that the information given in this EOI submission is true and correct to the best of our knowledge and belief. If there are any discrepancies between the information in our EOI submission and attachments, the information in the EOI submission shall prevail.

(Name of the Vendor) : \_\_\_\_\_

(Signature) : \_\_\_\_\_

(Name and Post of the Signatory) : \_\_\_\_\_

(Date) : \_\_\_\_\_