

**The Brief (Draft)**

**Table of Contents**

<b>1</b>	<b>Introduction</b> .....	<b>2</b>
<b>2</b>	<b>The Project</b> .....	<b>3</b>
<b>3</b>	<b>Objectives of this Assignment</b> .....	<b>3</b>
<b>4</b>	<b>Services to be Provided by the Vendor</b> .....	<b>3</b>
<b>5</b>	<b>Project Timeline (Tentative)</b> .....	<b>3</b>
<b>6</b>	<b>Payment Terms</b> .....	<b>4</b>

## **IT Support Services for HSITPL**

### **1 Introduction**

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

#### **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 is located at the northern fringe of the New Territories of Hong Kong. It is bounded by the bank of Shenzhen River in the northwest, fishponds of Hoo Hok Wai in the northeast, Lok Ma Chau and Tai Law Hau in the south, the Lok Ma Chau Control Point and Lok Ma Chau Spur Line Control Point in the southwest, as well as the Mai Po Nature Reserve in the further southwest. There are associated environmental specific requirements to be observed.

1.2.2 The development intention of the Park is to establish a key base for co-operation in scientific research, through liaising with top-tier enterprises, research and development (R&D) institutions as well as higher education institutions in the Mainland and overseas in establishing a base for co-operation in scientific research, exchanging and co-operating with excellent quality research talents from all over the world. As a global hub of R&D, the Park provides players in innovation and technology (I&T) industry with physical space and a conducive environment for R&D, and allows

them to tap into the I&T talent pool, supply chain capabilities and markets in Hong Kong and the neighboring Greater Bay Area conveniently.

- 1.2.3 The Park, with a total gross floor area (GFA) of about 1,200,000 m<sup>2</sup>, will be developed in batches. The first development batch, Batch 1, has been further sub-divided into Batches 1A, 1B and 1C.

## **2 The Project**

HSITPL would like to invite interested parties to provide IT support services to enhance our IT operations. The IT support services shall include but are not limited to on-site helpdesk support, cabling, hardware and software support for a 12-month contract period.

## **3 Objectives of this Assignment**

- 3.1 The purpose of this Expression of Interest (“EOI”) is to set the entry threshold for this tender so that we can find suitable bidders in advance.

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

- To provide on-site services at HSITPL’s office venues, including Science Park offices and the Park and support technical issues related to hardware and software and resolve user inquiries.
- To deliver on-site services and provide support at the HSITPL’s premises within the tentative service hours during working days, exclude Saturday and public holidays.
- To support users through ongoing assistance, maintaining satisfactory daily operations.
- To support HSITPL’s IT team with assigned tasks and projects, contributing to overall IT operations.
- To provide monthly regular review to ensure the service quality of IT support services.

## **5 Project Timeline (Tentative)**

Tender Invite	30 April 2025
Tender submission deadline	13 May 2025
Presentation	Week of 12 May 2025
Tender award	Week of 12 May 2025
Project kick-off	19 May 2025
Project completion	18 May 2026

## **6 Payment Terms**

- 6.1 Subject to the work done to the satisfaction of HSITPL, payments will be made as per the following payment schedule (“**Payment Schedule**”). Please note the Payment Schedule is for reference only and does not amount to any representation and warranties. The Tenderer shall not rely on any information set out in the Payment Schedule.
- 6.2 Any deliverables by the successful Tenderer shall be reviewed and approved by HSITPL to ensure they meet HSITPL’s satisfaction level, which is at the sole and final discretion of HSITPL.

Task No.	Task	Tentative Task Completion Date	Payment
1	Monthly Services Fee for the period from 19 May 2025 to 18 May 2026 (Tentative)	18 May 2026	Total amount shall be split into 12 instalments

**Proforma - Statement for Expression of Interest**

We hereby write to express our interest in undertaking the IT Support Services for HSITPL. 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 Tender requires compliance with the Selection Criteria for Shortlisting outlined at this part. By responding with “Y”, the tenderer hereby confirms that they meet all the Selection Criteria for Shortlisting specified in the table below. Please submit supporting documents and declarations as required. Failure to do so may result in the disqualification of the tenderer.

Item	Selection Criteria for Shortlisting	Y/N
1	IT support services pool with a minimum of total 80 service units in level of IT engineering / IT specialist / IT technical support level, and 20 service units in IT service management level in monthly average over the past 3 years.  <b>Document(s): relevant documents as proof of above</b>	
2	A minimum of <b>10 years</b> of experience in delivering IT support services across multiple support sites.  <b>Document(s): relevant documents as proof of above</b>	
3	Experienced in providing at least 5 service references of IT support services for property, technology park, or public sector clients over 10 years.  <b>Document(s): relevant documents as proof of above</b>	
4	Supports more than 5 listed companies in Hong Kong in year 2024.  <b>Document(s): relevant documents as proof of above</b>	
5	Able to provide an audit report dated within 2 years  <b>Document(s): audit report within 2 years</b>	

**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 the submission. Marks will only be given to relevant information in their respective entry fields.
5. Documents stated in the Selection Criteria for Shortlisting table above shall be submitted as an attachment along with the statement marked as "Y".
6. Please refer to and comply with the submission requirements for the EOI documents under the Invitation Letter for EOI Proposal.

#### **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) :

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(Signature) :

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(Name and Post of the Signatory) :

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(Date) :

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