

**Supply of Hardware and Software Items**  
**for the Vacancy Search Terminal System (VST system)**  
**to the Labour Department**

**TECHNICAL SPECIFICATIONS**

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**ALL REQUIREMENTS SPECIFIED HEREIN ARE ESSENTIAL REQUIREMENTS.**

**A TENDER WHICH FAILS TO COMPLY WITH ANY OF THE ESSENTIAL REQUIREMENTS HEREIN WILL NOT BE CONSIDERED FURTHER**

**1. Introduction**

**1.1 General**

**1.1.1 Tenderers are invited to bid for the:**

- (a) Supply and installation of 120 sets of New Kiosks and provision of the Maintenance Services for the 120 sets of New Kiosks as specified in the Tender Documents for a period of 5 years including at least one-year free of charge Warranty Period.
- (b) Provision of trade-in services for 171 sets of iKiosks of the Existing Kiosks.

**1.1.2 Tenderers shall note that the Contract will normally be awarded to the lowest offer which meets all the essential requirements in accordance with Paragraph 21 “Award of Contract” of the Terms of Tender (BD-TERMS-1 (August 2018)).**

**1.1.3 Tenderers shall note that the tender will be evaluated on an overall basis. No partial offer will be considered.**

## **2. Background**

The Employment Services Division (ESD) is a division under the Employment Services Programme of the Labour Administration Branch of the Labour Department (LD), which aims to provide a comprehensive range of free employment assistance and recruitment services to help job seekers find suitable jobs and employers recruit workers. To provide convenient vacancy search service to the public, the Vacancy Search Terminal (VST) system was first rolled out in the Job Centres (JCs) of ESD in 2002. This form of service delivery, featuring an all-in-one job-searching kiosk equipped with a user friendly touch-screen interface, “Job Easy”, and built-in printing facility, is widely used by job seekers and visitors, especially those who have little or no computer knowledge.

To enhance the job searching experience of specific target groups, the VST network was extended to Youth Employment Start and field offices of the Selective Placement Division of LD in subsequent years. As at 30 June 2018, a total of 208 VSTs, comprising 37 new-versioned kiosks (nKiosk) and 171 old-versioned kiosks (iKiosk) were installed in various LD offices.

The VST network has also been extended to non-LD offices since 2004. As at 30 June 2018, there are a total of 90 VSTs located in the Social Security Field Units of the Social Welfare Department (SWD), Home Affairs Enquiry Centres of the Home Affairs Department (HAD), Service Centres of the Employees Retraining Board (ERB), selected Housing Estate Offices, Community Halls and non-governmental organisations (NGOs).

In 2010, the “Job Easy” interface of the VST system was revamped and integrated into the Labour Department Employment Service System (LESS) to form a collaborated employment service system. All the kiosks do not store any data and all data processed are stored on the LESS Internet sub-system. To retrieve the latest job vacancy information, the VSTs need to access LESS through the Internet and broadband lines are rented to establish the connection between LESS and individual VSTs. In 2015, the VSTs installed in all non-LD locations and some in LD offices were replaced by nKiosks which are equipped with improved features to enhance the users’ experience.

### 3. Problem / Improvement Areas

The VST system aims to provide quick vacancy search service for the public via user-friendly touch-screen kiosks. The VST network comprises the LD offices and non-LD locations with around two-thirds of the VSTs installed in LD offices and one-third housed in non-LD locations across the territory.

To enhance the job searching experience of job seekers, LD conducted an exercise in 2015 to replace all iKiosks installed in non-LD locations and some in LD offices with nKiosks which are equipped with improved features, such as wheelchair-friendly setting, enlarged screen that enables the display of more information, multi-touch interface with zooming properties and wireless access. After this exercise, the iKiosks still remain the predominant version of VSTs installed in LD offices. Compared with the nKiosks, the iKiosks are limited in several aspects:

#### Display area

Due to insufficient area of display, information which is considered useful to job seekers such as special employment programmes implemented by LD, guide on job traps, etc. cannot be shown readily along with vacancy information.

#### Multi-touch interface

Constrained by hardware specifications, the iKiosks cannot support multi-touch interface and zooming function. This means job seekers using iKiosks, the mature and visually impaired persons in particular are not able to adjust the size of the content displayed to fit their individual needs.

#### Wheelchair user-friendly features

Only the nKiosks are equipped with wheelchair user-friendly features, viz, an S-shaped shell and a customised user interface. As nKiosks in LD offices are now very limited in number, they may not be readily accessible to wheelchair users during their visits to these offices and this may discourage them from using LD's employment services.

#### Maintenance and technical support

Maintenance, security protection and technical support shall be less costly and more readily available after replacement of the hardware and upgrading of the operating system.

In sum, to ensure all VST users can have access to the aforementioned enhanced features of nKiosks and for the smooth and secured operation of the VST network, there is a need to replace the remaining iKiosks in LD offices with nKiosks.

#### 4. Current Environment Description

This section describes the current system environment including system information and the distribution of VSTs.

##### 4.1 System Description

There are 298 kiosks (including nine (9) kiosks for testing, stand-by and to be disposed of) distributed across the LD and non-LD offices connecting to LESS Internet sub-system via Internet.

Distribution of the kiosks is summarised as follows:

#	Sites	No. of iKiosks	No of nKiosks	Total
<b>LD Premise</b>				
1	Hong Kong East Job Centre (HKEJC)	15	1	<b>16</b>
2	North Point Job Centre (NPJC)	10	1	<b>11</b>
3	Hong Kong West Job Centre (HKWJC)	7	1	<b>8</b>
4	Kwun Tong Job Centre (KTJC)	10	1	<b>11</b>
5	Kowloon West Job Centre (KWJC)	17	1	<b>18</b>
6	Kowloon East Job Centre (KEJC)	15	1	<b>16</b>
7	Sheung Shui Job Centre (SSJC)	9	1	<b>10</b>
8	Sha Tin Job Centre (STJC)	9	1	<b>10</b>
9	Tuen Mun Job Centre (TMJC)	12	1	<b>13</b>
10	Tai Po Job Centre (TPJC)	10	1	<b>11</b>
11	Tsuen Wan Job Centre (TWJC)	14	1	<b>15</b>
12	Employment in One-Stop (EOS)	20	1	<b>21</b>
13	Tung Chung Job Centre (TCJC)	9	1	<b>10</b>
14	Recruitment Centre for the Catering Industry & Recruitment Centre for the Retail Industry (RCs)	2	2	<b>4</b>
15	Construction Industry Recruitment Centre (CIRC)	0	12	<b>12</b>
16	Youth Employment Start (YES)	8	0	<b>8</b>
17	Selective Placement Division (SPD)	0	3	<b>3</b>
18	Employment Information and Promotion Division (EIPD)	0	2	<b>2</b>
19	ESD(Information Systems) Office (ESD(IS))	1	2	<b>3</b>
20	Information Technology Management Division (ITMD)	1	3	<b>4</b>
21	Store	2	0	<b>2</b>
<b>Non-LD Premise</b>				
22	Social Welfare Department (SWD)	0	30	<b>30</b>
23	Employees Retraining Board (ERB)	0	6	<b>6</b>
24	Leisure and Cultural Services Department (LCSD)	0	1	<b>1</b>
25	Housing Department (HD)	0	2	<b>2</b>
26	Home Affairs Department (HAD)	0	22	<b>22</b>
27	Non-Government Organisations (NGO)	0	29	<b>29</b>

#	Sites	No. of iKiosks	No of nKiosks	Total
		171	127	298

#### 4.2 Hardware and Software Usages

Various items of hardware, network equipment and software have been installed and configured in offices and data centres as below.

##### 4.2.1 Hardware

###### A) Kiosk

Since 2002, kiosks have been procured in batches to form the VST system. All the first-generation kiosks, IBM4835, and the early batches of the iKiosks were disposed of as they had reached the end of their lifespan.

Pictures of the kiosks in service are shown below:

###### iKiosk



### nKiosk



#### 4.2.2 Software

The major software currently installed within both the iKiosk and nKiosk is as follows:

Software Type	iKiosk	nKiosk
Operating System	Windows 7	Windows 8.1
Browser	Internet Explorer 11	Internet Explorer 11
Anti-virus	Symantec End point protection 12	Symantec End point protection 12
Kiosk Management	Kiosk Management System for Client	Kiosk Management System for Client

#### 4.2.3 Kiosk Management System

To facilitate the management of the kiosks, ESD(Information Systems)(IS) has engaged another contractor to develop a management system, the Kiosk Management System (KMS), to monitor the operation of the kiosks and to perform administrative tasks (e.g. reboot kiosk remotely). The KMS is installed on the management server, which is configured with Microsoft Internet Information Services (IIS) and Microsoft

SQL server. The management server is isolated from the LD Network and is connected to the Internet through a dedicated firewall-protected broadband line. Access control policy has been in force on the firewall to safeguard the connection between the KMS and the kiosks. The KMS commenced operation in 2012 and supports both the iKiosks and nKiosks, and will support the New Kiosks.

With the kiosk management client running on a kiosk, the kiosk shall upload its latest status every minute through web services on the management server. ESD(IS) as the administrator of the VST system can access the web interface of the KMS and obtain details of any problems detected such as system suspension.



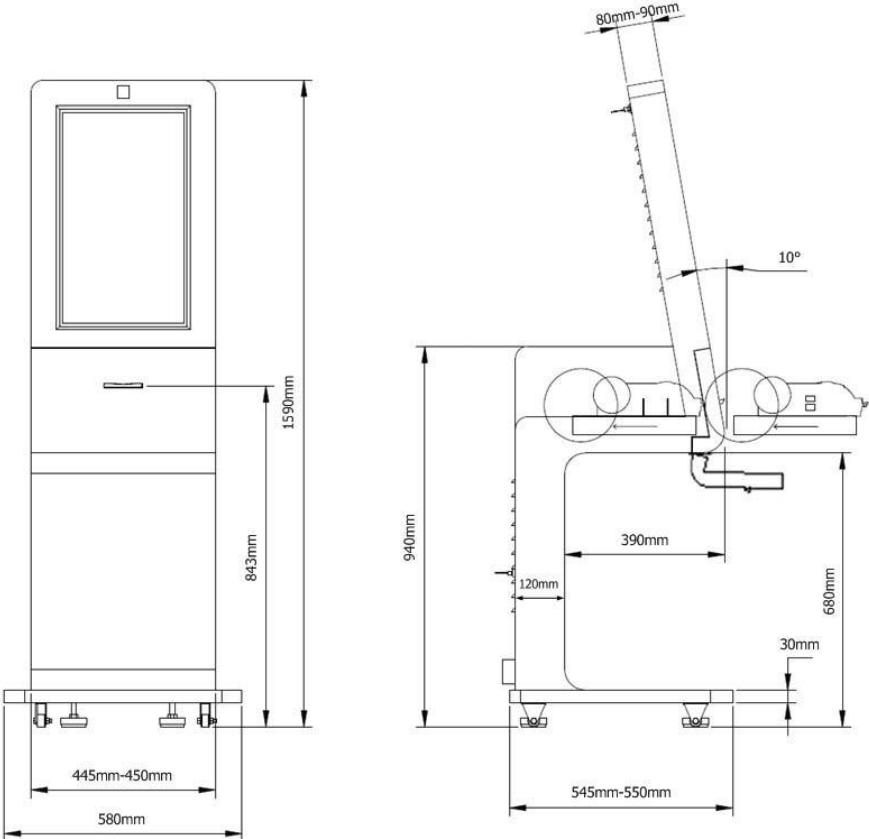
## 5. Specifications for the New Kiosks

### 5.1 Kiosk Specifications

The tables below summarise the specification of the requirements for each New Kiosk.

#### 5.1.1 Hardware

##### 5.1.1.1 Enclosure for each New Kiosk

Feature	New Kiosk Requirement
Dimension	 <p>The technical drawings show the dimensions for the kiosk enclosure. The front view (left) indicates a total height of 1590mm, a main body height of 843mm, and a base width of 580mm. The width of the main body is 445mm-450mm. The side view (right) shows a height of 940mm, a depth of 390mm, a base depth of 545mm-550mm, and a base height of 680mm. A tilted component at the top has a width of 80mm-90mm and is angled at 10°.</p>
Finishes	<ul style="list-style-type: none"> <li>➤ Material in robust metal housing of 1.5mm mild steel or equivalent with powder coating</li> <li>➤ Silk-screen printing for customised logo</li> <li>➤ A safety lock to stop the kiosk's door from closing after being pulled open</li> <li>➤ Base of at least 30kg in weight</li> <li>➤ Base not higher than 60mm</li> <li>➤ Printing output of 7mm or below in height and at least 122mm in width (which best fits the thermal paper)</li> </ul>

Feature	New Kiosk Requirement
Others	<ul style="list-style-type: none"> <li>➤ Panel with lock for touch screen</li> <li>➤ Power supply with a power extension (13A) of at least 6 plugs</li> <li>➤ All the keys of the lock for the kiosks procured in the same batch must be identical</li> <li>➤ Space of at least 300mm (H) x 300mm (W) x 85mm (D) in dimension must be made available inside the kiosk for placing the broadband equipment. Wireless signals such as Wi-Fi, 3G &amp; 4G LTE shall not be blocked and/or interfered by the external case</li> <li>➤ Cabinet with lockable door on the front side of the kiosk should be available to house the thermal printer</li> <li>➤ Printer tray with safety lock for refilling the paper</li> <li>➤ Rear perforated door</li> <li>➤ Four sets of lockable heavy castors with a wheel diameter of not less than 50mm attached with a 360-degree swivel plate that supports at least 50kg in total</li> <li>➤ Four sets of levelling feet with adjustable height and two lock brakes for each kiosk</li> <li>➤ Footrest covered with skidproof &amp; waterproof black patterned carpet</li> <li>➤ External cooling fan</li> <li>➤ Reset button on the external case for restarting the PC</li> </ul>

#### 5.1.1.2 One Workstation inside each New Kiosk

Feature	New Kiosk Requirement
Processor	<ul style="list-style-type: none"> <li>➤ 1 x Intel Core i5 7<sup>th</sup> generation or above</li> <li>➤ 64-bit instruction set</li> </ul>
System Memory	➤ 8GB RAM or above
Hard Disk	➤ 128GB SSD capacity or above
Operating system	➤ Preloaded with Microsoft Windows 10 Professional Edition Traditional Chinese (64-bit)
Audio Capacity	➤ Built-in HD audio encoder with speaker
Network	➤ Integrated gigabit network card
Input/Output (“I/O”) Ports	➤ At least 4 x USB 2.0

Feature	New Kiosk Requirement
	<ul style="list-style-type: none"> <li>➤ VGA &amp; HDMI</li> <li>➤ Audio in/out</li> <li>➤ Registered Jack 45 (“RJ45”) port</li> <li>➤ Keyboard and mouse</li> </ul>
Size	➤ 200 (W) x 200 (D) x70mm (H) or below
Performance Requirement	➤ Attained at least a score of 1500 in SYSMark 2014 Overall Rating or equivalent
Others	<ul style="list-style-type: none"> <li>➤ Small embedded PC fitting the size of the kiosk case</li> <li>➤ Basic Input/Output System (“BIOS”) supporting schedule power on feature</li> <li>➤ Bundled with Trusted Platform Module (“TPM”) version 2.0 or above</li> <li>➤ Enabled Microsoft Bitlocker on Microsoft Windows 10 Professional (Traditional Chinese) 64-bit</li> <li>➤ Each bundled with a USB mini-keyboard, a mouse, and a RJ45 LAN (2m) cable</li> <li>➤ Compatible with all other proposed hardware items (i.e. Touch Screen and Thermal Printer) and software item</li> <li>➤ Bundled with all necessary connection cables and power cords</li> </ul>

## 5.1.1.3 Touch Screen for each New Kiosk

Feature	New Kiosk Requirement
Technology	➤ Projected capacitive with 10 points multi-touch or above with palm rejection
Screen Size	➤ 24 inches or above
Resolution	➤ At least support 1920 x 1080 native resolution at 60Hz
Input Method	➤ Finger and thin gloved hand
Pixel Pitch	➤ 0.2768 x 0.2768mm or less
Colour Level	➤ At least 16 million colour
Brightness	➤ 400 cd/m <sup>2</sup> or above
Contrast Ratio	➤ 1000:1 or above
Response Time	➤ 5ms or less
Touch Response Time	➤ 10ms or less
Viewing Angle	➤ 178 ° vertical or above

Feature	New Kiosk Requirement
	➤ 178° horizontal or above
Accuracy	➤ 99% or higher of true position
Optics	➤ 90% light transmission or more
Mechanical	➤ 2.0mm or above in tempered / chemical-strengthened glass thickness ➤ Complete water-resistance seal gasket ➤ Cleanable with water, isopropyl alcohol, or similar non-abrasive cleaners ➤ No bezel with 2.0mm or above in tempered glass / chemical-strengthened glass thickness
Reliability	➤ Glass front, virtual unaffected by surface scratching ➤ Performance not impeded by liquids on screen
Input Connector	➤ VGA, HDMI
Others	➤ Anti-glare, scratch resistant coating with smooth and easy glide touch surface ➤ Anti-stiction surface allowing for “easy drag feel” for smooth touch performance ➤ Narrow black boarder graphics design with overall size =< 570mm x 338mm ➤ Built-in privacy filter ➤ Support Microsoft Windows 10 Professional Edition (64-bit) ➤ Bundled with all necessary connection cables and power cords

## 5.1.1.4 Privacy Filter for each New Kiosk

Feature	New Kiosk Requirement
Screen Size	➤ 24 inches or above (compatible with the size of the touch-screen)
Viewing Area	➤ At least support 527 x 296mm (compatible with the viewing area of the touch-screen)
Viewing Area Diagonal	➤ 24 inches in portrait mode
Optical Performance	➤ View Side : Matte with 90 gloss units on the view side ➤ Percent transmission : 65% nominal ➤ Advanced Light Control Film (“ALCF”) View Angle: 60° ± 4°

Feature	New Kiosk Requirement
	<ul style="list-style-type: none"> <li>➤ ALCF Louver Angle: <math>0^{\circ} \pm 2^{\circ}</math></li> <li>➤ ALCF Louver Bias: <math>11^{\circ} \pm 2^{\circ}</math></li> </ul>

## 5.1.1.5 Thermal Printer for each New Kiosk

Feature	New Kiosk Requirement
Output	➤ Support paper with maximum width of 112mm and best printing quality of 200dpi
Printer Type	➤ Open frame printer solution with movable control panel (containing paper end sensor, paper near end sensor and paper low sensor) via extension cables
Thermal Paper	<ul style="list-style-type: none"> <li>➤ Support thermal paper roll with a diameter of 180mm</li> <li>➤ Paper thickness from 63 to 100um</li> </ul>
Speed	➤ 150mm/sec or above
Interface	➤ USB
Others	<ul style="list-style-type: none"> <li>➤ With presenter function</li> <li>➤ Support full cut &amp; partial cut mode</li> <li>➤ Support normal &amp; reverse mode</li> <li>➤ Adjustable printing speed and density</li> <li>➤ Adjustable multi-position paper near end sensor</li> <li>➤ Bundled with at least one roll of thermal paper (180mm in diameter)</li> <li>➤ Support Microsoft Windows 10 Professional Edition (64-bit)</li> <li>➤ Bundled with all necessary connection cables and power cords</li> </ul>

## 5.1.2 Software for each New Kiosk

Software Type	New Kiosk Requirement
Anti-Virus Software	<ul style="list-style-type: none"> <li>➤ Support scanning of different types of computer viruses, e.g. boot sector virus, file virus and macro virus, Trojan horses and worms</li> <li>➤ Support scanning of files in common compressed formats, such as PKZIP and WINZIP</li> <li>➤ Support automatic removal and quarantine of viruses</li> <li>➤ Support logging mechanism to record anti-virus related</li> </ul>

Software Type	New Kiosk Requirement
	<p>activities</p> <ul style="list-style-type: none"><li>➤ Support real-time, manual and scheduled scanning</li><li>➤ Support manual loading of virus signatures update files</li><li>➤ Including one year virus signature updates and repair engines of the Anti-virus program</li></ul>

## 5.2 Delivery and Collection Locations

The Contractor is required to deliver, install and assemble the New Kiosks in full compliance with the specifications as stated in Section 5.1 and to collect the iKiosks from the locations listed below. LD will stipulate the distribution arrangements and the Contractor shall obtain the instructions from LD as and when required before commencing the delivery of each batch of New Hardware and New Software (i.e. before the commencement of the batch delivery period for that batch).

### Location of LD offices

No.	Site	Address
1	HKEJC	34/F, Revenue Tower, 5 Gloucester Road, Wan Chai
2	NPJC	12/F, North Point Government Offices, 333 Java Road, North Point
3	HKWJC	4/F, Western Magistracy Building, 2A Pokfulam Road
4	KTJC	10/F, East Government Offices, 12 Lei Yue Mun Road, Kwun Tong
5	KWJC	9/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road
6	KEJC	1/F, Trade and Industry Tower, 3 Concorde Road, Kowloon
7	SSJC	Units 2001-2006, Level 20, Landmark North, 39 Lung Sum Avenue, Sheung Shui
8	STJC	2/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin
9	TMJC	G/F, Victory Building, 3 Tsing Min Path, Tuen Mun
10	TPJC	3/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po
11	TWJC	2/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan
12	EOS	Unit 401, 4/F., Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai
13	TCJC	Unit 211A, 2/F, Yat Tung Shopping Centre, 8 Yat Tung Street, Tung Chung, Lantau
14	RCs	G/F, Revenue Tower, 5 Gloucester Road, Wan Chai
15	CIRC	1/F, Hong Kong Institute of Construction – Kowloon Bay Campus, 44 Tai Yip Street, Kowloon Bay
16	YES	Suites 8-11, L42, Office Tower, Langham Place, 8 Argyle Street, Mong Kok.
17		907-912, 9/F Metroplaza Tower II, Officer Tower, Kwai Fong
18	ESD(IS)	15/F, Harbour Building, 38 Pier Road, Central, Hong Kong
19	ITMD	10/F, Harbour Building, 38 Pier Road, Central, Hong Kong
20		6/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan
21		Room 1102, Cityplaza 3, 11/F, 14 Taikoo Wan Road, Taikoo Shing

## 5.3 Delivery and Collection Arrangements

1. The Contractor shall make necessary arrangements at no additional cost of the Government to assist the LD in deploying the New Kiosks to and collecting the Existing Kiosks designated for trade-in from the offices as listed in Clause 5.2 above. The Contractor also acknowledges that access to these LD offices for

performing removal and installation of Existing Kiosks and New Kiosks may be outside office hours or on public holidays.

2. The Contractor shall be required to deliver New Kiosks and collect Existing Kiosks at the same LD offices by batches on individual dates within the batch delivery period for each batch as stated in Activity No 3 in the Implementation Plan in Section 5.4 as stipulated by LD. The LD reserves the right to adjust the quantity to be delivered and/or collected for trade-in in each batch.
3. The Contractor shall provide sufficient, capable and experienced manpower resources to complete the delivery, installation and collection at the locations as listed in Section 5.2 above.
4. The Contractor shall take note of the possibility of being required to relocate the Existing Kiosks to other LD offices or other locations within Hong Kong to ensure the smooth deployment of the New Kiosks as and when required. If such relocation is required, the charge for such relocation service shall be at the rate as specified in Table 1.3 of Part A of the Price Schedule. If no relocation service is required, the Contractor shall be required to collect the Trade-in Items as part of the Trade-in Services.



## 5.4 Implementation Plan

1. The Contractor shall comply with the following implementation plan (“Implementation Plan”):

Activity No.	Activity Title	Activity Description and Completion Date
1	Preparation of Windows 10 image	<p>Within 4 weeks from the Date of Tender Acceptance – deliver one set of New Hardware and New Software to LD for installing the VST application</p> <p>Preparation of the Windows 10 image in accordance with Section 5.5 of these Technical Specifications based on the one set New Hardware and New Software already installed with the VST application</p>
2	Installation of the Windows 10 image and Independent Tests to be conducted by an Independent Accredited Laboratory	<p>In relation to each batch of New Hardware and Software as defined in Activity No. 3 below, within the 4-week period prior to the commencement of the batch delivery period for that batch:</p> <ul style="list-style-type: none"> <li>● install the Windows 10 image on the New Hardware for that batch;</li> <li>● procure an Independent Accredited Laboratory to conduct Independent Tests for that batch; and</li> <li>● procure the Independent Accredited Laboratory to issue an Independent Report after completion of the Independent Tests complying with the content requirement specified in Clause 4(a) of Annex A (Delivery, Installation and Acceptance Tests) to the Special Conditions of Contract</li> </ul>
3	Kiosk Delivery & Installation	<p>No earlier than 6 weeks and no later than 10 weeks from the Date of Tender Acceptance (“1<sup>st</sup> batch delivery period”) in relation to a batch of New Hardware and Software for assembling 8 New Kiosks (“1<sup>st</sup> batch”)</p> <ul style="list-style-type: none"> <li>● deliver, install and assemble 8 New Kiosks at the Locations to be stipulated by LD on individual days to be stipulated by LD</li> </ul>

		<p>within the 1<sup>st</sup> batch delivery period;</p> <ul style="list-style-type: none"> <li>● supply the Independent Report in relation to the 1<sup>st</sup> batch issued by an Independent Accredited Laboratory after conducting the Independent Tests as mentioned in Activity No. 2; and</li> <li>● collect the Trade-in Items from each Location covered by this batch as part of the Trade-in Services (or relocating an Existing Kiosk to another Location as part of the Relocation Services, depending on the requirements of the LD).</li> </ul> <p>No earlier than 8 weeks and no later than 12 weeks from the Date of Tender Acceptance (“2<sup>nd</sup> batch delivery period”) in relation to a batch of New Hardware and Software for assembling 30 New Kiosks (“2<sup>nd</sup> batch”)</p> <ul style="list-style-type: none"> <li>● deliver, install and assemble 30 New Kiosks at the Locations to be stipulated by LD on individual days to be stipulated by LD within the 2<sup>nd</sup> batch delivery period;</li> <li>● supply the Independent Report in relation to the 2<sup>nd</sup> batch issued by an Independent Accredited Laboratory after conducting the Independent Tests as mentioned in Activity No. 2; and</li> <li>● collect the Trade-in Items from each Location covered by this batch as part of the Trade-in Services (or relocating an Existing Kiosk to another Location as part of the Relocation Services, depending on the requirements of the LD)</li> </ul> <p>No earlier than 12 weeks and no later than 18 weeks from the Date of Tender Acceptance (“3<sup>rd</sup> batch delivery period”) in relation to a batch of New Hardware and Software for assembling 81 New Kiosks (“3<sup>rd</sup> batch”)</p> <ul style="list-style-type: none"> <li>● deliver, install and assemble 81 New Kiosks at the Locations to be stipulated by LD on individual days to be stipulated by</li> </ul>
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		<p>LD within the 3<sup>rd</sup> batch delivery period;</p> <ul style="list-style-type: none"> <li>● supply the Independent Report in relation to the 3<sup>rd</sup> batch issued by an Independent Accredited Laboratory after conducting the Independent Tests as mentioned in Activity No. 2;</li> <li>● collect the Trade-in Items from each Location covered by this batch as part of the Trade-in Services (or relocating an Existing Kiosk to another Location as part of the Relocation Services, depending on the requirements of the LD)</li> </ul> <p>(the last working day of each of the above-defined 1<sup>st</sup> batch delivery period, 2<sup>nd</sup> batch delivery period and 3<sup>rd</sup> batch delivery period are referred to as “Scheduled Delivery and Installation Date”)</p> <p>(each of the 1<sup>st</sup> batch, 2<sup>nd</sup> batch and 3<sup>rd</sup> batch is referred to a “batch of New Hardware and Software” or “a batch of New Kiosks covered by a batch of New Hardware and Software or a “batch”)</p>
4	Function Tests and User Acceptance Tests	In relation to each of the three batches of New Hardware and New Software, the New Kiosks covered by each batch shall pass the Function Tests (conducted by Contractor) and User Acceptance Tests (conducted by the Government) no later than 2 weeks from the Scheduled Delivery and Installation Date for that batch.
5	Reliability Tests and New Kiosks becoming Ready for Use	In relation to each batch of New Hardware and New Software, the New Kiosks of each batch shall pass the Reliability Tests (conducted by the Government) and be Ready for Use within 4 weeks from the applicable Scheduled Delivery and Installation Date (viz Completion Date or Deadline Delivery Date).

2. The New Kiosks as covered by a batch of New Hardware and New Software shall be Ready for Use by the date as specified in the third column for Activity No 5 above.

3. The Government reserves the right to revise the delivery period for a batch as stated in Activity No 3, and the quantity covered by each batch of New Hardware and New Software by giving not less than 7 days' notice prior to the commencement of the relevant delivery period for that batch.

#### 5.5 Other Service Requirements

The Contractor shall be responsible for performing all acts to make each batch Ready for Use including all activities as mentioned in the Implementation Plan and including the installation, assembly and configuration of the New Kiosks. In respect of the Kiosk Management System, LD will contact its service provider, if necessary, to customise the application to ensure its compatibility with the New Kiosks. The Contractor shall provide all other related services to ensure the smooth migration from the iKiosks of the Existing Kiosks to the New Kiosks. The services include but not limited to the following:

1. Provide project management service to plan and coordinate the replacement exercise according to the project schedule and with minimal interruption to users;
2. Provide one set of New Hardware and New Software to LD for installing the VST application;
3. Collect the New Hardware and New Software with VST application from LD;
4. Prepare a Windows 10 image including all Software as well as the VST application for the New Kiosk ("Windows 10 image");
5. Clone the Windows 10 image to the New Kiosks as covered by each batch of delivery;
6. Cooperate with and provide assistance to the contractor responsible for security risk assessment and audit for the security risk assessment and audit exercise, and rectify all the vulnerabilities/loopholes identified to the satisfaction of the Government. The Contractor shall be responsible for proposing and implementing solutions following the recommendations made by the contractor responsible for the security risk assessment and audit exercise at no additional charge to the Government; and
7. Dismount the harddisk from the Existing Kiosks for data erasing.

#### 5.6 Reliability Levels

As part of the Reliability Tests for a batch of New Hardware and New Software, the Government will operate each New Kiosk covered by that batch for 4 consecutive weeks ("Test Period") to determine whether the New Kiosks covered by a batch of New Hardware and New Software can achieve the Minimum Performance Level. If the Minimum Performance Level cannot be achieved in the aforesaid period, the Reliability Tests shall be repeated for another 2 weeks ("Extended Test Period"). Non-compliance with the Minimum Performance Level during the Test Period and the Extended Test Period shall mean failing in the Reliability Tests. All New Kiosks

covered by a batch of New Hardware and New Software shall continue to reach the Minimum Performance Level (i.e. Reliability Levels) throughout the Maintenance Period and reference to “Test Period” shall mean each consecutive month of the Maintenance Period (“Given Period”). The Minimum Performance Level is determined in accordance with the following criteria:

1. Fault Call

One pertaining to

- (i) error or fault of any New Hardware or New Software in the batch being tested; or
- (ii) failure of any New Hardware or New Software in the batch to comply with any of the Overall Specifications.

2. Downtime

Downtime is the period of time from the time when the Contractor is informed of a fault to the time when the faulty unit (which can be any unit of New Hardware or New Software as covered by the batch of New Hardware and New Software to be tested) becomes operative again. If there are more than one faulty unit, their downtime shall be aggregated even if the problem may have occurred concurrently.

3. Minimum Performance Level (or Reliability Levels)

The Minimum Performance Level is said to be achieved if (1) the number of Fault Calls during the Test Period does not exceed 4 calls for all New Kiosks covered by the first batch of New Hardware and New Software, 8 calls for the second batch, and 20 calls for the third batch respectively, and (2) the aggregated duration of downtime caused by all faulty units of all New Kiosks covered by a batch of New Hardware and New Software does not exceed 40 hours for the first batch, 80 hours for the second batch, and 200 hours for the third batch during the respective Test Periods or each Given Period within the Maintenance Period (as the case may be) (“Maximum Downtime”).

To determine compliance with the Minimum Performance Level during the Extended Test Period (if necessary and not applicable to a Given Period during the Maintenance Period), the number of Fault Calls must not exceed 2 calls for all New Kiosks covered by the first batch of New Hardware and New Software, 4 calls for the second batch, and 10 calls for the third batch, and the aggregate downtime during the Extended Test Period must not exceed 20 hours for the first batch, 40 hours for the second batch, and 100 hours for the third batch.

**6. Tender Briefing Session**

- (a) A tender briefing session will be held, tentatively scheduled for 3:00 p.m. on 28 February 2019 (Thursday) (Hong Kong Time) at Hong Kong East Job Centre, Labour Department, 34th Floor, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong. Although attendance at the tender briefing session is not compulsory, prospective Tenderers are encouraged to participate. A prospective Tenderer who wishes to attend the briefing session is requested to complete the reply slip attached to the Appendix of these Technical Specifications and fax it to the Employment Services Division, Labour Department (Attn.: Labour Officer (ES)(IS)2) on (852) 2591 6519 on or before 25 February 2019 (Monday). The number of representatives of each Tenderer is limited to three (3) persons. Confirmation of registration will be issued to the Tenderer upon receipt of the signed reply slip. Late registration may not be accepted.
- (b) Questions for clarification at the tender briefing session may be submitted in writing to the Labour Department (Attn.: Labour Officer (ES)(IS)2) by fax on (852) 2591 6519 on or before 25 February 2019 (Monday).
- (c) In case Tropical Cyclone Warning Signal No. 8 or above or a Black Rainstorm Warning Signal is/will be in force for any duration at or after 11:00 am on 28 February 2019 (Thursday), the tender briefing scheduled for that day will be cancelled and the Government will notify prospective Tenderers who have submitted the reply slip of the arrangement for the rescheduled tender briefing.
- (d) The schedule of the tender briefing session is subject to change at the sole discretion of the Government.

**Appendix**

**REPLY SLIP FOR TENDER BRIEFING SESSION**

TO: Commissioner for Labour  
Labour Department  
Room 1529, 15/F, Harbour Building, 38 Pier Road, Central, Hong Kong  
(Attn.: Labour Officer (ES)(IS)2)  
Fax No.: (852) 2591 6519

**Tender Reference : LDPT042018**  
**Tender for the Supply of Hardware and Software Items**  
**for the Vacancy Search Terminal System to the Labour Department**

I would like to attend the briefing session to be held at 3:00 pm on 28 February 2019 (Thursday) (Hong Kong Time) at Hong Kong East Job Centre, Labour Department, 34th Floor, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong.

<u>Full Name of Representative(s)</u>	<u>Post/Title</u>
Mr./Mrs./Ms/Miss _____	_____
Mr./Mrs./Ms/Miss _____	_____
Mr./Mrs./Ms/Miss _____	_____

Name of Company \_\_\_\_\_

Signature of Authorised Person : \_\_\_\_\_

Full Name (in block letters) : \_\_\_\_\_

Contact Person/Post Title: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Mobile Phone No. \_\_\_\_\_ Pager No. \_\_\_\_\_

Notes:

- (a) Each prospective Tenderer can register no more than three (3) representatives for the tender briefing session.
- (b) Please register on or before 25 February 2019 (Monday). Late registration may not be accepted.