

HONG KONG EDUCATION CITY LIMITED

Invitation to Tender

Tender Reference: TD26-008

Provision of Data Centre Colocation Service

<DOCUMENT 5> SPECIFICATION

1. Objectives

EdCity is procuring a data centre colocation service to meet our operational and service requirements over the next FOUR (4) years. The initial contract term shall be two (2) years, with an option to extend for a further two (2) years subject to mutual agreement and satisfactory service performance. The service is tentatively scheduled to commence in April 2027.

2. Proposal Requirement

2.1 Technical Proposal:

The Technical Proposal should include, but not limited to, the following sections:

- Company Profile
- Detailed description on data centre facilities with photos
- Environmental friendliness and compliance of data centre facilities such as Air Conditioning and Generator Set
- Network diagram showing both local and international connection with carrier name supplied and network bandwidth capacity
- Service Level Agreement
- Master Service Agreement and related service Terms and Conditions
- Server and Equipment Relocation Project Plan (if applicable)
- Service Requirements Compliance Tables (**Appendix A**)
- A list of customer reference using data centre colocation service of the Service Provider for the recent 2 years (**Appendix B**)

Service Providers should use the tables given in Appendix A to indicate the compliance status for the requirements specified in Section 3. If the proposed system has non-compliant items, Service Providers can propose an alternative solution to indicate that it can meet the equivalent requirement for EdCity's consideration. However, the final compliance status is determined at the full discretion of EdCity.

Service Providers must fill in the table in Appendix B to provide customer reference.

2.2 Price Proposal:

The Price Proposal should include all price information to be quoted in Hong Kong dollars.

The proposal should include the following items:

- Facility setup cost (if applicable)
- Cost on server and equipment relocation (if applicable)
- Monthly recurrent cost including breakdown on rack rental, power and network bandwidth
- Cost on mandatory and optional items

Service Providers must complete Tables of Price Information given in **DOCUMENT 9**. All prices quoted in the Price Proposal shall be in Hong Kong dollars. If any item is provided at no additional cost as part of the proposed solution, Service Providers should indicate “INCLUDED” in the corresponding pricing field.

For monthly power charge, Service Providers can assume the power usage to be 20 kVA shared by the racks.

3 Service Requirements

3.1 General

- 3.1.1 The data centre shall be located in Hong Kong. Facilities located in New Territories or Kowloon and within reasonable travelling distance from EdCity's office in Sha Tin will be preferred. Service Providers shall provide estimated travelling time by public transportation from Sha Tin MTR Station to the proposed data centre facility.
- 3.1.2 The data centre facility shall be certified to ANSI/TIA-942 Rated-3 (or above) or Uptime Institute Tier III (or above). Documentary proof of certification shall be provided with the tender submission.
- 3.1.3 The data centre operator shall maintain a valid ISO/IEC 27001 certification covering the proposed data centre facility and operational services.
- 3.1.4 The data centre must have the following standard facilities:
 - Anti-static raised floor
 - Redundant UPS system with dedicated backup power generator or alternate power supplier
 - Redundant Computer Room Air Conditioning (CRAC) system
 - Smoke detection system and fire suppression system
 - Water leakage detection system
 - The data centre shall implement a formal visitor management process, including identity verification, visitor logs, escort procedures and audit trail retention.
 - CCTV surveillance. CCTV recordings shall be retained for a minimum period of ninety (90) days and be made available to EdCity for investigation purposes upon request.
 - High speed Internet connection

- 3.1.5 Service Providers shall provide the exact address of the proposed data centre facility, together with details of site ownership (owned or leased facility), operating entity, and the remaining lease period where applicable.
- 3.1.6 Service Providers shall confirm that the proposed facility will remain available for the entire contract period and any optional extension period of up to two additional years.
- 3.1.7 The data centre must have service level agreement on power, CRAC and Internet connection.
- 3.1.8 The data centre must be carrier neutral and allows network connectivity to be provided by different network providers.

3.2 Racks

- 3.2.1 7 racks are adjacent to each other and in one row.
- 3.2.2 External size 600mm x 1200mm and at least 42U high.
- 3.2.3 Side panels between adjacent racks must be removed to facilitate cabling across different racks.
- 3.2.4 Supply maximum 7 shelves for rack on request.
- 3.2.5 Service Providers shall provide additional rack space in close proximity to EdCity's existing rack area when requested during the contract period, subject to availability. Priority shall be given to rack locations within the same data hall and on the same row whenever practicable.
- 3.2.6 Service Providers shall provide the maximum supported floor loading and confirm that the proposed rack area can safely support fully populated server, storage and network equipment deployments.

3.3 Power

- 3.3.1 Each rack must support a maximum power loading of 4 kVA.
- 3.3.2 Each rack shall be provided with dual independent A and B power feeds backed by separate UPS systems and generator infrastructure.
- 3.3.3 Each PDU includes the following:
 - Supporting 20A power current
 - At least 24 power sockets
 - Power current usage meter
- 3.3.4 Supply 20 kVA for 7 racks and the total power must be **shared** among all racks.
- 3.3.5 Provide monthly power usage report for each rack.
- 3.3.6 Power availability SLA shall be no less than 99.98%.

3.4 Network Connectivity

- 3.4.1 Include four (4) cross-connects between EdCity's rack area and the provider's Meet-me Room (MMR). The cross-connects shall support both copper and fibre media, including Cat 6 RJ45 and single-mode fibre (LC), and may be used for carrier, Internet, cloud, or other telecommunications services.
- 3.4.2 Supply two independent Internet connections through physically diverse paths using 1GbE or higher interfaces and support copper or fibre handoff.
- 3.4.3 Supply at least 1 Gbps dedicated local bandwidth and 200 Mbps dedicated international bandwidth.
- 3.4.4 Service Providers shall support on-demand upgrades up to at least 10 Gbps interface capacity without requiring rack relocation.
- 3.4.5 Must have redundant connection to HKIX through separate network devices and transmission paths.
- 3.4.6 International connection should have good connectivity to US, Singapore, Chinese Mainland and Taiwan.
- 3.4.7 Must allow network capacity increase on demand for both local and international bandwidth.
- 3.4.8 Must provide BGP peering for advertising EdCity provided AS number, /22 IPv4 and /48 IPv6 addresses for exchanging Internet traffic.
- 3.4.9 Full IPv4 and IPv6 Internet routing must be supported.
- 3.4.10 Provide online network usage report for both local and international bandwidth.

3.5 Other Services

- 3.5.1 The Service Provider shall provide the following services throughout the contract period:
 - Five (5) hours of Remote Hands Service per month on a 24x7 basis.
 - 24x7 telephone help desk support.
 - A ticketing system for logging, tracking and managing all service requests and incidents.
 - 24x7 data centre access support for authorised EdCity personnel.
- 3.5.2 Additional Remote Hands Service beyond the included monthly quota shall be available upon request. Tenderers shall provide the applicable hourly rates in the Price Proposal.
- 3.5.3 Remote Hands Service requests shall be acknowledged within 15 minutes and commenced within 30 minutes on a 24x7 basis.
- 3.5.4 Remote hands service includes but not limited to following:
 - Tape and media handling.
 - Server, storage and network equipment reboot, shutdown and power cycling.
 - Equipment status inspection and reporting.

- Hardware replacement assistance.
 - Cable tracing, labelling and verification.
 - Equipment installation, removal, racking and de-racking.
 - Connection and disconnection of power, network and fibre optic cabling.
 - LED, alarm and console status inspection.
 - Photographic documentation upon request.
 - Inventory verification and asset identification.
 - Collection, storage and handover of equipment and spare parts.
 - Escort and coordination of authorised maintenance personnel and service providers.
- 3.5.5 The Service Provider shall provide collection of delivered equipment service on behalf of EdCity.
- 3.5.6 The Service Provider shall provide equipment storage in staging area.
- 3.5.7 The Service Provider shall provide movable computer desk with display and keyboard on request.
- 3.5.8 The Service Providers shall provide monthly operational reports including:
- Power consumption
 - Access records
 - Remote hands activities
 - Environmental alarms
 - Service incidents
 - Planned maintenance activities
- 3.5.9 The Service Providers shall provide at least fourteen (14) calendar days advance notice for planned maintenance activities which may impact services.
- 3.5.10 Critical incidents affecting power, cooling, connectivity or security shall be reported to EdCity within 30 minutes of occurrence. A formal incident report and root cause analysis shall be provided within five (5) business days after service restoration.

3.6 Future Expansion Capability

The data centre must support future expansion. Additional rack space, power capacity, and related colocation resources must be able to be provisioned upon EdCity's request during the contract period. Service Providers shall demonstrate the capability to provide scalable rack, rack space and power capacity to accommodate EdCity's future growth requirements.

3.7 Server and Equipment Relocation (If applicable)

- 3.7.1 Must include server and equipment relocation service from EdCity existing data centre in Kwai Chung, N.T. to the proposed location.
- 3.7.2 The relocation includes 126 1U servers, 18 2U servers, 32 1U equipment, with an additional buffer of 10% to account for variance in the actual number of items. The scope also includes the work of disconnecting and reconnecting network / fibre cables to servers and network switches. Each server includes 3 network

connections with UTP cable to network switches (top of rack or in other rack). There are 2 100GbE and 10 10GbE network switches. Each 100GbE switch has an inside rack fibre connection to 8 10GbE switches across different racks. Relocation of a centralised storage system is **excluded**, and it will be performed by a storage vendor separately.

- 3.7.3 Must include the insurance of HKD 10,000,000 to cover the **entire migration process**, including transportation, general liability, contractor's all risk, employees' compensation, and professional indemnity (E&O).
- 3.7.4 The relocation will be conducted in 2 separate, single-day exercises. The first batch includes 100 secondary servers and equipment to be carried out in office hours (09:00-18:00 on working days). The second batch includes 80 servers and equipment to be performed in non-office hours (18:00 to 12:00 on all calendar days, including Saturdays, Sundays and public holidays) and must be completed within 18 consecutive hours to ensure completion before the next business day begins. The actual number of servers and equipment to be relocated shall be confirmed prior to migration commencement.
- 3.7.5 The detailed scope of work for the relocation can be found in Appendix D.
- 3.7.6 Site visit and inspection for cost estimation can be arranged upon request during the mentioned period in Appendix C.
- 3.7.7 Must provide 1Gbps Redundant Internet access with 6 usable IPv4 addresses for one month. One cross-connect port can be used for service provisioning if necessary. The service should be ready 3 days before first batch relocation.

4 Service Period

- 4.1 The contract will be awarded for an initial term of TWO (2) years, with the option for EdCity to extend the contract for one additional period for TWO (2) years at the EdCity's sole discretion. The extension will be subject to satisfactory performance, operational requirements, and budget approval. No automatic renewal is implied. Upon exercise of the extension option by EdCity, the Service Provider shall be obliged to continue the Services for the extension period under the same terms and conditions as those of the original contract. The Service Provider shall not be entitled to revise, adjust, or introduce any changes to the pricing, charges, service levels, or any other contractual terms and conditions during the extension period without the prior written consent of EdCity.
- 4.2 EdCity shall not be required to relocate its equipment, racks, cages, network connections or services to another location within the contract period. Any relocation proposed by the Contractor shall require prior written approval from EdCity. All costs, risks and service impacts associated with such relocation shall be borne by the Contractor.
- 4.3 EdCity may increase or decrease the required rack space, power capacity and associated allocation, or related colocation resources during the third and fourth years of the service period, subject to mutual agreement on pricing and availability.
- 4.4 The tentative service commencement date is 20 April 2027. The exact commencement date will be determined upon the completion of the server and equipment relocation. The setup of seven (7) new racks must be completed on 20

April 2027.

5 Schedule

Service Providers can reference Appendix C for the tender schedule and the tentative implementation schedule.

6 Key Criteria for the Selection Process

6.1 Price (70%)

6.2 Technicality (30%), including but not limited to:

- a) Company profile and customer references
- b) Facilities quality and network connectivity
- c) Project and implementation plan for the service setup
- d) Tender presentation quality

EdCity reserves the right not to consider any proposal that is incomplete or contains inaccurate information. EdCity also reserves the right not to accept any alternative solution proposed in lieu of full compliance with the requirements.

Appendix A Service Requirements Compliance Tables

General

Section	Compliance (Yes/No)	Remark/Alternate solution
3.1.1		
3.1.2		
3.1.3		
3.1.4		
3.1.5		
3.1.6		
3.1.7		
3.1.8		

Racks

Section	Compliance (Yes/No)	Remark/Alternate solution
3.2.1		
3.2.2		
3.2.3		
3.2.4		
3.2.5		
3.2.6		

Power

Section	Compliance (Yes/No)	Remark/Alternate solution
3.3.1		
3.3.2		
3.3.3		
3.3.4		
3.3.5		
3.3.6		

Network Connectivity

Section	Compliance (Yes/No)	Remark/Alternate solution
3.4.1		
3.4.2		
3.4.3		
3.4.4		
3.4.5		
3.4.6		
3.4.7		
3.4.8		
3.4.9		
3.4.10		

Other Services

Section	Compliance (Yes/No)	Remark/Alternate solution
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3.5.1		
3.5.2		
3.5.3		
3.5.4		
3.5.5		
3.5.6		
3.5.7		
3.5.8		
3.5.9		
3.5.10		

Future Expansion Capability

Section	Compliance (Yes/No)	Remark/Alternate solution
3.6		

Server and Equipment Relocation (If applicable)

Section	Compliance (Yes/No)	Remark/Alternate solution
3.7.1		
3.7.2		
3.7.3		
3.7.4		
3.7.5		
3.7.6		
3.7.7		

Authorised Signature and
Company Chop

: _____

Name of Person Authorised to Sign
(in Block Letters)

: _____

Name of Company
(in Block Letters)

: _____

Date

: _____

Appendix B Table of Customer Reference

Track record of major data centre colocation services offered by the Service Provider in recent 2 years (in chronological order)

EdCity reserves the right to request for further client information upon or before the award of the contract.

Service Duration (MM/YY – MM/YY) (in chronological order)	Name of Client and Business Area	Service Scope

Appendix C Schedule

The schedule below is provided for reference purposes only and is subject to change.

1. Tender Schedule

No	Task	Period / Date
1	Tender Starting Date	12 Oct 2026
2	Site Visit and inspection	13-20 Oct 2026 (Tentative)
3	Tender Closing Date	05 Nov 2026
4	Service Provider Presentation	09-16 Nov 2026(Tentative)
5	Tender Award	Late of Dec 2026

2. Implementation Schedule

No	Task	Period / Date
6	Finalise rack setup requirements	Early Jan 2027
7	Completion of the rack setup	Early Feb 2027
8	First batch of the server relocation (secondary servers and equipment)	Mid of Mar 2027
9	Final batch of the server relocation (all remaining servers and equipment)	Late Mar 2027

Appendix D Scope of Work for Server and Equipment Relocation

The scope of work below is provided for reference purposes only and is subject to change.

Time	Tasks	PIC	Remarks
Two weeks before final server relocation	Provide cable connection instruction	EdCity	
One week before final server relocation (First batch of the server relocation)	1. Relocate secondary servers and equipment with protective materials 2. Connect network cables and power cords for relocated servers and equipment	The Contractor	1. To be carried out in office hours 2. EdCity powers off servers before the relocation and powers them on after the relocation
Final batch of the server relocation	1. Relocate all servers and equipment inside the existing racks with protective materials 2. Work with EdCity's technical team on the relocation, who relocate a centralised storage in an existing rack 3. Connect network cables and power cords for relocated servers and equipment	The Contractor	1. The relocation should be completed within 18 hours 2. EdCity powers off servers before the relocation 3. After the relocation, EdCity verifies servers and equipment installation and then powers them on