Standard installation service scope of work

Service: Desktop solution

1 PC Workstation / Notebook

1A Basic Installation of PC/Notebook:
Include:
- 1.1 Physical cable connection of power and peripherals i.e. LCD, KB Mouse, RAM, Chinese Input Pen & card reader.
- 1.2 Initialization of pre-loaded operating system.
- 1.3 Basic OS configuration includes change computer name, Join domain & IP address configuration only.
- 1.4 System commissioning and user acceptance test for all the above sub-items.

Exclude:
- 1.5 Installation of accessories/peripherals not listed in PCCW works order
- 1.6 Data backup and restoration & migration
- 1.7 Installation / migration of software application
- 1.8 Re-partitioning of hard disk
- 1.9 Patch update of OS and software application
- 1.10 Master image / recovery media creation or customization
- 1.11 Disk cloning
- 1.12 Relocation of existing / new PC or related hardware
- 1.13 OS Upgrade / Downgrade
- 1.14 Email account configuration and network drive mapping
- 1.15 Printer / scanner / other peripherals installation and configuration

1B Replacement with Data Migration of PC/Notebook:
Include:
- 1.1 Physical cable connection of power and peripherals i.e. LCD, KB Mouse, RAM, Chinese Input Pen & card reader.
- 1.2 Installation of peripheral hardware - cable connection and installation of existing peripheral hardware*.
- 1.3 Initialization of pre-loaded Operating system / disk cloning by customer provided image
- 1.4 Basic OS configuration includes change computer name, Join domain & IP address configuration only
- 1.5 Installation of OA software includes Microsoft Office & antivirus client only
- 1.6 Data Migration includes single user account profile, bookmarks / favourites, my documents and desktop folder. (Maximum up to 30GB data)
- 1.7 Email migration includes archive email migration only (Maximum up to 10GB email data)
- 1.8 Basic inventory[#] record taking in user acceptance form.
- 1.9 System commissioning and user acceptance test for all the above sub-items.

* Existing peripheral hardware shall be compatible to new PC/Notebook
[#] Basic inventory include end-user information, existing and new serial number of PC only.

Exclude:
1.10 Re-partitioning of hard disk
1.11 Installation of software application
1.12 Patch update of OS and software application
1.13 Master image / recovery media creation or customization
1.14 Multi-profile migration
1.15 Re-deployment of exisitng PC / other hardwares
1.16 Relocation of existing / new PC or related hardware
1.17 OS Upgrade / Downgrade Initialization of pre-loaded operating system.

2 Computer Peripherals and Accessories Installation Works

2A Monitor Installation (LCD (<=30"))
Include:
2.1 LCD Hardware and driver installation of equal to or small than 30 inch LCD.
2.2 Cable connection to PC main unit
2.3 Resolution fine-tune in system level.
2.4 Functional testing (includes dead/light spot checking) and commissioning test.

Exclude:
2.5 Add-on display card setup.
2.6 Mounting

2B A4 Direct-Attached Printer / Scanner Installation (A4 size B&W / color with USB/LPT connection based)
Include:
2.1 Hardware assembly
2.2 Cable connection
2.3 Installation of printer software & driver
2.4 Installation of scanning software (for scanner only)
2.5 Configuration, testing & commissioning

Exclude:
2.7 Add-on printer tray
2.8 Printer sharing

2C A4 Network Printer / All-In-One Printer (A4 size B&W / color with network connection based)
Include:
2.1 Hardware assembly of printer main unit
2.2 Network connection
2.3 Installation of printer software and configuration
2.4 Printer sharing up to maximum 3 PC's printer queue setting
2.5 Scanner sharing up to maximum 3 PC's scanner setting (for All-in-one only)
2.6 Functional Testing & commissioning.

Exclude:
2.7 Add-on printer tray

2D A3 Network Printer / A3 Scanner with ADF (A3 size B&W/Color with any connection based)
Include:
2.1   Hardware assembly of printer main unit
2.2   Network connection
2.3   Installation of printer software and configuration
2.4   Printer sharing up to maximum 3 PC's printer queue setting (for printer only)
2.5   Scanner sharing up to maximum 3 PC's scanner setting (for scanner only)
2.6   Functional Testing & commissioning

Exclude:
2.7   Add-on printer tray

2E Memory Installation for PC / Notebook
Include:
2.1   RAM Installation
2.2   Functional Testing & commissioning.

Exclude:
2.3   Existing RAM re-deployment

2F Memory Installation for Printer
Include:
2.1   RAM Installation
2.2   Functional Testing & commissioning.

2G Hub/ KVM switch / Unmanaged Switch
Include:
2.1   KVM and IP/USB dongle installation
2.2   Functional Testing & commissioning

Exclude:
2.3   Functional test of KVM connected devices

3 Software Installation

3A Desktop Application Software
Include:
3.1   Installation of software application* and patch update
3.2   Functional Testing & commissioning

* Single account profile only

Exclude:
3.3   Migration of application
3.4   OS / Software patch update of any prerequisite of desktop application

3B Basic LAN Connection
Include:
3.1   Basic OS configuration includes change computer name, Join domain & IP configuration.
3.2   Email configuration includes single email account configuration and archive email setting.

3.3   Testing and commissioning.

Exclude:
3.4   Data backup and restoration
3.5   Exisitng peripherals connection and installation

3C   Advance LAN Connection

Include:
3.1   Basic OS configuration includes change computer name, Join domain & IP configuration.
3.2   Profile Migration includes single user account profile, bookmarks / favourites, my documents and desktop migration, etc.
3.3   Email configuration includes single email account configuration and archive email setting.
3.4   File & print sharing including map network drives* & network print queues[#], folder & printer sharing configuration.
3.5   Installation of office software includes Microsoft Office suite, Antivirus, and Adobe Reader.
3.6   Testing and commissioning.

* network drive maximum up to 3 drive letters
[#] network print queue up to 3 printers

Exclude:
3.7   Data backup and restoration

3D   Data Migration:

Include:
3.1   Data Migration includes single user account profile, bookmarks / favourites, my documents and desktop folder. (Maximum up to 30GB data)
3.2   Email migration includes archive email migration only (Maximum up to 10GB email data)
3.3   Basic inventory[#] record taking in user acceptance form.
3.4   System commissioning and user acceptance test for all the above sub-items.

[#]Basic inventory include end-user information, existing and new serial number of PC only.

Exclude:
3.5   Re-partitioning of hard disk
3.6   Patch update of OS and software application
3.7   Master image / recovery media creation or customization
3.8   Multi-profile migration
3.9   Re-deployment of exisitng PC / other hardwares
3.10   Relocation of existing / new PC or related hardware
3.11   OS Upgrade / Downgrade

4   UPS Installation

4A   UPS (From 500VA to 3000VA)

Include:
4.1   Physical installation and mounting (for rack mount kit model)
4.2   Functional Checking of Battery and UPS

Exclude:
4.3　　Battery discharge test

4B　UPS Battery Pack
Include:
4.1　　Physical installation
4.2　　Health & Functional Checking with UPS

Exclude:
4.3　　Battery Discharge test

4C　UPS Management Card
Include:
4.1　　Physical installation and basic configuration*
4.2　　Health & Functional Checking with UPS

* Basic configuration includes IP address configuration, and SMTP alert setting

Exclude:
4.3　　Network connectivity test of email server

4D　Automatic Transfer Switch
Include:
4.1　　Physical installation
4.2　　Health & Functional Checking

Exclude:
4.3　　Cooker switch installation and configuration

5　PC / Server Relocation
Include:
5.1　　Disconnection of equipment cable and unmount equipment from racks
5.2　　Packing of equipment with protective material
5.3　　Provide packing material and tools for transportation
5.4　　Provide labour and lorry for transportation
5.5　　Unpack equipment at new site
5.6　　Mount equipment to the rack & connection of equipment cable
5.7　　Labeling of equipment

Exclude:
5.8　　Re-assemble of equipment rack / cabinet
5.9　　Health check & Software configuration of equipment
5.10　For UPS relocation, exclude model equal to or higher than 5KVA and re-connection of cooker switch
5.11　Telephone set / IPT telephone equipments
5.12　Furniture & document relocation

Remarks:

For above Item and sub-item of 1 – 4

a) Normal Working Hours
- Monday to Friday: 08:30 to 17:30
- Saturday: 08:30 to 13:00
  (Exclude Sunday and Public Holiday)

b) Delivery
- Include one time delivery only
- Exclude split lot delivery of equipments to different drop points.

c) Packing and Unpacking
- Include unpack of packing box for new equipment
- Exclude disposal of packing box and protective materials
- Exclude re-packing of equipments

d) Installation
- Include one time installation work only
- Exclude re-deployment of new / existing / replaced hardware
- Exclude adjunct system scope / administration tools / integration

e) Customer Meeting and requirement collection
- Exclude Customer Meeting and requirement collection

f) Site Check
- Exclude pre / post Installation site check

g) Staging / Pre-installation test Site Check
- Exclude Staging / Pre-installation test

h) Training / Operating Briefing
- Exclude training and operating briefing

i) Product Cutover / Migration
- Exclude product cutover / migration

j) Standby Support
- Exclude Installation standby support service

k) Deliverable
- Except standard user acceptance test / function test form, all documentation and deliverable shall be excluded