

Tender No.: 2023-2024/T09

14 June 2024

Dear Sir/Madam,

**INVITATION TO TENDER  
FOR THE SUPPLY/SERVICE OF THE  
TECHNICAL SUPPORT SERVICES**

1. You are invited to tender for the supply and/or undertaking services of the items as specified in the enclosed tender schedule. If you are not prepared to accept a partial order, please state this clearly on the tender schedule.
2. Your sealed tender, in duplicate, should be clearly marked on the outside envelope: **“TENDER FOR THE SUPPLY/SERVICE OF THE TECHNICAL SUPPORT SERVICES”**. The envelope should be addressed to **S.K.H. HOLY TRINITY CHURCH SECONDARY SCHOOL, No. 2 HAU MAN STREET, HOMANTIN, KOWLOON** and forwarded to arrive not later than **12:00 Noon 5 July 2024**. Late tenders will not be accepted. Your tender will remain open for 90 days from the above closing date, and you may consider your tender to be unsuccessful if no order is placed with you within these 90 days. You are requested to note that unless Part II of the tender form is completed, the tender will not be considered.
3. If you are unable or do not wish to tender, it would be appreciated if you would return this letter and the tender forms to the above address at your earliest convenience.
4. Tenders will be accepted on a group basis. Should you have any queries, please feel free to contact Mr. Law Yiu Ting at 2714-4137.

Yours faithfully,

(WONG Lai-shan)  
Principal

**S.K.H. HOLY TRINITY CHURCH SECONDARY SCHOOL  
TENDER SCHEDULE (TO BE COMPLETED IN DUPLICATE)**

(column 3 to 5 to be completed by tenderer)

(1) Item No.	(2) Description/ Specification	(3) Comply key requirements (YES or NO)	(4) Remarks (If any)	(5) Price (HKD)
1	<b>Technical Support Services</b> For the period Twelve(12) months from 1 <sup>st</sup> September 2024 to 31 <sup>st</sup> August 2025 <b>(Please read appendix for details)</b>			
2.	<b>Service Hour Requirements</b> Basic Servicing Hours: 47.5 hours per week Ad-hoc Supporting Hours: at least 48 hours per year Emergency Support Hours: at least 48 hours per year			
3.	<b>TSS Qualifications Requirements 1:</b> 1. Completion of <b><u>Higher Diploma in IT discipline</u></b> or above or equivalent; 2. Holder of Professional Certificates on Microsoft Windows Server 2012 or above or equivalent; 3. At least 3-years relevant experience in Windows or Network Support in WAN/LAN is highly preferred.			
4.	<b>TSS Qualifications Requirements 2:</b> <b><u>Sexual Conviction Record Check Scheme (SCRC)</u></b> System Engineer shall undergo the Sexual Conviction Record Check Scheme (SCRC), Contractor shall report the checking result to the school after the consent of the staff upon request by the School.			
5.	<b>TSS Qualifications Requirements 3:</b> <b><u>Compliance with Statutory Minimum Wage</u></b> System Engineer shall comply Statutory Minimum Wage effective on May 2024 and the initial rate is \$41.8 per hour.			
6.	<b>Contractor Qualifications Requirements 1:</b> Contractor should have at least <b>8 years</b> in providing technical support services for clients in educational sector. <b>Otherwise, will not consider.</b>			
7.	<b>Contractor Qualifications Requirements 2:</b> Contractor should <b><u>provide a reference/clients list</u></b> for performing full-time technical support services and related service to more than 100 clients for the past twenty-four (24) months.			
8.	<b>Contractor Qualifications Requirements 3:</b> Contractor should be included in the EDB supplier list in IT related categories. <b>Otherwise, will not consider.</b>			
9.	<b>Contractor Qualifications Requirements 4:</b> Contractor should be accredited by Microsoft with the fulfillment at least 6 competencies out of 10. <b>Otherwise, will not consider.</b> (please tick the appropriate box)	—		
	<input type="checkbox"/> Desktops Platform <input type="checkbox"/> Networking Infrastructure <input type="checkbox"/> Server Platform <input type="checkbox"/> Information Workers <input type="checkbox"/> System Management <input type="checkbox"/> Data Management <input type="checkbox"/> Security Systems <input type="checkbox"/> SOA & Business Process <input type="checkbox"/> Business Intelligence <input type="checkbox"/> Small Business Specialist			

(1) Item No.	(2) Description/ Specification	(3) Comply key requirements (YES or NO)	(4) Remarks (If any)	(5) Price (HKD)
10.	<b>Contractor Qualifications Requirements 5:</b> Contractor should have valid public liability insurance policy for no less than \$500,000 for loss of or damage to property of school arising out of the Technical Support Services.  Name of underwriter: _____ Policy Number: _____			
11.	<b>Emergency Support Requirements 1:</b> Contractor should provide FREE on-loan equipment for up to 14 days for any server and network related hardware failure.			
12.	<b>Emergency Support Requirements 2:</b> Contractor should provide 7 x 24 monitoring for total up to 5 servers with external IP. Instant SMS or email notification is required.			
13.	<b>Emergency Support Requirements 3:</b> Contractor should provide same-day senior engineer on-site emergency support for critical server outage.			
14.	<b>Supporting in Web 2.0 e-Learning Platform:</b> Contractor should provide additional technical support in e-learning platform and schools' community.			
15.	<b>Add-on Support Requirements 1:</b> <u>Extended Support for .edu.hk domain name</u> Contractor shall provide extended services for .edu.hk domain name(s) not limited to the School website, email accounts, DNS, etc. Accredited registrar of .hk domain name or equivalent is preferred.			
16.	<b>Add-on Support Requirements 2:</b> <u>Annual Preventive Check-up &amp; Report</u> Contractor should provide a FREE annual network and system health check-up report to school by senior system engineers. <b>A report sample MUST be attached.</b>			
<b>Summary for complying key requirements:</b> (please calculate the no. of fulfillment, the no. shall not greater than 16)			_____ (out of 16)	
<b>Monthly Service Rate:</b>	For the period Twelve(12) months from 1 <sup>st</sup> September 2024 to 31 <sup>st</sup> August 2025		<b>HK\$</b>	

We/ I understand that if we/I fail to supply the services as offered in our/my tender upon accepting school's order, we are/ I am prepared to pay the price difference to the school if such services are obtained from elsewhere:

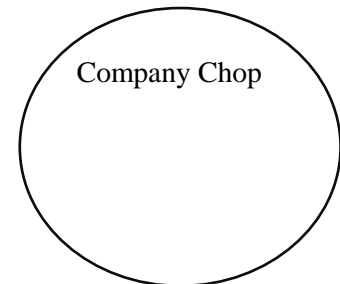
Name of Tenderer : \_\_\_\_\_

Name and Signature of Person Authorized to Sign Tender:

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **APPENDIX:**

# **TECHNICAL SUPPORT SERVICES - REQUIREMENTS AND SPECIFICATIONS**

## **1. INTRODUCTION**

This guideline serves to provide information for tender about the requirements and specifications of providing technical support services (TSS).

## **2. OBJECTIVES**

The objectives of providing the Technical Support Services to schools are:-

- a) to provide a single point of contact to schools for resolving all problems and support issues arising from the usage of the computer facilities;
- b) to offload schools on the day-to-day administration, operation and management of the computer facilities; and
- c) to support schools in setting up and/or configuring hardware and software for specific purposes.

## **3. SERVICES TO BE PROVIDED BY CONTRACTOR**

### **I. Basic Requirement of Contractor on technical support experience**

#### **Requirement Experience of the Contractor**

- Contractor should have **at least 8 years** in providing technical support services for clients in educational sector.
- Contractor must perform technical support related services for **more than 100 clients** in educational sector (esp. primary and secondary schools) in past twenty-four (24) months. **Customer reference and project reference lists related to educational sectors is required to submit with the tender proposal.**
- Contractor should be inclusion in the **EDB supplier list** in order to ensure that the technical support services provided to school is qualified.
- Contractor should be accredited by Microsoft and Cisco System in order to ensure that the technical support services provided to school is qualified.

### **Continuous Performance evaluation**

Contractor should monitor service quality level regularly from time-to-time to maintain a high services quality not limited to the following methods:-

- Quarterly questionnaire on system engineer's performance sent to school, results collected will be used for performance analysis for continuous improvement in quality.
- Regular site visits and performance appraisal performed by senior engineers and managers for the system engineers
- Evaluation meetings with school's representatives

### **Customized Free Add-on Services**

Contractor should provide not less than **Two(2) out of Three(3)** free add-on services to school including in the technical support package.

#### **a. Server Application Monitoring**

- 7 x 24 monitoring for total up to 5 servers (external IP addresses) and Internet connections;
- Monitor the operational status of servers and applications;
- Notification via email/SMS/phone at once if servers and applications are down/out of service.

#### **b. Managed Backup Service and Web-hosting Account**

- At least 5GB online storage;
- Symmetric access with at least 100Mbps for both up & down links;
- Unlimited email accounts (Webmail, IMAP, POP & SMTP);
- Support data backup from any OS (Windows, Mac, Unix / Linux);
- Remote configuration and management through the Web browser (GUI);
- Web report for back up statistic;
- Support SSL encrypted data connections.

#### **c. Network Health Check and Consultation**

Contractor should provide a network check once per year. We will provide one day network analysis and related data collection. An analysis report will be represented by our engineers.

- School network diagram;
- Switches port activity and utilization;
- Server information & performance;
- Server memory / process statistics;
- Security information on user accounts;
- Anti-virus information;
- Suggestion Summary.

### **Regular training sections for System Engineer**

In order to provide quality of service to the school, our, regular trainings for system engineers should be provided by the contractor for their continuous improvement in performance.

The content of training courses including but not limited to following aspects:-

- Window server environment (DNS, DHCP, Active Directory, User management, etc);
- Linux sever environment (Web server, Mail server, Proxy Server, etc);
- Essential techniques in WebSAMS ;
- Essential Networking for school's environment;
- Data Backup (Tape drive, MS robocopy, etc);
- Emergency System Recovery;
- Effective communication skill in school's environment;
- Documentation work of user manual and system manual.

## **II. On-site Support of System Engineer**

### **Working Schedule**

- Basic Servicing Hours: 47.5 hours per week
- Ad-hoc Supporting Hours: at least 48 hours per year
- Emergency Support Hours: at least 48 hours per year

### **Qualifications of System Engineer**

If the technical support staff that provided by the contractor cannot comply the following qualification requirements upon recruitment, written explanation must be submitted to school in advance for approval.

The minimum qualifications of the System Engineer are listed below:

- i. Completion of **Higher Diploma in IT discipline** or above or equivalent;
- ii. Holder of Microsoft Certified Professional (MCP) on Microsoft Windows Server 2012 or above Certificate;
- iii. At least 3-years relevant experience in Network Support in WAN/LAN implementation
- iv. Ability on Linux Server (Firewall with DM Zone, Samba, Apache, Web Mail);
- v. Ability on Microsoft Azure, Adobe Cloud, Google Cloud, Apple School Manager and MDM;
- vi. Ability on network equipment such as firewall, switch and wireless controller;
- vii. Detailed knowledge of network operating systems, network equipment, networking software and other hardware and software;
- viii. Detailed knowledge of communication protocols, e.g. TCP/IP;
- ix. Solid experience in supporting and managing servers and cloud services;
- x. Competent in diagnosing and resolving problems;
- xi. Capable of setting guidelines and procedures for the daily operations of installed WAN/LAN;
- xii. Good documentation of user and system administration; and
- xiii. Good command of written and spoken English and Chinese, fluent in spoken Cantonese.

The responsibilities of the System Engineer shall at least include the followings:

- i. As a single point of contact in the Site, liaising with various parties on the operation support of all IT facilities;
- ii. Providing remedial support for resolving all problems and support issues arising from the usage of the computer facilities;
- iii. Carrying out operational support tasks on day-to-day administration, operation and management of the computer facilities;
- iv. Carrying out purchasing IT equipment and related peripherals ;
- v. Carrying out regular checking of I.T. equipment such as visualizer, electronic whiteboard, IP CAM, IP Phone, access point in classroom when required by the Site ;
- vi. Performing the assigned tasks in setting up and/or configuring the computer facilities for specific purposes including assisting users in accepting the newly acquired hardware, software and/or the implementation service;
- vii. Compiling the reports when required by the Site including the inventory report for the Hardware and Software Asset Management;
- viii. Compiling the reports and manual of user and system administration when required by the Site;
- ix. Maintain all I.T. equipment and cloud system day-to-day operation; and
- x. Providing technical support to general matters relating the operation of the IT facilities in the Site including the general usage of installed hardware and software.

System Engineer shall NOT commit any of the following acts in the School: -

- behave in a manner likely to endanger himself or any other person;
- cause willful damages to any property;
- consume alcoholic beverage;
- enter any area of the school other than those necessary for the Services;
- fail to wear uniform or company identity card whilst on duty upon requested by school;
- fail to follow the instructions on hair style and dressing style requested by school;
- fight;
- gamble, steal or commit any criminal offence;
- smoking; and
- use foul languages

### **Terms of Employment of System Engineer**

In order to guarantee the quality of the service provided, the system engineer provided by the contractor should be a full time employee of the service provider under direct employment. Tender will not be considered if the system engineer is sub-contracted to other service provider(s) or company within the contract period. School can terminate the contract without any compensation if the contractor contracts out the technical support services to other service provider company during the contract period.

Internal transfer/allocation of the school's serving system engineer in the contract period should be subject to mutual agreement.

### **III. Support of Web-based School Administration & Management System**

Contractor should demonstrate solid experience and qualifications to provide support of Web-based School Administration & Management System.

### **IV. Mode of Supplementary Support**

Contractor should provide:

#### 1. Telephone Hotline

Contractor should provide the dedicated telephone hotline as a single point of contact to school for all support and administration issues related to the TSS.

#### 2. Email Enquires and Support

Contractor should provide the dedicated email address to school for all support and administration issues related to the TSS.

#### 3. Web-based Support Centre

Contractor should provide Web-based Support Centre for technical enquiries and support, as well as review of reports (e.g. service call management report, server health checking report, network performance report and inventory report) to school.

#### 4. Network Security Support

Contractor should provide installation and configuration services of firewall, intrusion detection and proxy services in order to protect school network. Contractor should also provide daily update services for intrusion detection patterns and websites filtering services, as well as provide network-monitoring services on network security.

#### 5. Remote Support

Contractor should provide remote support services for school network e.g. contractor should provide remote support services on firewall when firewall cannot properly function or configuration of firewall is required.

#### 6. Services Monitoring

Contractor should demonstrate the services-monitoring procedures in order to provide the committed service level.



## **V. Type of Services**

Contractor should provide: -

- a) Remedial Support Tasks
- b) Operational Support Tasks
- c) Task-based Support Tasks

### **Remedial Support Tasks**

- i. Trouble-shooting and recovery from network, server or workstation failure with minimum data loss, and in shortest possible period of time so as to minimize disruption of services and inconveniences to users;
- ii. Recommendation and implementation of solutions to failure. The solutions implemented may be of short term nature, in that case, tenderer will indicate clearly to the LAN administrator and propose recommendations on long term solutions;
- iii. Liaison and follow-up, when necessary, with other relevant parties for implementing solutions;
- iv. Initial reporting of the incident and the subsequent progress update of the situation to the users until the ease is resolved;
- v. Assisting other contractors to identify the faults regarding issues on technical incompatibility and coordinating contractors to solve the problems;
- vi. Advising LAN administrator(s) to contact various Government departments or equivalent parties for follow up actions if the failure is related to site work and shortage of power supply; and
- vii. Maintaining the details of problem and change logs including the site affected, LAN administrator, user affected (name), category of failure, response time, called/closed date and time, handler (name), events, services provided, remedy taken, impact to user, follow-up actions, suggestions for improvements, escalation detail, etc.

### **Operational Support Tasks**

- i. Network Operations
  - Performing preventive investigations, maintenance and monitoring of the overall operations of the network such as checking system logs and fine tuning of hardware and software settings;
  - Performing review and reconfigurations on network connections and firewall settings;
  - Providing recommendations for improvement on the performance and reliability on the networks and usage of the system resources;
  - Coordinating various parties such as the Government contractors for network upgrade, restructuring, migration or integration.

## ii. User Accounts and Resources Management

- Performing user account creation, deletion, properties alternation;
- Performing necessary hardware and software configurations for resources
- Sharing e.g. file and print;
- Assigning storage quota for users;
- Defining necessary system policies and user profile settings;
- Performing data backup and recovery and provide guideline to user if requested.

## iii. Software Update and Upgrade

- Updating the system and application software with the necessary service packs, patches, fixes and etc, e.g. updating the signature files of anti-virus software
- Performing version upgrade for software such as Network Operating System, software driver, anti-virus software and LAN-based application software;
- Carrying out small-scale software installation, customizations and configurations.

## iv. Server and Workstation Housekeeping

- Monitoring and maintaining the configuration of server and workstation machines;
- Checking housekeeping job reports, system and error logs;
- Performing virus checking and assisting user to recover system/data;
- Helping user to perform the data files backup before upgrade and reload data files after installation and providing guideline and upgrade plan to users if requested;
- Installing and configuring operating system, application and virtual machine when required by the site.

## v. Peripherals Housekeeping

- Performing driver updates;
- Replacing printer toner and cartridge.

## vi. Internet Services

- Coordinating various parties such as the Internet Services Provider (ISP) of the Site for the support, maintenance and performance monitoring of the Internet connection of the network;
- Supporting and maintaining the Internet services servers, e.g. web servers, proxy servers, email servers and etc.

## vii. Security

- Maintaining the security of the network;
- Implementing necessary security policies to protect the network.

## viii. User Support

- Assisting users to set up the network environment for teaching and learning/school administration;
- Providing support to users on the general usage of installed hardware and software.

## ix. Hardware and Software Asset Management (SAM) and Reporting

- Performing initial inventory keeping at the commencement of the Services;
- Performing regular inventory keeping, especially on the software items, in order to assist the users in ensuring no illegal software is installed on any machines in the Site;
- Preparing and updating the network diagram and other system documentation to reflect the implemented solution and upgrade of hardware and software;

- Preparing management report, technical support service report and inventory report for each individual Site.
- x. School Website Update and Maintenance
  - Performing school website update and maintenance according to the School's requirements.
- xi. Video Editing
  - Performing video editing to different formats according to the School's requirements.
- xii. Teaching Assistance
  - Performing teaching assistance to help teachers on lessons when necessary.
- xiii. Purchasing
  - Performing purchasing I.T related equipment and peripherals, software, warranty and maintenance service.
- xiv. Equipment borrowing
  - Performing school equipment and related stuff borrowing service and housekeeping work.

**Task-based Support Tasks**

- Large scale hardware and software installation, customizations and configurations;
- Carrying out acceptance tests on behalf of users for newly acquired hardware and software to be installed into the networks by various Government contractors;
- Equipment relocation and system reconfiguration;
- Hands-on briefing/training to the new LAN administrator(s) upon personnel change;
- Data migration services; and
- Any other activities which are necessary for achieving the service requirements.

## Service Level

Items	Minimum Service Level
Response time for phone call	less than 15 seconds
Response time for voice mail via phone call and email enquiries	less than 10 minutes
Response time for user complaints and enquiries	within same day

## Remedial Support

Items	Minimum Service Level
Elapsed time to provide solution or workarounds to resume normal operations from critical system/network failure or major system/network failure	no more than 4 hours
Elapsed time to provide solution or workarounds to resume normal operations from general system/network failure	no more than 10 hours

## Operational Support

Items	Minimum Service Level	
LAN	Number of outage in a month	no more than 3 times
	Accumulative hours of outage in a month	no more than 10 hours
	Notice in advance for scheduled outage	at least 7 days before outage
Each individual equipment	Number of outage per each equipment in a month	no more than 3 times
	Accumulative hours of outage per each equipment in a month	no more than 10 hours
Backup & Recovery	Number of unsuccessful backup in a month	no more than 1 time
	Redo of unsuccessful backup	within 1 day
	Successful rate of backup and recovery reliability tests	100%

## Operational Support Task List

Task/Activity	Minimum Frequency
<i>Network monitoring and tuning</i>	
System operation status (e.g. print queue, equipment power, n/w service)	Daily
Server logs checking (e.g. RAID, UPS, System)	Daily
System logs (e.g. applications access)	Daily
External connections (e.g. Internet, remote access, proxy cache)	Weekly
Network traffic (e.g. switches/hubs performance)	Daily
Resources usage (e.g. disk space usage)	Monthly
Server time synchronization	Weekly
Intruder monitoring	Daily
Server performance (e.g. CPU usage, memory paging rate)	Weekly

Network connections and reconfiguration (e.g. plugging and unplugging the network cables, configuring machine network settings, network equipment and remote connections)	Monthly
<i>User account and resources management</i>	
Small-scale user account creation, deletion and reconfiguration & grouping of user accounts (e.g. reset password, configuring login scripts)	Weekly
Large-scale user account creation, reconfiguration, deletion & grouping	Quarterly or required by the site
Review user profile and system policy settings	Weekly
Review disk quota allocation	Bi-weekly
Configure file and print sharing	Weekly
<i>Data backup</i>	
Perform data backup	Required by the site
Check backup logs	Daily
Label, replace and store of backup media	Weekly
Perform backup and recovery reliability tests	Quarterly
<i>Software update</i>	
Signature files of anti-virus software	Bi-weekly
Service packs, patch, fixes for software	Monthly
Small scale software installation, configuration and customization	Monthly
<i>Housekeeping</i>	
Check (and replacing if required) laser printer toners, inkjet printer ink boxes	Bi-weekly
Workstation and tablet housekeeping (e.g. optimizing hard disk, tune system clock)	Monthly
Monitor and maintain the configuration of student workstations and tablets	Weekly
Monitor virus scanning (e.g. examine log)	Weekly
Check IP CAM, IP Phone, AP, electronic whiteboard and IT equipment	Weekly
BIOS updates	Quarterly
<i>Reporting</i>	
Review and update Documents as specified in Specification	Monthly or required by the site
Update of network diagram and other system documentation	Monthly or required by the site
<i>Inventory taking</i>	
Inventory database update	Monthly
Inventory reports preparation	Monthly
<i>Purchasing</i>	
Purchasing I.T. related equipment and stuff	Required by the site

**S.K.H. Holy Trinity Church Secondary School**  
**TENDER FORM FOR**  
**TECHNICAL SUPPORT SERVICES**  
(to be completed in duplicate)

Name of School : SKH Holy Trinity Church Secondary School  
Address of School : 2 Hau Man Street, Homantin, Kowloon  
Telephone No. : 2714 4137  
School Ref. No. : 2023-2024/T09 (Technical Support Services)  
Tender Closing Date : 12:00 noon on 5 July 2024

**PART I**

The undersigned hereby offers to undertake the service as described in the tender schedule within the period of time as specified therein from the date of a firm order placed by the school at the price or prices quoted in the tender schedule including labour, materials, all other charges and in accordance with the details provided by the school. In so doing, the undersigned acknowledges that all items not otherwise specified shall be provided in accordance with such details; tenders shall REMAIN OPEN FOR 90 DAYS after the Closing Date; and the school is not bound to accept the lowest or any tender and reserves the right to accept all or any part of any tender within the period during which the tenders remain open. The undersigned also warrants that his Company's Business Registration and Employees' Compensation Insurance Policy are currently in force and that the service which his Company offers to undertake will not cause any damage to the school's premises.

**PART II**  
**RECONFIRMATION OF TENDER VALIDITY**

With reference to Part I of this tender form, it is reconfirmed that the validity of tender offered by this company remains open for 90 days from 5 July 2024.

The undersigned also agrees to accept the fact that once the validity of tender is reconfirmed, the pre-printed clause specified in the Company's tender forms in regard to this nature shall NOT apply.

**PART III**  
**SAFEGUARDING NATIONAL SECURITY**

The undersigned acknowledges that notwithstanding anything to the contrary in the quotation/tender documents, the school reserves the right to disqualify this company on the grounds that this company has engaged, is engaging, or is reasonably believed to have engaged or be engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or otherwise the exclusion is necessary in the interest of national security, or is necessary to protect the public interest of Hong Kong, public morals, public order or public safety.

The undersigned also acknowledges that the school may immediately terminate the contract upon the occurrence of any of the following events:

- (a) this company has engaged or is engaging in acts or activities that are likely to

cause or constitute the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;

- (b) the continued engagement of this company or the continued performance of the contract is contrary to the interest of national security; or
- (c) the school reasonably believes that any of the events mentioned above is about to occur.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

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

Signature : \_\_\_\_\_ in the capacity of \_\_\_\_\_ (state official position e.g. Director, Manager, Secretary)

Duly authorised to sign tenders for and on behalf of : -

\_\_\_\_\_

whose registered office is situated at \_\_\_\_\_

\_\_\_\_\_ Hong Kong.

Telephone No. : \_\_\_\_\_

Fax No. : \_\_\_\_\_



聖公會聖三一堂中學  
*S.K.H. Holy Trinity Church Secondary School*

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## Letter to Suppliers/Contractors regarding Offering Gifts to School Staff

14 June 2024

Dear Sir/Madam,

### **Offering Gifts to School Staff**

I am pleased to inform you that our school has formulated a clear policy on the solicitation and acceptance of gifts by staff in their official dealings.

In order to maintain a team of clean and honest school staff, it is stipulated in our school policy that no staff shall solicit or accept gifts, money or any other form of advantages in their course of duty without the special permission of the Incorporated Management Committee.

Our staff has understood the policy in which any breach will result in disciplinary action and the school is ready to report all offences to the Independent Commission Against Corruption (ICAC).

We therefore earnestly request your support to our commitment of managing our school in a fair and just way. Should any member of our staff approach you for an advantage, please report to me immediately.

Thank you for your cooperation.

Yours faithfully,

(WONG Lai-shan)  
Principal