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## I. Service Category (A) Productivity Apps

**Table 1a: Productivity Apps Items (Service items passing all General, Security and Technical Requirements)**

Item Number	Item Description	Manufacturer
A00001	Office 365-E1 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (A00007)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (A00012)</li> <li>○ Office Web Apps view mode</li> </ul> </li> </ul>	Microsoft
A00002	Office 365-E2 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (A00007)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (A00012)</li> <li>○ Office Web Apps edit mode</li> </ul> </li> </ul>	Microsoft
A00003	Office 365-E3 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (A00008)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (A00012)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> </ul> </li> </ul>	Microsoft
A00004	Office 365-E4 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (A00008)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (A00012)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> <li>○ Lync Voice &amp; PBX</li> </ul> </li> </ul>	Microsoft
A00007	SharePoint Online Plan 1 <ul style="list-style-type: none"> <li>• Knowledge Management</li> <li>• Document and Content Management</li> <li>• Collaborative Workspace</li> <li>• Workflow Services</li> <li>• Photo hosting &amp; sharing</li> <li>• Blog, web album, video/audio sharing web site</li> <li>• Online community portal</li> <li>• Video streaming</li> <li>• Web feed management service</li> <li>• Online media such as discussion forum, wiki, etc</li> <li>• Office Web Apps view mode</li> <li>• 1GB storage per user, plus 10GB storage per</li> </ul>	Microsoft

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Item Number	Item Description	Manufacturer
	organization	
A00008	SharePoint Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of SharePoint Online Plan 1</li> <li>• Office Web Apps edit mode</li> </ul>	Microsoft
A00012	Lync Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of Lync Online Plan 1</li> <li>• Online meeting</li> <li>• Multi-party audio/video conferencing</li> <li>• Data sharing (screen/apps/whiteboard)</li> <li>• Audio conferencing</li> </ul>	Microsoft

**Table 1b: Productivity Apps Items (Other service items proposed)**

Item Number	Item Description	Manufacturer
A00005	Office 365-K1 <ul style="list-style-type: none"> <li>• For kiosk workers are designed for employees such as 'deskless' workers, shift workers who use shared PCs.</li> <li>• Include basic features of Exchange Online, SharePoint Online and Office Web Apps view mode</li> </ul>	Microsoft
A00006	Office 365-K2 <ul style="list-style-type: none"> <li>• Include features of Office 365-K1</li> <li>• Office Web Apps edit mode</li> </ul>	Microsoft
A00009	SharePoint Online Partner Access Plan <ul style="list-style-type: none"> <li>• SharePoint Online plan for external partner access</li> </ul>	Microsoft
A00010	SharePoint Online Additional Storage	Microsoft
A00011	Lync Online Plan 1 <ul style="list-style-type: none"> <li>• Collaboration, meeting features such as IM and presence, 1-to-1 audio/video calling, etc</li> </ul>	Microsoft
A00013	Microsoft Professional Services Package (160 Hours): <ul style="list-style-type: none"> <li>• Helps customers develop successful cloud transition plans</li> <li>• Enables efficient workload migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> <li>• Delivers advanced operational and issue support</li> </ul>	Microsoft

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### II. Service Category (B) Business Apps

**Table 2a: Business Apps Items (Service items passing all General, Security and Technical Requirements)**

Item Number	Item Description	Manufacturer
B00001	Office 365-E1 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (B00011)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps view mode</li> </ul> </li> </ul>	Microsoft
B00002	Office 365-E2 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (B00011)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> </ul> </li> </ul>	Microsoft
B00003	Office 365-E3 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (B00012)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> </ul> </li> </ul>	Microsoft
B00004	Office 365-E4 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (B00012)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> <li>○ Lync Voice &amp; PBX</li> </ul> </li> </ul>	Microsoft
B00005	Exchange Online Plan 1 <ul style="list-style-type: none"> <li>• E-mail, calendar, contacts and task management with anti-virus and antispam</li> <li>• Include 25GB mailbox</li> </ul>	Microsoft
B00006	Exchange Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of Exchange Online Plan 1</li> <li>• Voice mail</li> <li>• Legal hold</li> <li>• Unlimited mailbox size</li> </ul>	Microsoft

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**Table 2b: Business Apps Items (Other service items proposed)**

Item Number	Item Description	Manufacturer
B00007	Lync Online Plan 1 <ul style="list-style-type: none"> <li>• Collaboration, meeting features such as IM and presence, 1-to-1 audio/video calling, etc</li> </ul>	Microsoft
B00008	Lync Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of Lync Online Plan1</li> <li>• Online meeting</li> <li>• Multi-party audio/video conferencing</li> <li>• Data sharing (screen/apps/whiteboard)</li> <li>• Audio conferencing</li> </ul>	Microsoft
B00009	Exchange Online Kiosk <ul style="list-style-type: none"> <li>• E-mail, calendar, contacts and task management with anti-virus and antis spam</li> <li>• 1 GB mailbox</li> <li>• Outlook Web Access, Exchange ActiveSync access, POP access to mailbox</li> </ul>	Microsoft
B00010	Exchange Online Archiving <ul style="list-style-type: none"> <li>• Legal hold</li> <li>• Unlimited storage of mailbox data (incl. emails, calendar, tasks)</li> </ul>	Microsoft
B00011	SharePoint Online Plan 1 <ul style="list-style-type: none"> <li>• Knowledge Management</li> <li>• Document and Content Management</li> <li>• Collaborative Workspace</li> <li>• Workflow Services</li> <li>• Photo hosting &amp; sharing</li> <li>• Blog, web album, video/audio sharing web site</li> <li>• Online community portal</li> <li>• Video streaming</li> <li>• Web feed management service</li> <li>• Online media such as discussion forum, wiki, etc</li> <li>• Office Web Apps view mode</li> <li>• 1GB storage per user, plus 10GB storage per organization</li> </ul>	Microsoft
B00012	SharePoint Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of SharePoint Online Plan 1</li> <li>• Office Web Apps edit mode</li> </ul>	Microsoft
B00013	SharePoint Online Additional Storage	Microsoft
B00014	SQL Azure <ul style="list-style-type: none"> <li>• Database backup and restore</li> <li>• Highly available and scalable cloud database service built on SQL Server technologies</li> <li>• Business intelligence features</li> </ul>	Microsoft

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B00015	<b>CRM Online</b> <ul style="list-style-type: none"> <li>• Get the same powerful CRM software delivered as a cloud service from Microsoft, enabling instant-on anywhere access worldwide</li> <li>• Include 5GB storage per organization</li> </ul>	Microsoft
B00016	<b>CRM Online Additional Storage (up to 50 GB)</b>	Microsoft
B00017	<b>Microsoft Professional Services Package (160 Hours):</b> <ul style="list-style-type: none"> <li>• Helps customers develop successful cloud transition plans</li> <li>• Enables efficient workload migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> <li>• Delivers advanced operational and issue support</li> </ul>	Microsoft

### **III. Service Category (C) Cloud IT Services**

**Table 3a: Cloud IT Services Items (Service items passing all General, Security and Technical Requirements)**

<b>Item Number</b>	<b>Item Description</b>	<b>Manufacturer</b>
C00001	<b>SQL Azure</b> <ul style="list-style-type: none"> <li>• Database backup and restore</li> <li>• Highly available and scalable cloud database service built on SQL Server technologies</li> <li>• Business intelligence</li> </ul>	Microsoft
C00002	<b>Windows Azure Storage</b> <ul style="list-style-type: none"> <li>• File backup and restore</li> <li>• Provides secure, scalable and easily accessible storage services that remain highly available and durable.</li> </ul>	Microsoft

**Table 3b: Cloud IT Services Items (Other service items proposed)**

<b>Item Number</b>	<b>Item Description</b>	<b>Manufacturer</b>
C00003	<b>Windows Azure Compute</b> <ul style="list-style-type: none"> <li>• Highly-available Compute capacity that enables you to run application code in the cloud and allows you to quickly scales your applications up or down to meet your customer needs.</li> </ul>	Microsoft

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Item Number	Item Description	Manufacturer
C00004	<p>Windows Azure CDN (Content Delivery Network)</p> <ul style="list-style-type: none"> <li>• Moving content closer to where it is needed and used, CDN improves performance by caching content at locations closest to your customers or users to provide the best experience for your application.</li> </ul>	Microsoft
C00005	<p>Windows Azure Access Control</p> <ul style="list-style-type: none"> <li>• Seamless, single sign-on experience across your cloud applications, while simplifying your development of cloud applications</li> </ul>	Microsoft
C00006	<p>Windows Azure Service Bus</p> <ul style="list-style-type: none"> <li>• Provides secure messaging and relay capabilities that enable building distributed and loosely-coupled applications in the cloud, as well hybrid application across both private and public clouds.</li> </ul>	Microsoft
C00007	<p>Windows Azure Caching</p> <ul style="list-style-type: none"> <li>• Provides a distributed, in-memory, application cache service for Windows Azure applications. Instead of relying on slower disk-based storage, applications gain high- speed access and scale to data that is kept in-memory.</li> </ul>	Microsoft
C00008	<p>Windows Intune</p> <ul style="list-style-type: none"> <li>• Manage and secure computers in your environment through a combination of Windows cloud services and upgrade licensing. Windows Intune delivers cloud-based management and security capabilities through a single web-based administrative console. With Windows Intune, you can manage computers from almost anywhere</li> </ul>	Microsoft
C00009	<p>Microsoft Professional Services Package (160 Hours):</p> <ul style="list-style-type: none"> <li>• Helps customers develop successful cloud transition plans</li> <li>• Enables efficient workload migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> <li>• Delivers advanced operational and issue support</li> </ul>	Microsoft

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## IV. Service Category (D) Social Media Apps

**Table 4a: Social Media Apps Items (Service items passing all General, Security and Technical Requirements)**

Item Number	Item Description	Manufacturer
D00001	Office 365-E1 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (D00005)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps view mode</li> </ul> </li> </ul>	Microsoft
D00002	Office 365-E2 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 (D00005)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> </ul> </li> </ul>	Microsoft
D00003	Office 365-E3 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (D00006)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> </ul> </li> </ul>	Microsoft
D00004	Office 365-E4 <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 (D00006)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> <li>○ Lync Voice &amp; PBX</li> </ul> </li> </ul>	Microsoft
D00005	SharePoint Online Plan 1: <ul style="list-style-type: none"> <li>• Knowledge Management</li> <li>• Document and Content Management</li> <li>• Collaborative Workspace</li> <li>• Workflow Services</li> <li>• Photo hosting &amp; sharing</li> <li>• Blog, web album, video/audio sharing web site</li> <li>• Online community portal</li> <li>• Video streaming</li> <li>• Web feed management service</li> <li>• Online media such as discussion forum, wiki, etc</li> <li>• Office Web Apps view mode</li> <li>• 1GB storage per user, plus 10GB storage per organization</li> </ul>	Microsoft

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Item Number	Item Description	Manufacturer
D00006	SharePoint Online Plan 2 <ul style="list-style-type: none"> <li>• Include features of SharePoint Online Plan 1</li> <li>• Office Web Apps edit mode</li> </ul>	Microsoft
D00008	Office 365-E1 + Azure Storage. <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 + Azure storage (D00011)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps view mode</li> </ul> </li> </ul>	Microsoft
D00009	Office 365-E2 + Azure Storage. <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 1 + Azure storage (D00011)</li> <li>○ Exchange Online Plan 1 (B00005)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> </ul> </li> </ul>	Microsoft
D00010	Office 365-E3 + Azure Storage. <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 + Azure storage (D00012)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> </ul> </li> </ul>	Microsoft
D00011	Office 365-E4 + Azure Storage. <ul style="list-style-type: none"> <li>• Includes features of               <ul style="list-style-type: none"> <li>○ SharePoint Online Plan 2 + Azure storage (D00012)</li> <li>○ Exchange Online Plan 2 (B00006)</li> <li>○ Lync Online Plan 2 (B00008)</li> <li>○ Office Web Apps edit mode</li> <li>○ Office Professional Plus</li> <li>○ Lync Voice &amp; PBX</li> </ul> </li> </ul>	Microsoft
D00012	SharePoint Online Plan 1 + Azure Storage <ul style="list-style-type: none"> <li>• Knowledge Management</li> <li>• Document and Content Management</li> <li>• Collaborative Workspace</li> <li>• Workflow Services</li> <li>• Photo hosting &amp; sharing</li> <li>• Blog, web album, video/audio sharing web site</li> <li>• Online community portal</li> <li>• Video streaming</li> <li>• Web feed management service</li> <li>• Online media such as discussion forum, wiki, etc</li> <li>• Office Web Apps view mode</li> <li>• Azure storage is to support video size at least</li> </ul>	Microsoft



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Item Number	Item Description	Manufacturer
	1GB	
D00013	SharePoint Online Plan 2 + Azure Storage <ul style="list-style-type: none"> <li>• Include features of SharePoint Online Plan 1</li> <li>• Office Web Apps edit mode</li> <li>• Azure storage is to support video size at least 1GB</li> </ul>	Microsoft

**Table 4b: Social Media Apps Items (Other service items proposed)**

Item Number	Item Description	Manufacturer
D00007	SharePoint Online Additional Storage	Microsoft
D00014	Microsoft Professional Services Package (160 Hours): <ul style="list-style-type: none"> <li>• Helps customers develop successful cloud transition plans</li> <li>• Enables efficient workload migration and resource orchestration</li> <li>• Provides recommended practices on cloud operations and governance</li> <li>• Delivers advanced operational and issue support</li> </ul>	Microsoft

### V. Government Public Cloud Related Services

**Table 5.1 : Staff Service**

Item No.	Description of Services	Staff Category
S001	Environment set-up, configuration and support of normal operation	2
S002	Environment set-up, configuration and support of normal operation	1

**Table 5.2 : Installation and Maintenance Service**

Item No.	Description of Services
S003	Installation of hardware items
S004	On-site maintenance service for the hardware items

**Table 5.3 : Internet Connection Service**

Item No.	Description of Services
S005	Initial installation of Internet Connection Service
S006	On-site problem diagnosis service

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S007	Consultancy service
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