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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 • Includes features of ▪ SharePoint Online Plan 1 (A00007) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (A00012) ▪ Office Web Apps view mode	Microsoft
A00002	Office 365-E2 • Includes features of ▪ SharePoint Online Plan 1 (A00007) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (A00012) ▪ Office Web Apps edit mode	Microsoft
A00003	Office 365-E3 • Includes features of ▪ SharePoint Online Plan 2 (A00008) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (A00012) ▪ Office Web Apps edit mode ▪ Office Professional Plus	Microsoft
A00004	Office 365-E4 • Includes features of ▪ SharePoint Online Plan 2 (A00008) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (A00012) ▪ Office Web Apps edit mode ▪ Office Professional Plus ▪ Lync Voice & PBX	Microsoft
A00007	SharePoint Online Plan 1 • Knowledge Management • Document and Content Management • Collaborative Workspace • Workflow Services • Photo hosting & sharing • Blog, web album, video/audio sharing web site • Online community portal • Video streaming • Web feed management service • Online media such as discussion forum, wiki, etc	Microsoft

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Item Number	Item Description	Manufacturer
	• Office Web Apps view mode • 1GB storage per user, plus 10GB storage per organization	
A00008	SharePoint Online Plan 2 • Include features of SharePoint Online Plan 1 • Office Web Apps edit mode	Microsoft
A00012	Lync Online Plan 2 • Include features of Lync Online Plan 1 • Online meeting • Multi-party audio/video conferencing • Data sharing (screen/apps/whiteboard) • Audio conferencing	Microsoft

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

Item Number	Item Description	Manufacturer
A00005	Office 365-K1 • For kiosk workers are designed for employees such as 'deskless' workers, shift workers who use shared PCs. • Include basic features of Exchange Online, SharePoint Online and Office Web Apps view mode	Microsoft
A00006	Office 365-K2 • Include features of Office 365-K1 • Office Web Apps edit mode	Microsoft
A00009	SharePoint Online Partner Access Plan • SharePoint Online plan for external partner access	Microsoft
A00010	SharePoint Online Additional Storage	Microsoft
A00011	Lync Online Plan 1 • Collaboration, meeting features such as IM and presence, 1-to-1 audio/video calling, etc	Microsoft
A00013	Microsoft Professional Services Package (160 Hours): • Helps customers develop successful cloud transition plans • Enables efficient workload migration and resource orchestration • Provides recommended practices on cloud operations and governance • Delivers advanced operational and issue support	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 • Includes features of ▪ SharePoint Online Plan 1 (B00011) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps view mode	Microsoft
B00002	Office 365-E2 • Includes features of ▪ SharePoint Online Plan 1 (B00011) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode	Microsoft
B00003	Office 365-E3 • Includes features of ▪ SharePoint Online Plan 2 (B00012) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus	Microsoft
B00004	Office 365-E4 • Includes features of ▪ SharePoint Online Plan 2 (B00012) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus ▪ Lync Voice & PBX	Microsoft
B00005	Exchange Online Plan 1 • E-mail, calendar, contacts and task management with anti-virus and anti-spam • Include 25GB mailbox	Microsoft
B00006	Exchange Online Plan 2 • Include features of Exchange Online Plan 1 • Voice mail • Legal hold • Unlimited mailbox size	Microsoft

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

Item Number	Item Description	Manufacturer

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B00007	Lync Online Plan 1 • Collaboration, meeting features such as IM and presence, 1-to-1 audio/video calling, etc	Microsoft
B00008	Lync Online Plan 2 • Include features of Lync Online Plan 1 • Online meeting • Multi-party audio/video conferencing • Data sharing (screen/apps/whiteboard) • Audio conferencing	Microsoft
B00009	Exchange Online Kiosk • E-mail, calendar, contacts and task management with anti-virus and anti-spam • 1 GB mailbox • Outlook Web Access, Exchange ActiveSync access, POP access to mailbox	Microsoft
B00010	Exchange Online Archiving • Legal hold • Unlimited storage of mailbox data (incl. emails, calendar, tasks)	Microsoft
B00011	SharePoint Online Plan 1 • Knowledge Management • Document and Content Management • Collaborative Workspace • Workflow Services • Photo hosting & sharing • Blog, web album, video/audio sharing web site • Online community portal • Video streaming • Web feed management service • Online media such as discussion forum, wiki, etc • Office Web Apps view mode • 1GB storage per user, plus 10GB storage per organization	Microsoft
B00012	SharePoint Online Plan 2 • Include features of SharePoint Online Plan 1 • Office Web Apps edit mode	Microsoft
B00013	SharePoint Online Additional Storage	Microsoft
B00014	SQL Azure • Database backup and restore • Highly available and scalable cloud database service built on SQL Server technologies • Business intelligence features	Microsoft
B00015	CRM Online • Get the same powerful CRM software delivered as a cloud service from Microsoft, enabling instant-on anywhere access worldwide • Include 5GB storage per organization	Microsoft
B00016	CRM Online Additional Storage (up to 50 GB)	Microsoft

B00017	Microsoft Professional Services Package (160 Hours): • Helps customers develop successful cloud transition plans • Enables efficient workload migration and resource orchestration • Provides recommended practices on cloud operations and governance • Delivers advanced operational and issue support	Microsoft
B00101	Bulk Email Solution Service (Bronze Plan) • Tripolis Dialogue, Tripolis Campaign • Include 2 users accounts • Monthly emails up to 100,000	Tripolis Solution
B00102	Bulk Email Solution Service (Silver Plan) • Include features of Bronze Plan (B00101) • Monthly emails up to 250,000	Tripolis Solution
B00103	Bulk Email Solution Service (Gold Plan) • Include features of Bronze Plan (B00101) • Monthly emails up to 1,000,000	Tripolis Solution
B00121	Intelligent Email Add-on Option for Bronze Plan (Prerequisites B00101) • Tripolis Pixylon	Tripolis Solution
B00122	Intelligent Email Add-on Option for Silver Plan (Prerequisites B00102) • Tripolis Pixylon	Tripolis Solution
B00123	Intelligent Email Add-on Option for Gold Plan (Prerequisites B00103) • Tripolis Pixylon	Tripolis Solution
B00131	Bulk Email Campaign Bulk Set – Bronze • One-off email campaign bulk service for 100,000 emails (valid for 2 months)	Tripolis Solution
B00132	Bulk Email Campaign Bulk Set – Silver • One-off email campaign bulk service for 250,000 emails (valid for 2 months)	Tripolis Solution
B00133	Bulk Email Campaign Bulk Set – Gold • One-off email campaign bulk service for 1,000,000 emails (valid for 2 months)	Tripolis Solution

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

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

Item Number	Item Description	Manufacturer
C00001	SQL Azure • Database backup and restore • Highly available and scalable cloud database	Microsoft

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Item Number	Item Description	Manufacturer
	service built on SQL Server technologies • Business intelligence features	
C00002	Windows Azure Storage • File backup and restore • Provides secure, scalable and easily accessible storage services that remain highly available and durable.	Microsoft

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

Item Number	Item Description	Manufacturer
C00003	Windows Azure Compute • 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.	Microsoft
C00004	Windows Azure CDN (Content Delivery Network) • 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.	Microsoft
C00005	Windows Azure Access Control • Seamless, single sign-on experience across your cloud applications, while simplifying your development of cloud applications	Microsoft
C00006	Windows Azure Service Bus • 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.	Microsoft
C00007	Windows Azure Caching • 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.	Microsoft
C00008	Windows Intune • Manage and secure computers in your environment through a combination of Windows cloud services and upgrade licensing. Windows Intune delivers cloud-	Microsoft

Item Number	Item Description	Manufacturer
	based management and security capabilities through a single web-based administrative console. With Windows Intune, you can manage computers from almost anywhere	
C00009	Microsoft Professional Services Package (160 Hours): • Helps customers develop successful cloud transition plans • Enables efficient workload migration and resource orchestration • Provides recommended practices on cloud operations and governance • Delivers advanced operational and issue support	Microsoft

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 • Includes features of ▪ SharePoint Online Plan 1 (D00005) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps view mode	Microsoft
D00002	Office 365-E2 • Includes features of ▪ SharePoint Online Plan 1 (D00005) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode	Microsoft
D00003	Office 365-E3 • Includes features of ▪ SharePoint Online Plan 2 (D00006) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus	Microsoft
D00004	Office 365-E4 • Includes features of ▪ SharePoint Online Plan 2 (D00006) ▪ Exchange Online Plan 2 (B00006)	Microsoft

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Item Number	Item Description	Manufacturer
	▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus ▪ Lync Voice & PBX	
D00005	SharePoint Online Plan 1: • Knowledge Management • Document and Content Management • Collaborative Workspace • Workflow Services • Photo hosting & sharing • Blog, web album, video/audio sharing web site • Online community portal • Video streaming • Web feed management service • Online media such as discussion forum, wiki, etc • Office Web Apps view mode • 1GB storage per user, plus 10GB storage per organization	Microsoft
D00006	SharePoint Online Plan 2 • Include features of SharePoint Online Plan 1 • Office Web Apps edit mode	Microsoft
D00008	Office 365-E1 + Azure Storage. • Includes features of ▪ SharePoint Online Plan 1 + Azure storage (D00011) ▪ Exchange Online Plan 1 (B00005) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps view mode	Microsoft
D00009	Office 365-E2 + Azure Storage. Includes features of SharePoint Online Plan 1 + Azure storage (D00011) Exchange Online Plan 1 (B00005) Lync Online Plan 2 (B00008) Office Web Apps edit mode	Microsoft
D00010	Office 365-E3 + Azure Storage. • Includes features of ▪ SharePoint Online Plan 2 + Azure storage (D00012) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus	Microsoft
D00011	Office 365-E4 + Azure Storage. • Includes features of ▪ SharePoint Online Plan 2 + Azure storage	Microsoft

Item Number	Item Description	Manufacturer
	(D00012) ▪ Exchange Online Plan 2 (B00006) ▪ Lync Online Plan 2 (B00008) ▪ Office Web Apps edit mode ▪ Office Professional Plus ▪ Lync Voice & PBX	
D00012	SharePoint Online Plan 1 + Azure Storage • Knowledge Management • Document and Content Management • Collaborative Workspace • Workflow Services • Photo hosting & sharing • Blog, web album, video/audio sharing web site • Online community portal • Video streaming • Web feed management service • Online media such as discussion forum, wiki, etc • Office Web Apps view mode • Azure storage is to support video size at least 1GB	Microsoft
D00013	SharePoint Online Plan 2 + Azure Storage • Include features of SharePoint Online Plan 1 • Office Web Apps edit mode • Azure storage is to support video size at least 1GB	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): • Helps customers develop successful cloud transition plans • Enables efficient workload migration and resource orchestration • Provides recommended practices on cloud operations and governance • Delivers advanced operational and issue support	Microsoft

V.   Government Public Cloud Related Services

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Table 5.1 : Staff Service

Item No.	Description of Services	Staff Category
S00001	On-site Configuration Service	1
S00002	On-site Configuration and Consultancy Service	2
S00003	Application Customization Service (Project Manager & System Analyst)	2
S00004	Application Customization Service (Analyst Programmer)	1
S00005	Training Service	2
S00006	Technology Update	2
S00007	System Configuration Walkthrough	2
S00101	Tripolis Basic Campaign Management • Basic list management & setup • Subscriber import including custom fields • Customer field setup • Template import of client provided template(HTML, Text, Mobile) • Simple Segmentation rule creation • Testing – up to 3 rounds of testing and editing to client provided seed list • Email campaign launch – schedule on calendar or manual launch • Pull & distribute reports	1
S00102	Tripolis Premium Campaign Management • HTML coding • Article creation • Template logic creation • Advanced Segmentation rule creation and testing • Data Macro Setup – to enable triggered email capabilities • (i.e., welcome series, reminder emails) • Form creation – subscribe, unsubscribe, F2F, customer forms • Preference Centre creation	1

Table 5.2 : Installation and Maintenance Service

Item No.	Description of Services
S00001	On-site Installation and Configuration Service (conduct by Service Specialist)
S00002	On-site Installation, Configuration Service (conduct by Service Manager)

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