Admission Requirements on Support Staff

1. Support Staff

1.1 A successful applicant becoming a GITP provider, regardless of the number and applicable sub-categories, shall be required to set up a Programme Management Office comprising one (1) Programme Manager and at least one (1) Technical Support Staff (and the exact function/specialty to be performed by this role shall be further identified in paragraph 1.3 below depending on the applicable major category) for handling the activities related to the GITP scheme and individual contracts awarded by Government B/Ds under the GITP scheme for so long as it remains as a GITP provider. The individuals filling these two roles shall be employees of the applicant. The applicant shall nominate a Programme Manager to act as the contact point of the applicant and shall be authorised to oversee matters related to the contracts between the company and B/Ds awarded under the GITP, for all product categories. The applicant shall also nominate at least one (1) technical staff member who meets the qualification and experience requirements specific to each major category, to ensure that all GITP providers are capable of providing the related services relevant to the acquisition of the required IT products.

1.2 The role and responsibility of each support staff role are provided below:

Staff Role	Responsibility
Programme Manager	- Be accountable for the supply of IT products and related services to the Government; - Overview the delivery of IT products and related services undertaken by the GITP provider, including line management of staff working on individual contracts for B/Ds to: • Plan and manage the resources for the preparation of acquisition proposal and the project implementation according to the Requirement Specifications; • Co-ordinate with all working parties to carry out all activities during implementation and maintenance; • Review the status of implementation and

Staff Role	Responsibility
	maintenance, and provide updates on outstanding issues; • Control the quality of the works done including the IT security issues during implementation and maintenance; • Make decisions in resolving technical and non-technical problems and disputes; and • Attend meetings with the users from the Government and address the users' concerns - Liaise with Government departments and the Government Representative with full authority from the GITP provider with regard to delivery of IT products and related services to B/Ds; - Recognise and rectify in a timely manner any deficiencies and deviations from the delivered IT products and related services stated in any individual contract.
Network System Engineer	- Assist the Programme Manager to supervise the delivery of products and related services undertaken by the GITP provider, including line management of staff working on individual contract for B/Ds to: • Install and configure the hardware and software of the networking devices; • Assure the quality of works done during implementation and maintenance; • Diagnose and resolve technical problems encountered during implementation and maintenance; • Provide on-going technical support and technical updates to the Government; and • Answer technical enquires from the Government

Staff Role	Responsibility
Computer Hardware Engineer	- Assist the Programme Manager to supervise the delivery of IT products and related services undertaken by the GITP provider, including line management of staff working on individual contract for B/Ds to: • Configure and install hardware according to pre-defined standard and convention; and • Diagnose and resolve problems encountered during hardware installation and subsequent operation.
Computer Software Engineer	- Assist the Programme Manager to supervise the delivery of products and related services undertaken by the GITP provider, including line management of staff working on individual contract for B/Ds to: • Configure and install software/utilities according to pre-defined standard and convention. This includes applying patches, service packs and other customised installation work; and • Diagnose and resolve problems encountered during software installation and subsequent operation.

1.3 The manpower requirements on support staff under each major category are provided below:

Category A (Network Products and Infrastructure Equipment):

Function / Specialty	No. of Staff Required
Programme Manager	1
Network System Engineer	1
Total	2

Category B (Server Systems):

Function / Specialty	**No. of Staff Required**
Programme Manager	1
Computer Hardware Engineer / Computer Software Engineer	1
Total	2

Category C (Microcomputer Equipment):

Function / Specialty	**No. of Staff Required**
Programme Manager	1
Computer Hardware Engineer / Computer Software Engineer	1
Total	2

Notes:

(i) Subject to paragraph (ii) below, one proposed support staff can take up the same role of more than one major category. For example, if an applicant applies for admission to several sub-categories which are under different major categories, the same nominee can be proposed for taking up the role of Programme Manager for all such major categories.

(ii) The Programme Manager and the technical staff member (whether it be Network System Engineer, Computer Hardware Engineer and Computer Software Engineer) nominated for one or more major categories must be different persons but each of them can also serve the same role for all these major categories.

1.4 The qualification and experience requirements on each support staff role are provided below:

Staff Role	IT Experience
Programme Manager	At least **four (4)** years of IT experience including at least **two (2)** years of experience in project management
Network System Engineer	At least **three (3)** years of IT experience including at least **two (2)** years of function/specialty experience in relation to network products
Computer Hardware Engineer	At least **three (3)** years of IT experience including at least **two (2)** years of function/specialty experience in relation to computer hardware products
Computer Software Engineer	At least **three (3)** years of IT experience including at least **two (2)** years of function/specialty experience in relation to computer software products

Notes:

(i) Regarding the IT experience of the proposed IT support staff, only full-time involvement in the IT job positions will be counted as IT experience (cut-off as the date of application for admission). The following are not counted as IT experience:

- Time spent on full-time undergraduate or full-time postgraduate programmes;
- Time spent on sandwich training in full-time undergraduate or full-time postgraduate programmes;
- Sales or marketing of IT related products and services; and
- Teaching of IT related subjects.

(ii) The IT experience of the proposed support staff will be calculated in aggregate basis (e.g. counting in days and all such experience in days shall be added up and then divided by 365 days to arrive at the number of complete years; different experience overlapping on the same day will be counted as one day of experience only).

1.5 The proposed technical support staff shall possess the following qualifications to demonstrate their technical knowledge in respective areas under different major categories:

Category A (Network Products and Infrastructure Equipment):

The Network System Engineer must possess one or more of the following qualifications in networking as at the application submission date:

(i) Brocade Certified Network Engineer (BCNE) certification

(ii) Brocade Certified Network Professional (BCNP) certification

(iii) Cisco Certified Network Associate (CCNA) certification

(iv) Cisco Certified Network Professional (CCNP) certification

(v) Cisco Certified Internetwork Expert (CCIE) certification

(vi) Citrix Certified Associate – Networking (CCA-N) certification

(vii) Citrix Certified Professional – Networking (CCP-N) certification

(viii) CompTIA Network+ certification

(ix) Juniper Networks Certified Internet Associate (JNCIA) certification

(x) Juniper Networks Certified Internet Specialist (JNCIS) certification

(xi) Juniper Network Certified Internet Professional (JNCIP) certification

(xii) Juniper Networks Certified Internet Expert (JNCIE) certification

(xiii) H3C Certified Network Engineer certification

(xiv) H3C Certified Senior Engineer for Routing & Switching certification

(xv) HP ASE - FlexNetwork Integrator certification

(xvi) HP ASE - FlexNetwork Architect certification

(xvii) HP Master ASE - Network Infrastructure certification

(xviii) Huawei Certified ICT Associate (HCIA)

(xix) Huawei Certified ICT Professional (HCIP)

(xx) Huawei Certified ICT Expert (HCIE)

Category B (Server Systems):

The Computer Hardware Engineer and Computer Software Engineer must possess one or more of the following qualifications in server computer as at the application submission date:

(i) Microsoft Certified Solutions Associate (MCSA)

(ii) Microsoft Certified Solutions Developer (MCSD)

(iii) Microsoft Certified Solutions Expert (MCSE)

(iv) Microsoft Certified Technology Specialist (MCTS)

(v) Azure Administrator Associate

(vi) Azure Solutions Architect Expert

(vii) Azure Security Engineer Associate

(viii) Linux+ Certificate

(ix) Linux Professional Institute Certificate (LPIC)

(x) Oracle Linux Certificate

(xi) Red Hat Certified Engineer (RHCE)

(xii) SAIR Linux Certificate

(xiii) KYLIN OS Certified Junior Engineer or above

(xiv) KYLIN OS Certified Security Architect

(xv) Other recognised Linux OS Certificate(s)

(xvi) Certificate related to the proposed product item(s) **(for admission to sub-category B4 (Server Application Software) only)**

(xvii) Company letter confirming at least two (2) years of relevant working experience related to the proposed product item(s) **(for admission to sub-category B4 (Server Application Software) only)**

(xviii) Company letter confirming at least one (1) year of relevant working experience related to the proposed product item(s); products newly launched within 12 months are exempt from support staff qualification requirement **(for admission to sub-category B5 (AI Server Equipment) only)**

Category C (Microcomputer Equipment):

The Computer Hardware Engineer and Computer Software Engineer must possess one or more of the following qualifications in microcomputer equipment as at the application submission date:

(i) Microsoft Certified Solutions Associate (MCSA)

(ii) Microsoft Certified Solutions Developer (MCSD)

(iii) Microsoft Certified Solutions Expert (MCSE)

(iv) Microsoft Certified Technology Specialist (MCTS)

(v) Azure Administrator Associate

(vi) Azure Solutions Architect Expert

(vii) Azure Security Engineer Associate

(viii) Linux+ Certificate

(ix) Linux Professional Institute Certificate (LPIC)

(x) Oracle Linux Certificate

(xi) Red Hat Certified Engineer (RHCE)

(xii) SAIR Linux Certificate

(xiii) KYLIN OS Certified Junior Engineer or above

(xiv) KYLIN OS Certified Security Architect

(xv) Other recognised Linux OS Certificate(s)

(xvi) Certificate related to the proposed product item(s) **(for admission to sub-category C5 (PC Software) only)**

(xvii) Company letter confirming at least two (2) years of relevant working experience related to the proposed product item(s) **(for admission to sub-category C5 (PC Software) only)**

(xviii) Company letter confirming at least one (1) year of relevant working experience related to the proposed product item(s); products newly launched within 12 months are exempt from support staff qualification requirement **(for admission to sub-category C6 (AI PC Equipment) only)**

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