



**Companhia de Electricidade de Macau - CEM, S.A.**  
**“IT Operation and Support Outsourcing Service”**

**Admission Conditions**  
**(Tender Ref. PLD-CS200/25/22)**

- 1 The tenderer must possess ISO/IEC 20000-1:2018 and ISO/IEC 27001:2022 certificates to demonstrate compliance with required service delivery standards.
- 2 The tenderer must have a minimum of 5-years’ experience in providing IT outsourcing services, with specific expertise in the operation and maintenance of technologies and systems that outlined in technical specification.
- 3 The tenderer must provide at least one reference cases of successful deployment in IT operation and support outsourcing services, specifically for Helpdesk and IT backend operations, within the last five years (from Year 2020 to now). The scale of these deployments must exceed the following criteria:
  - A minimum of 300 IT users
  - A minimum of 450 frontend IT devices
  - At least 300 backend servers
  - 2 active-active data centers

Supporting documentation must include previous contracts (with sensitive information redacted) and any relevant recommendations or performance appraisals from former IT outsourcing service clients.

- 4 The tenderer must demonstrate their capabilities in collaboration and technical expertise with various solution vendors. The evidence provided must include:
  - a. Official and valid partnership documentation from at least two different vendors in each of the following technology categories:
    - a.1. Partnerships with Server and Storage vendors, including but not limited to those with equivalent grade level, HPE, Dell, H3C, Huawei, Netapp and Inspur.
    - a.2. Partnerships with HCI and cloud infrastructure vendors, including but not limited to those with equivalent grade level, VMware, Nutanix, Zstack, CNWare and SmartX.
    - a.3. Partnerships with Backup vendors, including but not limited to those with equivalent grade-level, Veeam, Commvault, Vinchin and Scutech.
    - a.4. Partnerships with operating systems vendors, including but not limited to those with equivalent grade level, Microsoft, Redhat, SUSE, KylinOS, and UOS.

- b. Relevant CVs and technical certifications from the tenderer's tier 2 expertise resource pool, related to the technology categories as bullet a.
- 5 The tenderer is required to provide a dedicated team of at least 5 engineers who are directly employed and will be assigned to work on-site in a full-time basis, to deliver the required scope of work at CEM through IT outsourcing service. The on-site engineers must hold the following qualifications to ensure adequate knowledge and skill levels. At least one of each from the following must be submitted as proof of evidence.
    - ITIL Foundation in IT Service Management or ITSM Foundation
    - CCNA or HCIA-Datacom or JNCIA
    - VMware Certificated Professional
    - Nutanix Certified Associate
    - Zstack Cloud Computing Engineer
    - Microsoft Certified Solution Expert (MCSE) or Microsoft Certified IT Professional (MCITP)
  - 6 The tenderer must provide at least two full-time on-site engineers dedicated for Helpdesk operation, who possess a local driving license to manage remote site support and transport front-end IT equipment.
  - 7 The Tenderer must declare that there has been no record of fatal / serious work-related accident in the past 3 years.
  - 8 Whether participating independently or as part of a consortium, a tenderer may only submit one proposal for this tender. In case the Tenderers are formed in Consortium /Joint-Venture (JV), this must be clearly stated on the Tenderer's corresponding signed Memorandum of Understanding (MOU) by both parties.
  - 9 If two or more bids submitted by the same shareholder or member of the administrative agency, the relevant bids will not be accepted.
  - 10 The Tenderer must not submit proposals that could disrupt normal bidding conditions, especially if the involved tenderers have the same shareholders or administrative body members.
  - 11 The Tenderer can participate in the tender only if they simultaneously meet the requirements specified in clauses 1 to 10.