

問: 本地居民申請使用此WiFi服務時，是否需要登記個人資料，每個用戶是否有自己的獨立帳戶，遊客之處理方式又是否相同？

答: 所有用戶，無論本地居民或遊客，現階段無需登記個人資料，並將會使用同一帳戶作登入。

問: 營運者是否不承擔控制中心及各站 (2010 年內完成安裝的 83 個站點及後有可能增加的站點)的租賃費用(如果部份場地有此需要)？

答: 營運者暫時無需承擔控制中心及各站的相關租賃費用。

問: 用戶到訪的地址是使用互聯網地址(True IP Address)，還是內聯網地址(Intranet address)？

答: 互聯網地址(True IP Address)。

問: 營運者可否把部份工作外判給其他公司，例如：地方清潔服務等等。

答: 可以。

問: 接待公眾的親臨查詢式投訴是否在管理中心？

答: 是。

問: 營運者是否需要進行WiFi服務市場推廣之工作及印刷宣傳刊物？

答: 營運者有需要承擔配合澳門特別行政區政府向市民及遊客推廣服務時的有關工作。

問: 此WiFi服務會否收費？如需收費，收費系統及收費安排由誰來提供？

答: 此 WiFi 服務現階段無需收費。

1. Please provide the detail of the access portal on:
 - Hardware configuration
 - Operating System used and their version
 - Applications used
 - Programming language skill for supporting the content update

Answer: Please refer to the following information:

- Hardware configuration --DELL R610, Intel(R) Quad Core E5504 Xeon(R) CPU, 2.0GHz, 73GB 10K RPM SAS 2.5", 4GB Memory
- Operating System used and their version --Redhat Enterprise Linux v5.3
- Applications used --Tomcat Web Server, MySQL database
- Programming language skill for supporting the content update --Java/JSP/HTML/SQL/PHP

2. Please clarify if the request is to build the web site from the ground up or just to support and content update of an existing web site? If it is for the latter, please advise is there any requirement on the hardware used, Operating System required and applications need?

Answer: The Operator is responsible to build a new website, as well as provide on-going support and update of the content for this website. The new website will be located within the same access portal server as mentioned in point 1.

3. Please confirm which party is responsible for providing the information required in the 4 type of contents.

Answer: The Operator shall be responsible for drafting the said content with DSRT's approval prior to being put online.

4. Please provide a detail list of the production equipment installed in and the network diagram of the Wifi project including the backend infrastructure and the 83 Wifi access points.

Answer: The list of equipment is as follows:

WiFi System

- 2 Aruba Controllers with 128 AP License, Policy Enforcement Firewall Module Licence, and Wireless Intrusion Protection Module License

Core Network System

- 2 Extreme Summit Core Switches with Core License
- 4 Cisco Core Routers
- 2 Juniper Secure Services Gateway Systems with Deep Inspections
- 2 WebWasher MFE Web Gateways

User Management

- 2 workstations as described in Answer No. 1 with 2 additional 300 GB HD for User Authentication System
- 2 workstations as described in Answer No. 1 for Web Portal Application
- 2 workstations as described in Answer No. 1 with 4 additional 300 GB HD for User Traffic Logging System

Management System

- 2 workstations as described in Answer No. 1 with 4 additional 300 GB HD with NSM Management software for Juniper Firewall and VPN
- 2 workstations as described in Answer No. 1 with Operation Support System
- 2 workstations as described in Answer No. 1 with Service Management System (help desk, incident, fault ticketing, problem management)

System Resilience

- 1 Load balancing and HA application for 6 systems

Performance Management

- 1 Performance Reporting Engine

Site Equipment

- 84 Aruba Wireless Access Points with antennae
- 35 Aruba Outdoor Wireless Access Points with antennae
- 119 Power Injectors for APs
- 34 Cisco Routers

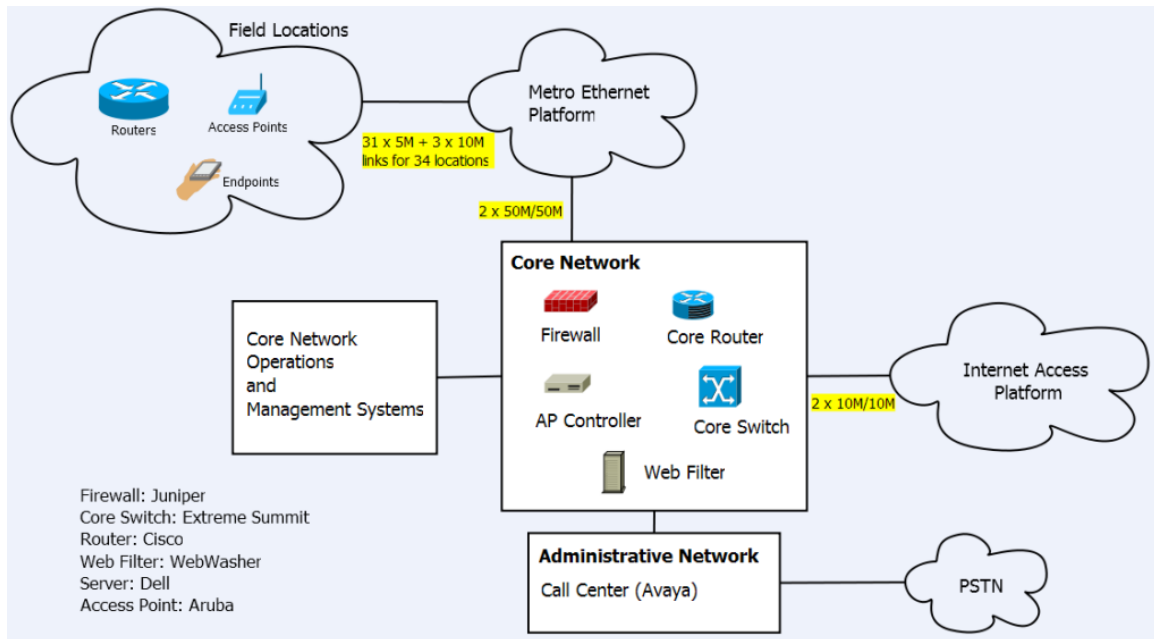
Administrative Network

- 3 Extreme Summit Switches
- 5 PC workstations with 80 GB HD, 19" monitor, Windows XP

Call Center

- 1 Avaya call center system
- 1 NICE call logger
- 5 PC workstations with 80 GB HD, 19" monitor, Windows XP
- 16 Phone sets

Please refer figure below for the network diagram:



5. Please provide a detail list of the management equipment installed in the Network Operation Centre that the tenderer used in managing the production equipment in the Wifi project.

Answer: Please refer to the list in Answer No.4.

6. Please provide the detail list of the regular charges specified in the point.

Answer: For the first 34 sites, please refer to the above network diagram for Metro Ethernet and Internet Access speed, as well as the gazette tariff charges. For the remaining 49 sites, please propose the tariff in a per-site basis for different transmission speed choices.

7. Please advise if the tenderer need to cater for the hardware maintenance of the facilities that will be provided in the Wifi centre, e.g. the air conditioner in the Call Center and NOC, the CRAC units and UPS in the data centre.

Answer: Yes, the Operator will be required to cater for basic maintenance of the facilities provided in the Network Management Centre. The operator shall be responsible for all first line and preventive maintenance work as defined in the RFP for all system equipment as specified. With regards to non-telecom equipment such as air conditioning apparatus that require specifically trained personnel, the Operator will be required to follow standard operating procedures as specified by the System

Provider but will be allowed to ask the System Provider for assistance for any other maintenance work.

8. Can the Call Centre service be delivered outside the office provided by the Government or outside Macau?

Answer: No.

9. Subsequent to question 8 above, can the Call centre service be delivered outside the office provided by the Government or outside Macau during non-office hours.

Answer: No.

10. Please advise who is responsible for the provision and on-going maintenance of the Call Centre facilities including:

- PABX
- Automatic Call Distribution system
- Interactive Voice Response Unit
- Voice Recording System
- Call Management System
- File & Print server for record and reporting storage and printing
- Facsimile machine
- Network Printers

Answer: As the provision part, please refer to the equipment list provided in Answer No. 4. Not-in-list equipment that is also required in the RFP is the responsibility of the Operator. Moreover, the Operator will be required to cater for basic maintenance of the facilities provided in the Call Centre and NOC operation staff. The Operator shall be responsible for all first line and preventive maintenance work as defined in the RFP for all system equipment as specified. In regards to non-telecom equipment such as air conditioning apparatus that require specifically trained personnel, the Operator will be required to follow standard operating procedures as specified by the System Provider but will be allowed to ask the System Provider for assistance for any other maintenance work.

11. Please advise who is responsible for the provision and on-going maintenance of the facilities for the Call Centre and NOC operation staff including:

- Personal Computers
- Workstation OS
- Office automation software, like Microsoft Office
- Telephone handsets and headsets
- In-door wireless headset

Answer: Answer is same as item 10.

12. Please advise what type of network testing equipment is allowed by the Government?

Answer: We do not have any preference on the type of testing equipment, however, the equipment being used should comply with existing Government telecom regulations as well as international standards.