A. SCOPE OF WORKS

1 Supply — Access Control System with Meeting-Room Booking equipment and software, including:

- HID Access Control Card readers for public entrances, exits door and server room
- Biometric Facial Recognition and QR code Access Control readers for Meeting Room
- Meeting Room Booking Panel tablet with Wi-Fi and support wall-mount
- Room Boking Panel Wall-mount bracket with charger feature
- Included related Access controller, Door controller, contract-less door release unit, Electromagnetic locks , break-glass units, Power supplies with enclosure and backup battery
- Access Control System software with related reader and features license (such as QR code feature, API feature etc..)
- Controllers and Reader interfaces
- Access Control System software with API feature for supporting the third party system integration
- Bundled Access Control System workstation for installing the Access Control System
- Included the Access Control system cabling service and related Access Control System installation service

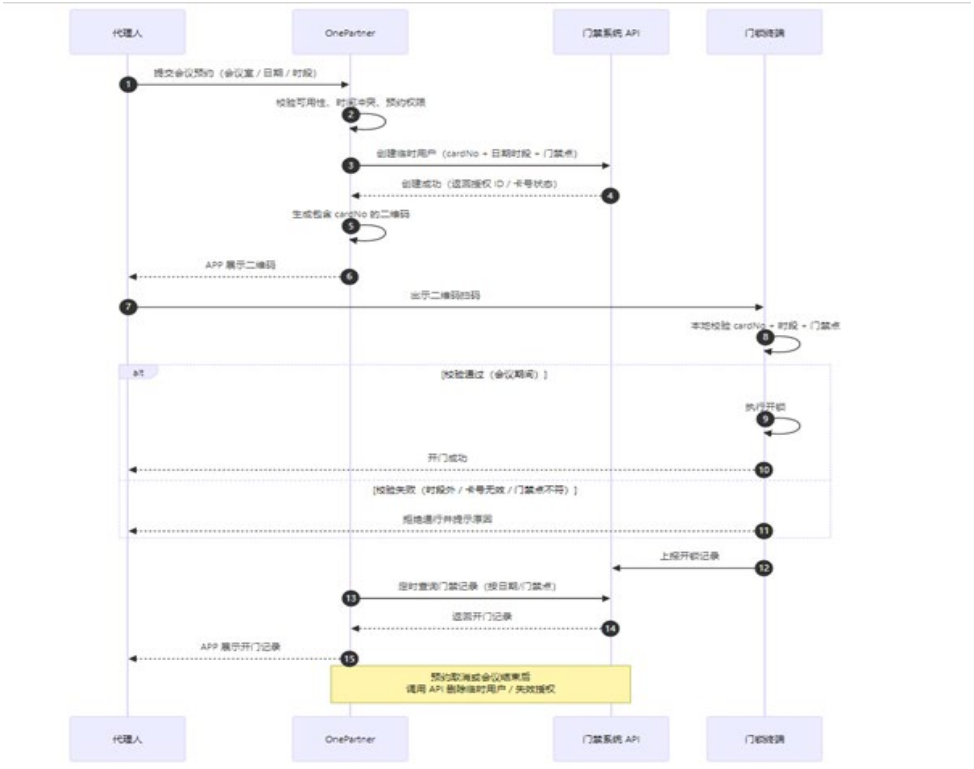
2 Meeting-room booking integrated with Access Control system support service

Purpose: Provide the support service on Meeting-room booking integrated with Access Control system support service

Access Control System should provide the following information with support service for integration
Access Control System API for Meeting Room Booking system remote management

- **Users, cards and access rights management:**
  - Add, update or delete cardholders (name, employee number, department, company, photo, etc.)
  - Issue or update a card: set the card number, activation and expiry time, card status (active / expired / lost / returned), card + PIN, etc.
  - Query cardholders, card records, access levels / access-level groups, and which readers a given card can pass
  - Grant or revoke rights by access level or access-level group (supports batch assignment; one person to multiple groups)
  - Precise authorization: specify which readers a card number may use
- **Door operations and access records**
  - Remotely lock/unlock the specify door
  - Access Control System API for Meeting Room Booking system report and troubleshooting
  - Query users status and events / swipe records by time, reader, controller, user or card number
  - Check the real-time status on specify door / reader
  - Reporting the users / reader statistics by specify date and time

High-Level Workflow Diagram



3 Installation Services

- Project management
- Cabling work
- Install the above of equipment
- One-off base setup for Booking Panel
- Set up and configure Access Control
- Provide the Data importing service of existing Access Control system to new Access Control system
- Provide the Support for meeting-room booking system integration with the Access Control System API server
- Organizing or assisting the internal IT team with booking system integration
- UAT and test report
- User training
- Network switch provided by Client (Employer-supplied)
- First year 7x24x4 maintenance service included in the Base Tender Sum

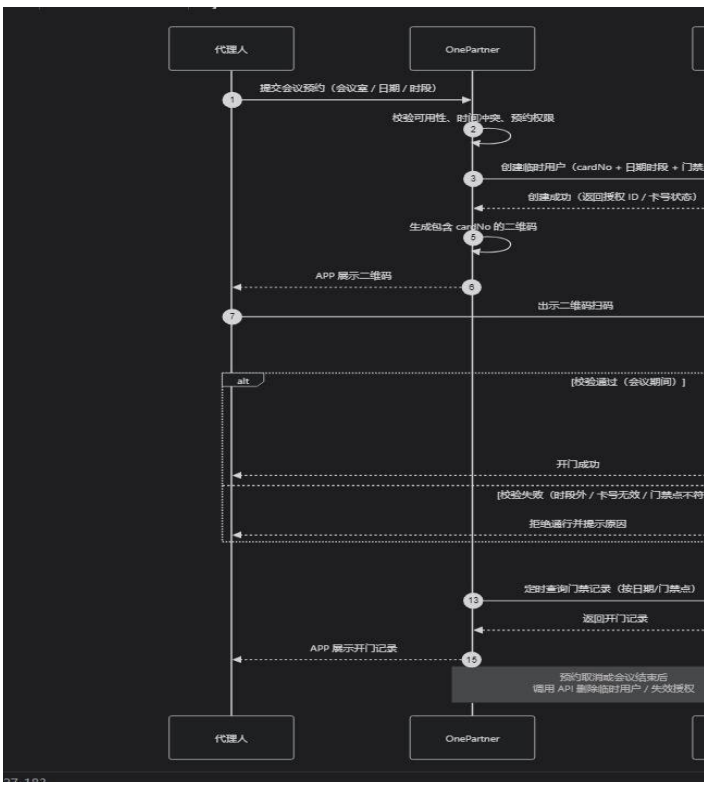
4 Optional Maintenance

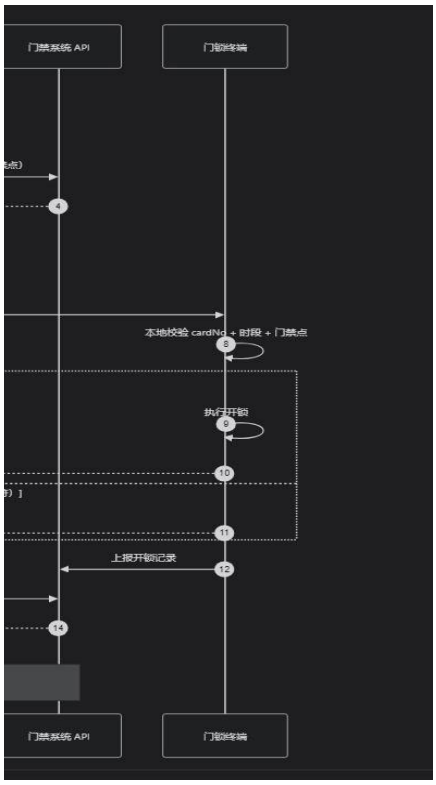
- Optional extension of 7x24x4 warranty and support service for Year 2 and/or Year 3. Details: see sheet "Maintenance SoW".

5 Notes & Exclusions (Booking / OnePartner)

- Wall-mount bracket with charge is suitable for drywall / gypsum board or wooden partition/door only — NOT applicable for glass doors or glass surfaces.
- OnePartner APP is provided by Client. Any updates, configuration and integration of the OnePartner APP itself are excluded from this tender (Tenderer provides Access Control API support and assists Client IT as described in item 2 / SOR Item 4.2.3).
- Network switch and Access Control PC for remote management the Access Control system are Employer-supplied.

- Any cable containment, trunking, conduits and cable draw wire are excluded.
- Any electrical and builder's works are excluded.


代理人
OnePartner
提交会议预约（会议室 / 日期 / 时段）
1
校验可用性、时间冲突、预约权限
2
创建临时用户（cardNo + 日期时段 + 门禁
3
创建成功（返回授权 ID / 卡号状态）
生成包含 cardNo 的二维码
5
APP 展示二维码
6
出示二维码扫码
7
alt
[校验通过（会议期间）]
开门成功
[校验失败（时段外 / 卡号无效 / 门禁点不符
拒绝通行并提示原因
定时查询门禁记录（按日期/门禁点）
13
返回开门记录
APP 展示开门记录
15
预约取消或会议结束后
调用 API 删除临时用户 / 失效授权
代理人
OnePartner


门禁系统 API
门锁终端
4
本地校验 cardNo + 时段 + 门禁点
5
执行开锁
9
10
11
上报开锁记录
12
14
门禁系统 API
门锁终端

B. MAINTENANCE SERVICE SCOPE OF WORKS

1 7x24x4 Support Service

- Unlimited phone, remote / on-site support service
- Diagnose the problem / error
- Provide corrective troubleshooting services
- Coordinate with third-party vendors for any required troubleshooting, if necessary
- 2 times Preventive Maintenance Service per year (semi-annual basis)

2 Equipment Replacement Policy

RMA Period Support:

- Like-for-like or equivalent loaner equipment will be provided during the manufacturer's RMA process for defective units.
- End-of-Life Equipment:
  a) Similar functioning equipment will be provided as a temporary solution
  b) This interim arrangement will remain in place until the client purchases replacement equipment
  c) Note: No manufacturer support service is available for end-of-life equipment
  d) Client is responsible for all costs associated with new model procurement and implementation

3 Contact & Response

Office Hours

- Customer Service Hotline: [Hotline]
- Customer Service Email: [Support Email]
- Response Time: 4 hours after call received

Emergency Call Out Service (ECO)

- 7x24x365; exclude Black Rainstorm or Typhoon Signal No. 8 or above
- Duty Engineer Hotline: [Duty Engineer Hotline]
- Duty Manager Hotline: [Duty Manager Hotline] — if the Duty Engineer does not respond within 30 minutes, please call Duty Manager
- Response Time: 4 hours after call received