采购需求

★号条款为实质性指标,不满足将导致废标。

一. 需求一览表

包号	标的名称/服务名称	数量
1	苏世民书院国际学生保险	1项

二. 服务内容和要求

(一) 项目概况

本项目坐落位置:北京市海淀区清华大学校内。

清华大学苏世民学者项目是专门为未来的世界领导者持续提升全球领导力而精心 设计的硕士学位项目。项目面向全球选拔学业优秀、诚实正直、视野开阔、富有责任感 和使命感、具备领导潜质的青年人才,到清华大学进行研究生课程学习,以此培养具有 宽广的国际视野、优秀的综合素质和卓越的领导能力,并了解中国社会、理解中国文化, 有志于为促进人类文明与进步、世界和平与发展贡献聪明才智的未来领袖,为崛起中的 中国与变化中的世界作出重要贡献。

国际学生人数: 国际学生比例约占学生总数的 80%。2022 级学生 113 人,2023 级学生 113 人,2024 级学生 114 人。2025 级拟入学国际学生为 120 人

全部在读及毕业学生国籍信息可参照清华大学苏世民书院官方网站-学生信息栏(https://www.sc.tsinghua.edu.cn/xsxx1/a2024j.htm)。

学生每年8月入学,于次年7月结束学习。每位学生保险保障期为一年,于学生入学当年8月1日生效,至次年7月31日结束。所有学生在中国大陆地区的常驻时间不少于6个月,因每位学生课程安排、书院日程安排不同,每位学生常驻中国大陆地区时间可能有差异。

参考: 2019、2020、2021 三年保费均价: 人民币 20,000 元/人。2022、2023、2024 年三年保费均价: 23,140 元/人。

- (二)保险服务要求(投标人须在投标文件中的★号条款响应表、非★号技术或服务相应偏离表中对以下内容分别、逐项应答是否满足)
 - 1、★保障地区 Coverage Area: 全球范围 Vorldwide Coverage
 - 2、★医疗保险金额 Benefit Limit: 不少于人民币 10,000,000 元/人 No less than

10,000,000Rmb

- 3、保障人群 Eligibility: 所有清华大学苏世民书院在籍国际学生
- All International Students registered at Schwarzman College, Tsinghua University
- 4、★价格包含直付网络,并且必须包含和睦家医院,必须提供国内直付医院清单。 其它直付医院必须包括(但不仅限于): 北京莱佛士医院 Raffles Hospital Beijing、 北京明德医院 Oasis International、中日友好医院国际部 China-Japan Friendship Hospital (International)、天坛普华医院 Tiantan Puhua International Hospital、 北京协和医院国际 PUMC Hospital International

Should be able to provide direct billing service at United Family Hospital. Should provide a full list of direct billing hosipitals in China mainland. Other direct billing hospitals should include, but not be limited to: 北京莱佛士 医院 Raffles Hospital Beijing、北京明德医院 Oasis International、中日友好医院 China-Japan Friendship Hospital、天坛普华医院 Tiantan Puhua International Hospital、北京协和医院 PUMC Hospital

5、★服务团队应在接到用户的服务需求后,4小时内电话或信息响应,24小时内 到达用户现场与书院师生沟通,且能够用流利的中文、英文进行沟通与服务。

The service team should respond by phone or message within 4 hours after receiving the service demands from users, and arrive at the user's site within 24 hours to communicate with the contact person who interfaces with the teachers and students of the academy in Beijing, and be able to communicate and provide services fluently in Chinese and English.

6、预计人数与单期合同时间、预算单价等数据如下:

序号	单期合同 起始时间	单期合同终 止时间	期限	预算单价 (在采购人保额保 证不低于人民币 10,000,000元/人 情况下,任何情况 下,单人价格不得 高于以下预算单 价,若超出预算则 投标无效)	人数	年度预算总 价(人民币: 元)
----	--------------	--------------	----	--	----	-----------------------

笠 地	2025年8	2026年7月	1 年	00 000 =	120	2 400 000 =
第一期	月1日	31 日	1 4	29,000元	人	3,480,000元

第一期(2025年8月1日至2026年7月31日)预估人数为120人,实际合同签订时固定单价,总价以当年实际入学的国际学生人数为准进行计算。

合同履行期限:本期为 2025 年 8 月 1 日至 2026 年 7 月 31 日,合同期满前经双方协商同意可按原单价续签第二期和第三期合同,但最多可续签两次。如协商不一致也可不续签合同,但需要提前 150 天通知对方。

第二期(2026年8月1日至2027年7月31日)、第三期(2027年8月1日至2028年7月31日) 预估人数均为120-135人,实际合同签订时单价同第一期单价,总价以当年实际入学的国际学生人数为准进行计算。

7、医疗保险责任及要求Requirements of Benefits for Medical Insurance

年度最低保額、终身保額、免赔額、自付比例、保障区域 Lifetime & Annual Winimum, Co-payments, Geographic Coverage and Deductibles		
年度个人最低保额 	10,000,000元	
Individual Overall Policy Year Minimum	RMB 10,000,000	
保障区域	全球保障	
Geographic Coverage	Worldwide	
终身保额	无限制	
Overall Lifetime	None	
住院医疗	限于年度最高保额	
Overall Inpatient	Up to Overall Policy Maximum	
最低门诊医疗	50,000元	
Overall Outpatient Minimum	RMB 50,000	
个人年免赔额/次免赔额	0元	
Individual Annual Deductible / Per Claim	'-	
Deductible	RMB 0	
保险自付比例	000	
Policy Co-payment	0%	
昂贵医院自付比例	OW	
Luxury Provider Co-payment	0%	
等待期	无	
Waiting Period	No	

既往症、先天疾病及症状、重大疾病治疗

Pre-Existing Conditions, Congenital Conditions or birth anomalies, Catastrophic Illnesses

既往症 Pre-existing Conditions	应承担。若不能完全承保,则需要提供详细说明,何种疾病在何种情况下不能保障It should be covered. If it cannot be fully covered, a detailed explanation is required on what kind of diseases and under what circumstances cannot be guaranteed.
先天性疾病和症状 Congenital Conditions or birth anomalies	应承担。若不能完全承保,则需要提供详细说明,何种疾病在何种情况下不能保障It should be covered. If it cannot be fully covered, a detailed explanation is required on what kind of diseases and under what circumstances cannot be guaranteed.
重大疾病 Catastrophic Illnesses	应承担。且应对重大疾病在保险方案中的定义予以说明 It should be covered. And the definition of catastrophic illnesses in the
	insurance plan should be explained.
住院医疗	insurance plan should be explained. 深险责任
Hospitalization and	insurance plan should be explained. 深险责任 Inpatient Benefits
Hospitalization and 重症监护病房费	insurance plan should be explained. R险责任 Impatient Benefits 无单独上限
Hospitalization and 重症监护病房费 Intensive Care, Cardiac Units	insurance plan should be explained. R险责任 Inpatient Benefits 无单独上限 No separate limit
Hospitalization and 重症监护病房费 Intensive Care, Cardiac Units 护理费	insurance plan should be explained. R险责任 Inpatient Benefits 无单独上限 No separate limit 无单独上限
Hospitalization and 重症监护病房费 Intensive Care, Cardiac Units 护理费 Nursing Care	insurance plan should be explained. R险责任 Inpatient Benefits 无单独上限 No separate limit
Hospitalization and 重症监护病房费 Intensive Care, Cardiac Units 护理费	insurance plan should be explained. R险责任 Inpatient Benefits 无单独上限 No separate limit 无单独上限

	1
即业疗法费	No separate limit
Radiation therapy, inhalation therapy,	
respiratory therapy, chemotherapy,	
physical and occupational therapy	
电子喉镜检查费	
Video Laryngoscope	
急诊室费、手术室和恢复室费,手术费,外科	
医生费,麻醉医生费,医生诊疗费/医生费	
Emergency Room, operating room and	无单独上限
recovery room, Inpatient Surgery,	No separate limit
Inpatient Surgeon, Anesthesiologist,	
consulting fee/doctor fee	
紧急治疗费	无单独上限
Medical Emergency Services	No separate limit
日间留院治疗	无单独上限
Daytime hospitalization	No separate limit
	应承担。如有单独上限或要求应予以说明
康复治疗和专业护理费	It should be covered. And a detailed plan
Extended Care Facility, Skilled Nursing,	or limitation should be provided if
and Inpatient Rehabilitation	there is any.
移植费	
被保险人作为受体接受器官、骨髓、干细胞移	
植费	应承担。如有单独上限或要求应予以说明
Transplant Services	It should be covered. And a detailed plan
Medically Necessary human organ, blood,	or limitation should be provided if
bone marrow transplants, and other	there is any.
similar procedures	
精神和心理障碍治疗费	
住院医疗和咨询费用,包括但不限于神经性贪	
食症、神经性厌食症、悲伤辅导和悲伤治疗、	
失眠症、注意力缺陷障碍、注意缺陷多动障碍。	
Mental Health as an Inpatient	T 60 44 1 89
Psychotherapeutic treatment and	无单独上限 _{**}
psychiatric counseling and treatment in a	No separate limit
Hospital or approved facility: Bulimia,	
anorexia, Bereavement, non-medical	
causes of insomnia, ADD, and ADHD are	
covered conditions.	

酒精和药物滥用的住院戒断治疗费	
Inpatient rehabilitation treatment for	
alcohol and drug abuse	
	应承担。如有详细方案应予以说明
耐用医疗设备费	It should be covered. And a detailed plan
购买或租赁费,以及随后修理、更换费	should be provided if there are any
	requirements.
专科医生费用	无单独上限;
Specialists Consulting Fee	No separate limit
自杀或自残造成的损伤或治疗	
该项意为因自杀或自杀未遂致自残产生的实	
际治疗费用。该项不含任何补偿费用+	 应承担。如有详细方案应予以说明
Injury or treatment caused by suicide or	
self-mutilation	It should be covered. And a detailed plan
This item refers to the actual treatment	should be provided if there are any
costs resulting from self-harm caused by	requirements.
suicide or attempted suicide. This item	
does not include any compensation fees.	

门诊医疗保险责任			
Outpatient	Benefits		
急诊室费	无单独上限		
Emergency Room	No separate limit		
紧急治疗费	无单独上限		
Medical Emergency Services	No separate limit		
医生诊疗费/专家诊疗费			
Outpatient Physician Visit/Consultation			
by Specialist			
门诊室手术费,门诊手术费,外科医生费,麻	无单独上限		
醉医生费	No separate limit		
Outpatient operating room, Outpatient or			
Ambulatory Surgery, Outpatient Surgeon,			
Outpatient Anesthesiologist			
检查费 包括但不仅限于:			
Medical Examination. Including but not			
limited to:	无单独上限		
超声波心动描记术费、超声波检查费/计算机	No separate limit		
断层扫描、正电子发射计算机断层扫描、核磁			
共振检查费/ X 光检查费			

	I
Echocardiography, Ultrasound, CAT Scan,	
PET Scan or MRI, X-Rays	
内窥镜检查费(如,胃镜检查,结肠镜检查,	
膀胱镜检查等)	
Endoscopy (e.g., gastroscopy,	
colonoscopy, cystoscopy)	
化验费	无单独上限
Laboratory	No separate limit
	应承担。如有详细方案应予以说明
处方药费	It should be covered. And a detailed plan
Outpatient Prescription Drugs	should be provided if there are any
	requirements.
中医费	
由注册中医医师处方开具的中草药费用、挂号	
费	应承担。如有详细方案应予以说明
Traditional Chinese Treatment	It should be covered. And a detailed plan
Consultation fee, diagnostic fee,	should be provided if there are any
Traditional Chinese Medicines prescribed	requirements.
by a registered traditional Chinese	
physician	
理疗费	
Therapeutic Services	
物理治疗是指应用人工物理因子(如光、电、	
磁、声等)来治疗疾病,具体疗法包括电疗、	
光疗、磁疗、热疗等;	
Physiotherapy refers to the therapies	
using manpower physical factors (such as	 应承担。如有详细方案应予以说明
ray, electricity, magnetism and sound),	N2年20、知用年細刀系2277人成門 It should be covered. And a detailed
including electrotherapy, phototherapy,	
magnet therapy and thermotherapy;	plan should be provided if there are
传统中医治疗(包括针灸,推拿,拔罐,中药	any requirements.
外敷,小针刀治疗)、整脊治疗、正骨疗法、	
顺势疗法	
Traditional Chinese Treatment (including	
acupuncture, massage, cupping, external	
application of traditional Chinese	
medicine, needle-knife therapy),	
chiropractic treatment, orthopedic	

therapy, Homeopathy	
睡眠检查和治疗费	
发作性睡眠或阻塞性呼吸暂停症状的检查和	
治疗费	无单独上限
Sleep Studies/Tests and Treatment	No Separate Limit
for suspected conditions of Narcolepsy or	
Obstructive Sleep Apnea	
精神疾病的门诊治疗费	
涵盖门诊医疗和咨询费用.包括但不限于神经	
性贪食症、神经性厌食症、悲伤辅导和悲伤治	
疗、失眠症、注意力缺陷障碍、注意缺陷多动	
障碍	
Mental Health Outpatient	应承担。如有详细方案应予以说明
Psychotherapeutic treatment and	It should be covered. And a detailed plan
psychiatric counseling and treatment;	should be provided if there are any
Bulimia, anorexia, Bereavement,	requirements.
non-medical causes of insomnia, ADD, and	
ADHD are covered conditions	
酒精和药物滥用的门诊戒断治疗费	
Outpatient Rehabilitation treatment for	
alcohol and drug abuse	
耐用医疗设备费	
购买或租赁费,以及随后修理、更换费	
Durable Medical Equipment	应承担。如有详细方案应予以说明
Purchase, Rental Up to Purchase Price (as	It should be covered. And a detailed plan
described in the Policy); Repairs or	should be provided if there are any
replacements for Durable Medical	requirements.
Equipment originally obtained under this	
Policy.	
救护车费	无单独上限
Ground Ambulance	No Separate Limit
紧急牙科医疗费/牙科意外伤害医疗费	
对原本完整无损、未经过任何医疗的牙齿因遭	
受意外伤害而受损或者缺失而接受的紧急治	应承担。如有详细方案应予以说明
疗、修复和置换。	It should be covered. And a detailed plan
Emergency Dental treatment	should be provided if there are any
Emergency treatment to restore or replace	requirements.
sound, natural teeth damaged in an	

Acc	ıden	+ -
		•••

特殊检查费			
Examinations/Screenings Benefits			
荷尔蒙替代疗法	无单独上限		
Hormone Therapy	No Separate Limit		
节育 (仅限女性被保险人)			
意为医生开具处方避孕药费及相关诊疗费。此处节育保险责任不包括检查和治疗不孕症(包括人工授精、体外受精、胚胎移植)、绝育、绝育恢复、变性手术或其它相关治疗。 Birth Control (For Female Insured only) It means that the contraceptive fees prescribed by the doctor and related diagnosis and treatment fees. The birth control insurance liability here does not include the examination and treatment of infertility (including artificial insemination, in vitro fertilization, embryo transfer), sterilization, restoration of sterilization, sex reassignment surgery or other related treatments.	应承担。如有详细方案应予以说明 It should be covered. And a detailed plan should be provided if there are any requirements.		
旅行疫苗 Travel Immunization	应承担。如有详细方案应予以说明 It should be covered. And a detailed plan should be provided if there are any requirements.		
自杀或自残造成的损伤或治疗 该项意为因自杀或自杀未遂致自残产生的实际治疗费用。该项不含任何补偿费用↔ Injury or treatment caused by suicide or self-mutilation This item refers to the actual treatment costs resulting from self-harm caused by suicide or attempted suicide. This item does not include any compensation fees. 性疾病筛查(梅毒、HIV 检测)和甲肝、乙肝	应承担。如有详细方案应予以说明 It should be covered. And a detailed plan should be provided if there are any requirements.		
「「「「」」	It should be covered. And a detailed plan		
	It should be covered. And a detailed plan		

STI screening (syphilis, HIV testing) and	should be provided if there are any	
hepatitis A, hepatitis B screening and	requirements.	
related medical expenses		
 视频、电话问诊	全年累计赔付最少三次且不受地域限制	
Video or Telephone Consultation	Covered at least 3 times per policy year	
video of refephone consultation	with no area restrictions	
特殊门诊医疗保险责任		
Special Outpat	ient Benefits	
癌症门诊治疗包括化学治疗、放射治疗	应承担。如有详细方案应予以说明	
Outpatient cancer treatment including	It should be covered. And a detailed plan	
Chemotherapy, Radiotherapy, Radiation	should be provided if there are any	
Therapy	requirements.	
	应承担。如有详细方案应予以说明	
门诊肾透析	It should be covered. And a detailed plan	
Outpatient kidney dialysis	should be provided if there are any	
	requirements.	
Vorldvide emerge	ency assistance	
全球紧急	数援服务	
Reimbursement ratio.	100%	
赔付比例	100%	
紧急医疗转送,直系亲属探病及住宿,随行未		
成年子女回国或居住地,医疗转送回国或居住		
地,紧急回国或居住地料理直系亲属后事,直		
系亲属前往处理后事,遗体安排。		
Emergency medical evacuation, visitation		
by and lodging of direct relative, return		
of accompanying minor children to the home	具体服务内容以救援机构实际提供为准	
country or the place of residence, medical	Subject to the specific services	
transfer to the home country or the place	provided by the assistance agency	
of residence, emergent return to the home		
country or the place of residence to		
handle funeral affairs of direct		
relative, travel of direct relative for		
relative, travel of direct relative for the Insureds' funeral affairs, and		

8、人数及常驻地情况

arrangement of mortal remains.

文件中列明的人数是招生计划人数,由于每年招生计划不同,因此可能比预计招生

人数略高或略低。保险合同签订以实际入学人数计算。若参保人数减少至 100 人(不含)以下,或因疫情等不可抗力导致大部分被保险人常驻地变化对保费有影响,须提供明确、唯一的上浮比例,上浮比例须综合考虑参保人数减少至 100 人(不含)以下,以及参保人员常驻地变化等情况,**否则投标无效**。投标人须针对保费上浮的情况提供明确的、唯一的方案。

The number of students listed in the document is based on the College enrollment plan. Because enrollment plans vary from year to year, the actual enrolled number can be higher or lower than the estimated number. The insurance contract is based on the actual number of students enrolled. If the number of insured persons decreases to less than 100 (excluding 100), or if most of the insured persons' usual residences change due to force majeure such as the epidemic, which has an impact on the premium, a clear and unique upward adjustment ratio must be provided. The upward adjustment ratio must comprehensively consider the situation where the number of insured persons decreases to less than 100 and the change of the usual residences of the insured persons. Otherwise, the bid will be invalid. Bidders must provide a clear insurance service plan for the case of premium increase.

9、中标后,中标人提交的所有保险手册、相关说明性文件以及服务人员沟通要求 双语,英文为主。

The bid winner must provide a bilingual insurance manual, explanation documents, and communication, mainly in English.

10、服务团队人员配置要求: 拟派本项目实际服务总人数不少于 3 人, 其中负责与书院师生对接工作的接洽人员不少于 2 人(其中至少 1 人是直接面向学生提供服务的接洽人员, 且该人员负责在评标现场进行述标)。拟派本项目人员应为中标后实际服务团队人员。

Personnel allocation requirements of the service team: The total number of actual service personnel proposed for this project should be no less than 3, among which the number of contact personnel responsible for the connection work with teachers and students of the academy should be no less than 2 (at least 1 of them is a contact person directly providing services to students, and this

person is responsible for presenting the project at the bid evaluation site).

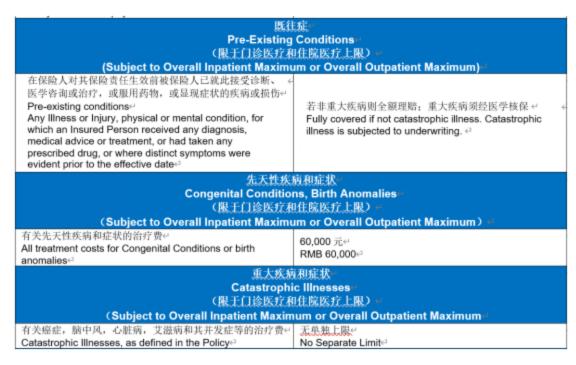
The personnel proposed for this project should be the actual service team personnel after winning the bid.

11、除外责任内容说明:对于除外责任,例如:高风险运动、战乱地保障等,需要 给予详细说明。

Content description of exclusion clauses: For exclusion clauses, such as high-risk sports, protection in war-torn areas, etc., detailed explanations and policies should be provided.

(三) 以往保险方案相关参考内容(以往方案均为全球范围保障)

1、2024-2025 年保险方案相关内容截图



精神和心理障碍治疗费↔

住院医疗和咨询费用,包括但不限于神经性贪食症、神经性 厌食症、悲伤辅导和悲伤治疗、失眠症、注意力缺陷障碍、 注意缺陷多动障碍。↔

Mental Health as an Inpatient⊍

Psychotherapeutic treatment and psychiatric counseling and treatment in a <u>Hospital</u> or approved facility; Bulimia, anorexia, Bereavement, non-medical causes of insomnia,

ADD, and ADHD are covered conditions.← 酒精和药物滥用的住院戒断治疗费←

Inpatient rehabilitation treatment for alcohol and drug abuse²

无单独上限↔

No separate limit↔

	精神疾病的门诊治疗费↩ 涵盖门诊医疗和咨询费用↩ 包括但不限于神经性贪食症、神经性厌食症、悲伤辅导和悲伤治疗、失眠症、注意力缺陷障碍、注意缺陷多动障碍↩ Mental Health Outpatient↩ Psychotherapeutic treatment and psychiatric counseling and treatment;↩ Bulimia, anorexia, Bereavement, non-medical causes of insomnia, ADD, and ADHD are covered conditions↩ inā精和药物滥用的门诊戒断治疗费↩ Outpatient Rehabilitation treatment for alcohol and drug abuse↩	20,000 元(此项保险责任限额不属于门诊医疗保险责任限额的一部分,单独出来)↩ Up to RMB 20,000 per insurance period (this limit doesn't form a part of the Limit for Out-patient Insurance Benefit)↩
data Ada 10. Terrelata i		
	节育 (仅限女性被保险人)↩ Birth Control (For Female Insured only)↩	无单独上限(由医生开具处方避孕药费及相关诊疗费,仅 限医疗服务网络内范围,不承担医疗服务网络外发生的费 用)← No Separate Limit (The cost of prescription contraceptives and related consulting fees is limited to the scope of

节育 (仅限女性被保险人)↩ Birth Control (For Female Insured only)↩	无单独上限(由医生开具处方避孕药费及相关诊疗费,仅 限医疗服务网络内范围,不承担医疗服务网络外发生的费 用)← No Separate Limit (The cost of prescription contraceptives and related consulting fees is limited to the scope of medical service network. Expenses incurred outside the medical service network is not covered.)←
旅行疫苗↔	无单独上限↔
Travel Immunization	No Separate Limit [□]
自杀或自残造成的损伤或治疗↔	保单整体限额 80 万元↔
Injury or treatment caused by suicide or self-mutilation	Overall policy limit RMB 800,000€

2、过往理赔率等相关参考数据

Policy Period保障期间	2023. 8. 1-2024. 7. 31
Status 在保状态	结束
Overall Loss Ratio Actual 总赔付率	约 86%
Total Premium 总保费	2,500,000-2,700,000RMB
Number of Insured 保障人数	113ppl

三. 验收要求

3.1 验收时间:

☑─次性验收时间<u>每保险年度中期</u> □分期验收时间

3.2 验收方式:

可采用一种验收方式或多种验收方式相结合:

☑使用单位考核

□组织使用单位、专家、其他同行单位联合考核

□其他方式:

3.3 验收程序:

书院根据学生使用保险的满意程度进行验收,每保险年度中期进行一次。

3.4 验收内容及标准:

验收内容:书院根据学生使用保险的满意程度进行验收,每保险年度中期进行一次。

书院对学生进行问卷调研,从保险使用介绍、理赔流程、理赔效率、服务态度等方面调研学生使用保险的满意程度。

验收标准:总体评价分为"非常满意"、"满意"、"一般"、"不满意"、"非常不满意"。

若超过 50%的学生评价为"不满意"或"非常不满意",则保险公司须在收到书院 反馈后的一个月内,针对剩余保单时间提出行之有效的整改方案。若方案未通过书院评估,则书院有权不续签下一年度合同。

四. 述标要求

投标人须在评标过程中进行述标。述标人员要求为 1 人,在评标过程中该人员进行中英双语述标(述标人员要求详见团队配置),述标时间 15 分钟(中文 5 分钟、英文 5 分钟、回答评标委员会问题 5 分钟(涉及双语)),具体要求如下:

- 1. 述标开始时间: 评标期间, 根据评审情况安排, 按递交投标文件的顺序开始。
- 2. 述标方式:线上述标,使用"腾讯会议"软件,请投标人提前下载并熟悉软件使用方式,述标会议链接由采购代理机构于 2025 年 月 日通过邮件提前发送给投标人。 投标人于述标当日通过会议链接进入"会议等候室",等待安排述标。
 - 3.迷标程序:
 - (1) 准备好安静的述标环境。
- (2)通过链接进入"会议等候室",打开摄像头和麦克风,改名(格式:姓名+公司名称),等待安排述标。
- (3) 述标开始前,将述标人员本人身份证原件清晰展示在镜头前,并读出身份证 号以核对身份。
 - (4) 开始述标。
 - (5) 结束后退出会议室。

其他:请投标人自行调试设备(确保电脑的麦克风和扬声器等设备正常可用)并熟悉软件使用方式。