Form of Tender

for

Provision of e-Workflow System

For The Hong Kong Council of Social Service

Name: <u>The Hong Kong Council of Social Service</u>

Address: <u>13/F, Duke of Windsor Social Service Building (DWSSB)</u>

<u>15 Hennessy Road, Hong Kong</u>

Tender No.: <u>HKCSS/IT/EWS</u>

Tender Box: <u>Reception area, 13/F Hennessy Wing of DWSSB</u>

Tender Closing Date and Time: <u>12:00 noon 5th October 2022</u>

Offer to be Bound

1. It is acknowledged that I/We, the undersigned/the legal entity hereunder mentioned do hereby agree to supply all or any portion of the items and services specified in the Tender Requirements provided by The Hong Kong Council of Social Service at the prices quoted therein against all orders placed during the Contract Period, subject to and in accordance with the Tender's Terms and Conditions provided by The Hong Kong Council of Social Service of Invitation To Tender, the General Conditions of Contract and (if any) the Special Conditions of Contract herein unless otherwise counter-proposed in the Tenderer's Tender Proposal and negotiations (if any) consequently thereon.

2. I/We, hereby warrant that the sale and/or supply of the items or services or any of them by me/us will not infringe any patent.

3. This tender is submitted with the authority and on behalf of (insert name of Company)

   _____

   whose registered office is situated at

   _____

4. The number of my/our Company's Business Registration Certificate is _____ which is still valid until_____

5. My/our answer to Clause 10.8, Conflict of Interest, of Terms and Conditions of Invitation To Tender is_____

   (Please indicate YES or NONE, if YES, please give details below.)

   Name _____ Identity Card No. _____ Relationship _____

6. Name and designation of person signing :

   Name in Block Letter : _____

   Designation : _____

Authorized Signature :	**Company Chop**
Date : Tender Ref. : Tel No. : FAX No. :	

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1   Overview

The Hong Kong Council of Social Service (thereafter 'HKCSS') is eager to adopt ICT technologies in improving the efficiency and effectiveness of its operation, streamlining business processes and responding to the needs of auditors and stakeholders.   HKCSS is now inviting interested suppliers to submit proposals in response to its provision of E-Workflow System (EWS).

HKCSS has been promoting the adoption of various information technologies in the Social Welfare Sector ("the Sector"), including e-workflow for facilitating the operations of non-governmental organizations (NGOs).   As there are many common practices of procurement and payment requisition in the Sector, the e-workflow developed for HKCSS's procurement and payment requisition in this project would be also applicable to other NGOs.   To leverage the resources in the Sector, those e-workflow settings (i.e. approval routing, roles and responsibilities, approval flow, etc., but not the e-workflow system itself) would also be opened to other NGOs for adoption if applicable.

2   The Computer Solution

Suppliers should demonstrate a history of similar project successes and be able to provide the resources for the full project life cycle, requirements gathering and analysis, system analysis and design, development, integration and testing, implementation, and handover through to nursing period.

2.1   Aims

HKCSS is seeking to acquire and implement an e-Workflow System (EWS). The system should be affordable, reliable, flexible for growing needs, and easy to use that simplifies the management of records and operations.

The primary goals are as follows:
- To maintain the accuracy of data
- To digitalize accounting and administration procedures and records
- To automate approval workflow
- To save manual efforts
- To comply with the requirements from auditor and others

2.2   Existing problem

Paper forms and procedural approval mechanism have been using for years. Manual effort was required to validate data and generate reports. Data cannot be easily retrieved.

2.3   Existing IT facilities

Hardware and network infrastructure have not been established in HKCSS's premises for supporting the new system. Currently, HKCSS's premises equipped with broadband connection. OS of users: MS Windows 10 (32 bit or 64 bit) and latest versions of MS Windows.

2.4　New system overview

Cloud solution will be adopted for the new system. Tailor made functions are required to facilitate the daily operation of HKCSS. The supplier has to deliver the scheduled backup job accordingly.

Suppliers must address the needs of the following aspects:
- System and data backup (Full backups and off site backups)
- Resilience
- Security (firewall and data encryption)
- Contingency

Suppliers are also requested to procure adequate software licenses. <u>Please quote other software licenses if applicable as optional items in the quotation breakdown</u>.

Suppliers are requested to recruit a third-party company to conduct Security Risk Assessment and Audit. SRAA should include vulnerability scanning, penetration test and compliance check after vulnerability fixing. The results of SRAA must be positive before the acceptance of the full solution. All costs related to SRAA and relevant rectification works will be borne by the suppliers in this project.

2.5　Major components of EWS

The EWS solution should include the following major components:

1. General requirement
2. Login
3. Purchase requisition
4. Payment requisition
5. Report
6. Access Control
7. System Administration
8. System Security

2.6　Functional specification of EWS

2.6.1　General requirements

2.6.1.1　Suppliers are requested to implement an e-Workflow System

2.6.1.2　Workflows are building blocks of business processes. A workflow is a series of tasks or actions that are performed in a sequential manner to achieve an end goal. For example, the procurement process is made up of workflows for purchase requisition, purchase order, and invoice processing. Each of these individual

workflows is made up of several tasks like creation, review, approval, and routing to the following process.

2.6.1.3   A simple process flow diagram was shown in Appendix A

2.6.1.4   The system should be an integrated and comprehensive system which supports multiple users with multiple roles

2.6.1.5   End users are staffs of The Hong Kong Council of Social Service (HKCSS) and Information Technology Resource Centre (ITRC) which is a wholly owned subsidiary of HKCSS

2.6.1.6   All system functions should be tailor made to suit the daily operation of The Hong Kong Council of Social Service (HKCSS) & Information Technology Resource Centre (ITRC)

2.6.1.7   User interface mainly in English. Input data and reports must support Unicode, i.e. English, Traditional Chinese and Simplified Chinese and Hong Kong Supplementary Character Set (HKSCS).

2.6.1.8   The system should provide audit trails and system logs for tracking the activities of users and should be able to print a readable audit trail

2.6.1.9   For enquiry functions, the system should allow filtering by inputting selection criteria and exporting data in MS Excel format

2.6.1.10 Drop down menus could be maintained by system administrators including status and sequence of list items. Wildcard search should be allowed

2.6.1.11 System design should consider when users operate the system with mobile device. Thus, responsive web design is required

2.6.1.12 Dashboard should be provided especially for approvers

2.6.1.13 Exception reports should be generated by the system (details to be discussed)

2.6.1.14 Email would be used to notify approvers and preparers. It would be sent once per day and the content is a summary of submitted purchase and payment requisition. The frequency of sending email can be adjusted by system administrator

2.6.2   Login

2.6.2.1   Two-factor authentication and one-time password shall be used for accessing the system

2.6.2.2   The system should suspend a user account after five invalid logon attempts

2.6.2.3   Login account which includes staff profile should be maintained by system administrator

2.6.2.4 The system should allow the system administrator to reset password

2.6.2.5 Staff profile may have the following information, including but not limited to:-

- English name
- Abbreviation of English name (For example, CTM is the abbreviation of Chan Tai Man)
- Chinese name
- Abbreviation of department
- Abbreviation of service unit
- Post
- Effective date
- Expiry date
- Indicator of preparer
- Indicator of approver
- Indicator of system administrator
- Indicator of accounting staff
- Indicator of reviewer

2.6.2.6 Login staff might have multiple roles such as preparer, approver, system administrator, reviewer and accounting staff

2.6.3 Purchase requisition

2.6.3.1 Submission of a purchase requisition

2.6.3.1.1 There are two formats of purchase requisition

2.6.3.1.2 Preparer of a purchase requisition is the login staff by default. Thus, English name, Chinese name, post and department of the preparer are displayed and protected.

2.6.3.1.3 Preparer should fill in all mandatory fields. Some fields are selected from drop down menus.

2.6.3.1.4 The system should maintain a vendor list and generate vendor ID

2.6.3.1.5 The system should provide a copy function so that preparer can speed up data input by copying information from another purchase requisition which the preparer has created before

2.6.3.1.6 The system should allow users to upload documents of different formats such as MS Word, MS Excel, PDF, JPG and PNG

2.6.3.1.7 There are size limitations. For MS Word, MS Excel and PDF, file size should not exceed 10MB. For JPG and PNG, file size should not exceed 5MB. Dimension of JPG and PNG should has at least 2048 pixels on the long edge.

2.6.3.1.8 System administrator should be able to adjust size limitations

2.6.3.1.9 Auto-resize of image or recommend a work around solution such as adopting other third party's device and software has advantage

2.6.3.1.10 The system should record the user id, date and time for every upload, download and deletion of documents in the audit log. No revision of documents is allowed.

2.6.3.1.11 Indicators of urgent case are required

2.6.3.1.12 The system should provide a 'Save only' function for the preparer to save all inputs for an incomplete purchase requisition

2.6.3.1.13 The system should generate a reference number for new creation of purchase requisition according to company's format

2.6.3.1.14 Before the purchase requisition is approved, only the creator can edit it

2.6.3.1.15 The system should provide a 'Save and submit' function when the purchase requisition is ready to submit

2.6.3.1.16 For 'Save and submit' function, the system should check if sufficient information of quotations are inputted and saved. Please see the table below.

HKCSS/ITRC	Sole source/ Limited source	Purchase Amount	Quotation
HKCSS	No	5,001-20,000	2 verbal quotations
HKCSS	No	20,001-50,000	2 written quotations
HKCSS	No	>50,000	5 written quotations
HKCSS	Yes	>5,001	1 written quotation
ITRC	No	5,001-20,000	2 verbal quotations
ITRC	No	20,001-50,000	2 written quotations
ITRC	No	>50,000	5 written quotations
ITRC	Yes	>5,001	1 written quotation

2.6.3.1.17 Preparer can edit or cancel a purchase requisition

2.6.3.1.18 Once the purchase requisition is being edited after submission, re-submit is required

2.6.3.1.19 e-signature solutions such as digital handwritten signature and PDF format of signatures shall be used

2.6.3.1.20 The system should be able to print the purchase requisition according to the company's format

2.6.3.1.21 When the purchase requisition is printed, e-signatures of approvers should be attached

2.6.3.2 Approval of purchase requisition

2.6.3.2.1 For each submitted purchase requisition, the system should notify the approver by email

2.6.3.2.2 Outstanding purchase requisitions should be shown in his/her dashboard

2.6.3.2.3 The system should allow the approvers to input comments, justifications and action items

2.6.3.2.4 The system should allow the approvers to preview upload document by mouse-on the file name or icon

2.6.3.2.5 The system should also allow the approvers to download documents

2.6.3.2.6 The approver could either approve or reject the submitted purchase requisition, the timestamp should be recorded and the preparer will then be notified by email

2.6.3.2.7 Mass approval should be allowed

2.6.3.2.8 If the purchase requisition is rejected, the preparer should edit and re-submit it again

2.6.3.2.9 There are 4 steps for the approval process: Check, Recommend, Review and Approve. They are in sequential order and have dependencies.

2.6.3.2.10 The system should route the submitted purchase requisition to appropriate approver base on a control table. The logic is mainly based on department and the purchase amount.

2.6.3.2.11 Design of the system should align with internal control processes which are requested by Senior Management and Auditors

2.6.3.3 Enquiry of purchase requisition

2.6.3.3.1 The system should allow filtering by inputting selection criteria and exporting data in MS Excel format

2.6.3.3.2 Preparer can only search and view purchase requisition under his/her name

2.6.3.3.3 Approver can search and view purchase requisition based on which departments he/she is managing. For Chief Executive and Director of Finance, they will approve purchase requisition of all departments, therefore they can search and view all purchase requisitions.

2.6.3.3.4 Accounting staffs and reviewers can search and view all purchase requisitions. No editing is allowed for reviewers

2.6.4 Payment requisition

2.6.4.1 Submission of payment requisition

2.6.4.1.1 Preparer of a payment requisition is the login staff by default. Thus, English name, Chinese name, post and department of the preparer are displayed and protected.

2.6.4.1.2 Some departments may have more than one ledger code, preparer of those departments should select the ledger code

2.6.4.1.3 Preparer should fill in all mandatory fields

2.6.4.1.4 Mandatory fields are not fixed for a payment requisition. They are controlled by control tables. For example, if account code 526081N is selected, then analysis code 1 and analysis code 2 are mandatory fields (M). Please see the example below. (Note: This is an example only and is not exhaustive)

| Fund source | Category | Account code | Analysis code | | | | | References | |
			1	2	3	4	5	1	2
A	Training	526081N	M	M	O	O	O		
B	Training	526081S	M	M	O	O	O		
P	Microsoft Project 2022	7250R35	M	M	O	M	O		

'M' stands for mandatory, 'O' stands for optional

2.6.4.1.5 Multiple entries are allowed for a payment requisition

2.6.4.1.6 Preparer is allowed to 'add and duplicate' a new row, 'delete' a row and 'clear' the content of a row. Please see the proposed user interface below.

	Fund Source	Category	Account Code	Analysis Code 1-5	Description	Amount	Payee	Remark
Add Delete Clear								
					Total Amount:			

2.6.4.1.7 The system should calculate and display the total amount

2.6.4.1.8 The system should alert the preparer if description is too lengthy

2.6.4.1.9 The system should provide a copy function so that preparer can speed up data input by copying information from another payment requisition which the preparer has created before

2.6.4.1.10 The system should allow preparer to link up a purchase requisition with a payment requisition. A purchase requisition can link up with multiple payment requisitions (e.g. payments made by instalments). Please refer to the conceptual design below.

Purchase requisition: 123456	IT Project A	
Payment requisition number	Description/ Remark	
YYY9999	2nd instalment of IT Project A	Attach
ZZZ9999	3rd instalment of IT Project A	Attach
Attached Payment requisition number	Description/ Remark	
XXX9999	1st instalment of IT Project A	Detach

2.6.4.1.11 The system should be able to copy relevant information from purchase requisition to a new payment requisition

2.6.4.1.12 Preparer is allowed to select relevant attachments from purchase requisition and link up/ provide short cut in the new payment requisition

2.6.4.1.13 The system should allow users to upload documents of different formats such as MS Word, MS Excel, PDF, JPG and PNG

2.6.4.1.14 There are size limitations. For MS Word, MS Excel and PDF, file size should not exceed 10MB. For JPG and PNG, file size should not exceed 5MB. Dimension of JPG and PNG should has at least 2048 pixels on the long edge.

2.6.4.1.15 System administrator should be able to adjust size limitations

2.6.4.1.16 Auto-resize of image or recommend a work around solution such as adopting other third party's device and software has advantage

2.6.4.1.17 Indicators of urgent case are required

2.6.4.1.18 The system should be able to capture FPS information such as bank account and name of account owner

2.6.4.1.19 The system should provide a 'Save only' function for the preparer to save all

inputs for an incomplete payment requisition

2.6.4.1.20 The system should generate a reference number for new creation of payment requisition according to company's format

2.6.4.1.21 Before the payment requisition is approved, only the creator can edit it

2.6.4.1.22 The system should provide a 'Save and submit' function when the payment requisition is ready to submit

2.6.4.1.23 For 'Save and submit' function, the system should check if sufficient information of quotations are inputted and saved. Please see the table below.

HKCSS/ITRC	Sole source/ Limited source	Purchase Amount	Quotation
HKCSS	No	5,001-20,000	2 verbal quotations
HKCSS	No	20,001-50,000	2 written quotations
HKCSS	No	>50,000	5 written quotations
HKCSS	Yes	>5,001	1 written quotation
ITRC	No	5,001-20,000	2 verbal quotations
ITRC	No	20,001-50,000	2 written quotations
ITRC	No	>50,000	5 written quotations
ITRC	Yes	>5,001	1 written quotation

2.6.4.1.24 The system should validate against the payment requisition by checking quotation number, invoice number, amount and vendor id and avoid duplicate payment

2.6.4.1.25 Preparer can edit or cancel a payment requisition

2.6.4.1.26 Once the payment requisition is being edited after submission, re-submit is required

2.6.4.1.27 e-signature solutions such as digital handwritten signature and PDF format of signatures shall be used. Audit trail with approver's name/id and approval timestamp is required.

2.6.4.1.28 The system should be able to print the payment requisition according to the company's format

2.6.4.1.29 When the payment requisition is printed, e-signatures of approvers should be attached, audit trail with approver's name/id and approval timestamp will be printed as well.

2.6.4.2 Approval of a payment requisition

2.6.4.2.1 For each submitted payment requisition, the system should notify the

approver by email

2.6.4.2.2   Outstanding payment requisitions should be shown in his/her dashboard

2.6.4.2.3   The system should allow the approvers to input comments, justifications and action items

2.6.4.2.4   The system should allow the approvers to preview upload document by mouse-on the file name or icon of the file

2.6.4.2.5   The system should also allow the approvers to download documents

2.6.4.2.6   The approver could either approve or reject the submitted payment requisition, the timestamp should be recorded and the preparer will then be notified by email

2.6.4.2.7   Mass approval should be allowed

2.6.4.2.8   If the payment requisition is rejected, the preparer should edit and re-submit it again

2.6.4.2.9   There are 3 steps for the approval process: Check, Recommend and Approve. They are in sequential order and have dependencies.

2.6.4.2.10   The system should route the submitted payment requisition to appropriate approver base on a control table. The logic is mainly based on department and the purchase amount.

2.6.4.2.11   When all approvers approved the payment requisition, the system should generate a requisition number according to the company's format and notify the preparer and corresponding staff by email.

2.6.4.3   Enquiry of payment requisition

2.6.4.3.1   The system should provide an enquiry function with filtering

2.6.4.3.2   The system should provide an export function

2.6.4.3.3   Preparer can only search payment requisition under his/her name

2.6.4.3.4   Approver can search payment requisition based on which departments he/she is managing. For Chief Executive and Director of Finance, they will approve payment requisition of all departments, therefore they can search and view all payment requisitions.

2.6.4.3.5   Accounting staffs can search and view all payment requisition

2.6.4.3.6   Reviewers can search and view payment requisitions by batch. No editing is allowed for reviewers

2.6.4.4 Payment

2.6.4.4.1 Upon the notification of an approved payment requisition, the accounting staff will double check the information

2.6.4.4.2 The accounting staff may amend the account code and analysis codes if necessary

2.6.4.4.3 The system should allow the accounting staff to export information according to the company's format for cheque printing

2.6.4.4.4 An indicator of cheque signed is required.

2.6.4.4.5 The accounting staff will input corresponding cheque number for each payee and turn on the indicator after the cheque is issued and signed, a "PAID" indication will then be marked on the original documents.

2.6.4.4.6 The accounting staff will input corresponding delivery receipt date

2.6.4.4.7 The accounting clerk is allow to add remarks on payment requisition (e.g. when issued cheque is lost in transit or a issued cheque is stale after 6 months and not being deposited to bank, reissuance of cheque is required)

2.6.4.4.8 An outstanding payments report (for those unpaid payment requisitions) can be generated by system

2.6.4.4.9 The system should validate against the payment requisition by checking quotation number, invoice number, amount and vendor id and avoid duplicate payment

2.6.4.4.10 Payment requisitions would be grouped in batches

2.6.4.4.11 The system should allow the accounting staff to export information according to the company's format for ledger posting

2.6.4.4.12 Fields in export function could be saved as a template

2.6.5 Delegation

2.6.5.1 In case a staff is on leave, he/she can assign a reliever by inputting the staff code of reliever, start and end date

2.6.5.2 When an approver assign a reliever, the reliever must be an approver of the same or different department

2.6.5.3 When a preparer assign a reliever, the reliever must be a preparer of the same department

2.6.5.4 When an accounting staff assign a reliever, the reliever must be an accounting staff

2.6.6 Report

2.6.6.1 Heading of reports should be either 'The Hong Kong Council of Social Service' or 'Information Technology Resource Centre'

2.6.6.2 For printing of purchase requisition and payment requisition, e-signatures are required, audit trail with approver's name/id and approval timestamp will be printed as well

2.6.6.3 Besides the printing of purchase requisition and payment requisition, the system is required to generate not more than 5 other reports

2.6.7 Access Control

2.6.7.1 The system should allow system administrator to maintain the access right of login user. Login users may access all or part of the functions

2.6.7.2 Preparer can search, view, edit, copy and cancel his/her own purchase requisition and payment requisition. Deletion of purchase and payment requisition is not allowed.

2.6.8 System Administration

2.6.8.1 One of the roles is the system administrator. The system administrator should be able to maintain login accounts and its access right

2.6.8.2 The system administrator should be able to maintain staff profiles, drop down menus and lookup tables

2.6.9 System Security

2.6.9.1 Database level security should be provided, such as user logon, database encryption, etc

2.6.9.2 The system should provide access control on the functions/files according to the access rights of users

2.7 System Requirements

The computer solution proposed by the supplier must comply with the following system requirements:

1. Web-based and SSL connection enabled system is required.
2. User interface mainly in English, supporting multi-language has advantages, but the input data and reports must support Unicode, i.e. English, Traditional Chinese and Simplified Chinese and Hong Kong Supplementary Character Set (HKSCS).
3. Support Client Side OS Platform: MS Windows 10 (32-bit or 64-bit), and latest versions of MS Windows.
4. Support Client Side Web Browser: Google Chrome and MS Edge.

5. Support Work From Home (WFH) for around 25 connections, solution with remote access VPN is acceptable. <u>Please quote it as an optional item in the quotation breakdown of the schedule.</u>

2.8   Capacity

	Locations	Broadband Speed (upload/ download)	Users
	7/F, 9-14F, Duke of Windsor Social Service Building, 15 Hennessy Road, Hong Kong	Upload : 500MB/s Download : 500MB/s	~190 staff

Roles and number of concurrent and fixed users:

Role	# of concurrent users	# of fixed users
Preparer	15	
Approver		24
Accounting staff		5
System Administrator		2
Reviewer		2
Total:	15	33

2.9   Infrastructure Specification

HKCSS will adopt cloud solution. Suppliers are requested to do all setups including servers and equipment. <u>Please quote the setup fee in the quotation breakdown of the schedule</u>. Suppliers are requested to propose a cloud service provider. The proposed cloud service provider should have the comparatively highest public cloud adoption such as Amazon Web Service and Microsoft. The whole sever infrastructure should be deployed in Hong Kong region. HKCSS will own the account of cloud service and settle the payment directly.

Both User Acceptance Test (UAT) and Production environment are required. Suppliers would need to make a fair assessment on such hardware and software configuration including server type, CPU and storage to ensure that the proposed solution/software product is compatible and with sufficient capacity. Supplier are requested to specify all hardware and software configuration and estimate the recurring cost.

Suppliers should be responsible for those installation and configuration of the servers and its components, as well as other related devices which are deemed directly related to the proposed system.

HKCSS will provide a SSL certificate, supplier should be responsible for the installation.

For any additionally proposed hardware or software components, the Suppliers shall state all the required costs of implementing them as "Optional Items" under Section 8 "Quotation Breakdown".

Besides, suppliers would also need to ensure that such hardware/software configuration supports proper data backup (even for hot backup) and security control. If additional software or device is required for the backup solution, please state clearly with the configuration of such software or device.

Suppliers must provide backup solution of EWS. It includes system backup, data backup and off site backup. Please propose the schedule, frequency and retention period of backups.

Suppliers need to perform compatibility test, provide a Disaster Recovery (DR) Plan and conduct a DR drill during the implementation period upon the request of HKCSS

Suppliers are requested to propose the Infrastructure Managing Service. The related service should include the following items:-
1. Cloud administration
2. Data backup and monitoring
3. System recovery
4. DNS server administration
5. SSL installation

Please explain in details and quote the price of Infrastructure Managing Service as an optional item in the Quotation Breakdown
Suppliers need to provide briefing for the operation of maintaining the infrastructure.

3 Risk Management

The Computer Solution will quickly evolve into integral mission-critical components of the operation of The Hong Kong Council of Social Service. Suppliers must consider risk management seriously to make adequate and justifiable proposals in this connection. Suppliers' proposals must at least cover the following areas:-

1. Transaction Data Backup
   - The approach, including the media, tool, frequency, retention period, etc., is to be proposed.
   - Offsite backup is preferable.

2. Solution Backup
   - Suppliers are to propose how to recover a crashed System in the most effective manner.

3. Resilience
   - Suppliers should propose the way to recover the system in case of any incident.

- Please note that the approach, required equipment and how they should be configured are to be proposed.
- The Systems, in their entirety, must avoid single points of failure to stop them from service outage.

4. Security
   - Whitelisting
   - Web Application Firewall (WAF)
   - Secure Sockets Layer (SSL)
   - Suppliers are to propose other effective means, possibly including data encryption, user authentication, etc., to protect against unauthorized access to the Computer Solution and the stored information.
   - Suppliers are to propose an effective and appropriate anti-virus protection mechanism.

5. Contingency
   - Suppliers must design alternative (manual) operation procedures so that in any unfortunate events of system failure, The Hong Kong Council of Social Service could adopt the alternative procedures to continue its business.
   - Suppliers must also detail the approach for recovering the Systems in case of failure. The maximum downtime to be expected must be specified.
   - Clearly documented procedures, guidelines and training must be included as part of the project deliverables.
   - The Hong Kong Council of Social Service may request the Suppliers to demonstrate that their proposed approach works as expected by performing a recovery drill.

6. Personal Data Handling
   - The Hong Kong Council of Social Service respects personal data privacy seriously. Suppliers must demonstrate their proposed solutions have adequately taken care of the relevant requirements in this connection, with reference to the Personal Data (Privacy) Ordinance.

The objectives of all the measures requested in this Section are to ensure business continuity and at the same time, to prevent unauthorized access to privileged information. Suppliers are to propose justifiable, cost-effective approaches that would prevent system mal-functioning and minimize business disruption in case the Systems do fail. Control of access to information maintained in the Systems should not be compromised. Only authorized personnel would be allowed to access the information they are granted the privileges.

Suppliers are to design the relevant procedures, provide the documentation describing the approaches, train The Hong Kong Council of Social Service and most important of all, ensure that their proposed approaches can actually achieve the purpose.

4   Data Migration

Suppliers should provide data migration service for properly transferring data into the new proposed Systems as part of the system preparation exercise before the new Systems start to operate.   Suppliers must describe the migration plan including details of duration, preparation work required from The Hong Kong Council of Social Service, approach (for instance, automatic versus manual procedures), etc.

5   User Training and Documentation

At least 4 user training sessions should be provided to all relevant users in The Hong Kong Council of Social Service to help them master the required skills in using the proposed Systems in each phase.

Suppliers must provide relevant manuals specific to the context of The Hong Kong Council of Social Service for the training.   The documents should include at least the (a) User Manual, and (b) System Administration Manual.

These documents should be updated whenever the details have been modified due to changes to the Systems or the associated operation procedures.

6   Project Monitoring

Suppliers must adopt a well-recognized and generally-accepted project management methodology for managing the Projects so as to ensure that the Projects would be delivered successfully.   Appropriate, regular and effective reporting to The Hong Kong Council of Social Service is expected.   Details of all such control measures are to be fine-tuned and agreed at the project initiation stage but base on the proposals of the Suppliers as stated in their tender response.

The project management methodology should emphasize on how the Suppliers would manage deviations from agreed project plans. Proper project monitoring is to ensure that the proposed Systems would be implemented within the project budgets with reasonable quality in the pre-defined timeframe.

All major project variations must be pre-approved mutually between the Supplier and The Hong Kong Council of Social Service or else it would be solely the responsibility of the Supplier to rectify the situation at its costs.

7   Project Evaluation

Suppliers are expected to submit project completion/evaluation reports when the Projects complete. Evaluation of the Projects will involve whether the Projects are delivered on time, whether all the spelt-out requirements have been met, whether the project costs have been managed properly, and whether the project objectives have been met, etc.

More importantly, the evaluation reports should recommend positive ways to raise further the effectiveness in using the Systems and lessons learnt during the implementation of the Systems.

8   System Support and Maintenance

Suppliers are to make proposals regarding long-term system support and system maintenance.   Although such services are to be handled separately from this Tender, the offers would be marked and counted during the evaluation of this Tender.   The Hong Kong Council of Social Service reserves the right to subscribe to the service in this connection with the terms and conditions as described by the Suppliers after the implementation project finishes.

Specific items should at least include the followings:-

1. Access to helpdesk during office hours for general enquiries and assistance.   Response time of calls should be specified.
2. Bug-fixing.
3. Free version upgrade and installation of bug-fixing patches, and the corresponding documentation.
4. Refreshment courses on how to use the Systems.
5. Offers regarding out-scope services.

9   Free Warranty Period

The Suppliers must offer at least 1-year free warranty period from the date of Phase 2 completion form sign off, with the service content as described in Section 8 above.

10   Terms and Conditions

10.1   Preparation of Tender

The Tender requirements issued with this Invitation to Tender must not be altered by the Suppliers for any reasons.

Tenders are to be completed by the Suppliers in ink or typescript.

Tenders may not be considered if any particulars and data asked for in the Tender Requirements, or in the follow-up clarification of the details described in the Tenders, are not furnished in full, rendering it impossible for evaluating the submitted responses.

Quotation Breakdown and Implementation Plan in Section 12 must be included in the Suppliers' Proposals.

The Hong Kong Council of Social Service may not consider any received proposals if any of the above is not met satisfactorily and The Hong Kong Council of Social Service is not obliged to explain to the concerned Supplier of such decision.

10.2   Validity

Tenders shall remain open for acceptance by The Hong Kong Council of Social Service for a period of <u>not less than 120 days</u> after the Tender Closing Date.

10.3 Outsourcing

Outsourcing of system development work should be reported to The Hong Kong Council of Social Service.

In any case, the Supplier remains solely responsible for the delivery of the awarded Contracts.

10.4 The Project Team

Suppliers must submit the resumes of their major project team members for reference.

Suppliers are to propose their project team structure, with an estimate of how much resources, of various seniority and position, would be committed to the Project. Suppliers must ensure that it will be a relatively stable structure throughout the project duration. The Hong Kong Council of Social Service will not be responsible for any resources required due to staff turnover in the Supplier's project team.

The Hong Kong Council of Social Service reserves the right to request for changing any member in the Supplier's project team, without the need to give any explicit reason.

The resource plan is for reference only. The Suppliers would be responsible for monitoring their own resources to deliver all the agreed project deliverables.

10.5 Reference Site Visit

Suppliers should provide information of reference projects in its Proposals, and arrange site visits within a reasonable timeframe and free-of-charge, if requested by The Hong Kong Council of Social Service.

10.6 Interview

Suppliers must attend the interviews requested by The Hong Kong Council of Social Service in the tendering process, demonstration and/or presentation of its Proposal may be required at the expenses of the Suppliers.

Supplier's interview will be conducted in October 2022 but the timetable may be revised according to actual needs.

10.7 Consideration of Offers

The Hong Kong Council of Social Service reserves the right to accept all or any part of any Tender at any time within the period during which the Tenders remain open.

The Hong Kong Council of Social Service is not bound to accept the lowest bid and it reserves the right not to

award a contract at all if no suitable Tender has been received.

An evaluation process will be conducted with the objective to assess the Proposals in their overall value/impact to The Hong Kong Council of Social Service, total costs of implementing the Systems and subsequently using the Systems, the quality of the Systems and the practicality in successfully implementing the Systems, etc.

Proposals will be evaluated by The Hong Kong Council of Social Service with the following criteria:

1. Fulfillment of Requirements
2. System Design and Features
3. Technology Applied and Expansion Flexibility
4. Implementation and Delivery Schedule
5. Development and Implementation Costs
6. Recurrent Maintenance and Management Costs
7. On-going Service Terms
8. Reference and Past Experience, Company Profile

10.8   Conflict of Interest

The Suppliers should state in the "Offer to be Bound" Section if any member of The Hong Kong Council of Social Service has any financial or other interests in the Suppliers' companies either directly or indirectly through members of his immediate family.

10.9   Registration of Tenderer

The Hong Kong Council of Social Service will not enter into a contractual relationship with a Supplier unless the Supplier, at the time of submitting the Tender, is a company registered in Hong Kong under the Companies Ordinance or a business registered under the Business Registration Ordinance or a company registered under the law of the Supplier's country.

10.10   Cancellation of Tender

Without prejudice to The Hong Kong Council of Social Service's right to cancel the Tender, where there are changes of requirements after the Tender Closing Date for operational or whatever reasons, The Hong Kong Council of Social Service is not bound to accept any conforming Tender and it reserves the right to cancel the Tender.

10.11   Acceptance of Tender

The successful Supplier will receive a fax or letter of acceptance, duly signed by an authorized representative of The Hong Kong Council of Social Service, as the official notification. The fax or letter of acceptance shall constitute a binding contract with reference to the Tender Requirements and Supplier's Proposal.

10.12   Payment

All prices shall be quoted in Hong Kong Dollars and The Hong Kong Council of Social Service will settle payments with the successful Tenderer in Hong Kong Dollars.

10.13   Bankruptcy

The Hong Kong Council of Social Service may at any time by notice in writing terminate the Contract without entitling the successful Tenderer to any compensation in any of the following events:

1. If the Tenderer shall at any time be adjudged bankrupt, or shall have a receiving order or order for administration of its estate made against it, or make any conveyance or assignment of its effects or composition or arrangement for the benefit of its creditors or purports so to do; or

2. If the Tenderer, being a company shall pass a resolution or the court shall make an order for the liquidation of its assets or a receiver or manager shall be appointed on behalf of the debenture holders, or circumstances shall have arisen which entitle the court or debenture holders to appoint a receiver or manager.

Provided always that such determination shall not prejudice or affect any right or action or remedy which shall have accrued or shall accrue thereafter to The Hong Kong Council of Social Service.

10.14   Penalty Clause

If for any reasons the Projects experience slippage of more than two (2) calendar months against the project plan to be agreed and confirmed at the initial stage of the Projects and upon The Hong Kong Council of Social Service's request to the Suppliers for immediate remedial planning and actions, the Suppliers fail to produce a reasonable and practical plan, The Hong Kong Council of Social Service would be entitled to terminate the Contracts with immediate effect and the commitment by HKCSS to pay to the Suppliers any outstanding payments for this Project as stated in the Payment Schedule, would be rendered void. Upon such termination, The Hong Kong Council of Social Service reserves the right to recover from the Suppliers the amount of all damages and loss suffered by The Hong Kong Council of Social Service resulting from such termination.   The Suppliers should also refund to The Hong Kong Council of Social Service all moneys previously paid to the Suppliers under this Contract.

10.15   Tender Rigging

No tender rigging is allowed. The Hong Kong Council of Social Service reserves the right for not considering the Tenderer or terminate the Contract (without any compensation to the Supplier) if such activities are identified at any time.

10.16   Intellectual Property Rights

The e-workflow settings (i.e. for procurement and payment requisition) developed in this project is the intellectual property of HKCSS, and HKCSS reserves the rights to open to other NGOs for adoption if applicable.

The Hong Kong Council of Social Service will own the data and the Systems will belong to the respective Supplier(s).

The Supplier hereby warrants that the items or services supplied under this Contract and the process for its manufacture or development do not infringe the Intellectual Property Rights of any third party.

The Supplier hereby undertakes to inform The Hong Kong Council of Social Service immediately if any claim for infringement or alleged infringement of Intellectual Property Rights is lodged against it during the currency of this Contract in respect of the items or services supplied under this Contract.

The Supplier shall indemnify The Hong Kong Council of Social Service and keep The Hong Kong Council of Social Service fully and effectively indemnified against all claims, actions, proceedings, liabilities, losses, damages, demands, charges, costs and expenses of whatsoever nature arising from or incurred by reason of infringement or alleged infringement of any Intellectual Property Rights in connection with the use or possession of the items or services or any part thereof by The Hong Kong Council of Social Service.

10.17   Arbitration and Governing Law

All disputes, differences or questions arise between The Hong Kong Council of Social Service and the successful Tenderer as to the performance of the Contract or as to any matter arising out of the Contract or in any way connected therewith shall be subject to and construed in accordance with the laws of Hong Kong and subject to the jurisdiction of the courts of Hong Kong.

10.18   Confidentiality

Both parties (i.e. The Supplier and The Hong Kong Council of Social Service) and their respective staff, agents, subcontractors will keep in confidence and not disclose to any third party any information, related affairs or businesses arising out of or in connection with this Project other than disclosure to those persons to whom it is necessary to supply such information for the proper performance of their obligations in this Project.   The relevant party shall impose the same obligations of confidentiality on its staff, agents, subcontractors and ensure they comply with such obligations.

Both parties (i.e. The Supplier and The Hong Kong Council of Social Service) will establish and maintain relevant security measures and procedures as are practical and adequate to provide for the safe custody of the information within the scope of this Clause 10.18 in their possession and to prevent unauthorized access/transfer thereto or use thereof.

In anticipation of any potential cases of conflict of interest, the Supplier shall provide a brief account to The

Hong Kong Council of Social Service of the situation immediately. The Supplier and The Hong Kong Council of Social Service shall then agree a mutually acceptable approach for handling the situation.

If either party suspects or finds that the security or confidentiality of the information within the scope of this Agreement is or will be compromised or breached, the party shall immediately notify the other party and take all reasonable steps to rectify the situation, to ensure and protect such security or confidentiality.

These obligations of confidentiality shall survive without any limitation of time.

Nothing contained above shall apply to prevent the Supplier or The Hong Kong Council of Social Service from disclosing any information:--
1. previously in its possession and has the full right to disclose; or
2. which is or later becomes public knowledge other than by breach of this Agreement; or
3. which it may independently develop; or
4. received from a third party who has the full right to disclose; or
5. which it is compelled to disclose by applicable law, rules or regulations or directions of the Government or any supervisory authority exercising control over it.

10.19   Anti-collusion

The Tenderer shall not communicate to any person other than the Employer the amount of any tender, adjust the amount of any tender by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process until the Tenderer is notified by the Employer of the outcome of the tender exercise. Any breach of or non-compliance with this sub-clause by the Tenderer shall, without affecting the Tenderer's liability for such breach or non-compliance, invalidate his tender.

The above sub-clause of this Clause shall have no application to the Tenderer's communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants or sub-contractors to solicit their assistance in preparation of tender submission.

11   Submission of Tender

Technical proposal that contains the technical information only, i.e. all information except pricing, in a separately sealed envelope. The envelope must be marked "Technical Proposal – Tender for provision of e-Workflow System (Ref: HKCSS/IT/EWS)".

Price proposal that contains the price information only in a separately sealed envelope. The envelope must be marked "Price Proposal –Tender for provision of e-Workflow System (Ref: HKCSS/IT/EWS)".

Both envelopes mentioned above shall be placed inside another sealed envelope, addressed, endorsed and deposited.

The Tenderer should submit the Tender in three (3) hardcopies and two (2) softcopies with the same content. Softcopy of technical proposal and price proposal should be stored in separate USB/CD-ROM and submitted in the sealed envelope with their corresponding hardcopies. To facilitate the evaluation process, the softcopies of all documents on USB/CD-ROMs must have the "search" and "printing" option enabled. In the event of conflict between the hardcopy and softcopy, the hardcopy version shall prevail. All tenderers should utilize the standard forms attached in the Tender Document to compile their proposals. The tenderer need to return the entire Form of Tender and the attachment with relevant information filled in, and authorized signature & company chop on the first and the last pages of the Form. Please note that unless your tender has provided all the requested information, we would be unable to process your submission.

All tender proposals must be enclosed in one (1) sealed envelope clearly marked "Tender for provision of e-Workflow System (Ref: HKCSS/IT/EWS)". The tender should be addressed to Director of Finance, The Hong Kong Council of Social Service, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong and forwarded to reach the tender box at 13th floor Reception of the same address. No other marks, especially those which could hint on the identity of the tenderer, should appear on the envelope.

Your tender should reach the tender box no later than 12:00 noon, Wednesday, 5 October 2022. In case that Tropical Cyclone Warning Signal No. 8 or above, or Black Rainstorm has been hoisted within the three (3) hours prior to the tender closing time, the tender closing time will be automatically deferred to 12:00 noon of the following business day.

Late tenders would not be considered. The Hong Kong Standard Time broadcast by The Hong Kong Observatory at its webpage www.hko.gov.hk/gts/time/HKSTime.htm would be referenced.

Tenderers are reminded that you are responsible for all the expenses to be incurred in the preparation, submission of the tenders and going through the tendering process.

Tenderers are also reminded that The Hong Kong Council of Social Service is not bound to accept the lowest

bid, nor accept any received tenders at all if the situation warrants.

If you are unable to make offer, please also sign and return the form of Decline to Offer on or before the tender closing. It is assumed that you are not interested in this tender if we do not receive any reply and submission before the tender closing.

Suppliers must attend the interviews requested by The Hong Kong Council of Social Service in the tendering process, demonstration and/or presentation of its Proposal, answering questions and clarifications may be required at the expenses of the Suppliers.

Supplier's interview will be conducted in October 2022 but the timetable may be revised according to actual needs.

All tenderers should note that the formal tender process has started already. Tenderers therefore should not attempt to initiate any further unnecessary contacts with The Hong Kong Council of Social Service or its representative, whether direct or indirect, on their tenders that may or possibly affect the position of any particular tenderers.

All further communication regarding this tendering should be in writing to the email address of eric.tang@hkcss.org.hk or cf.wong@hkcss.org.hk.

12   Schedules

Suppliers are to supply all the required information, in particular Quotation Breakdown, in the Attachment(s) as requested if their tenders are to be considered.

Authorized Signature :	Company Chop
Date :	
Tender Ref. :	
Tel No. : FAX No. :	

Appendix A　A simple process flow diagram of purchase requisition and payment requisition

```
          ┌──────────────┐
          │  Purchase    │
     ┌───▶│  requisition │
     │    └──────┬───────┘
     │           │
     │           ▼
     │         ╱─────────╲
   No│        ╱  Approve  ╲
     └───────◀             ▶
             ╲           ╱
              ╲─────────╱
                   │ Yes
                   │              ┌──────────────┐        ┌──────────────┐
                   │              │  Attach if   │        │  Payment     │
                   ├─────────────▶│  required    │◀───────│  Requisition │◀──┐
                   │              └──────┬───────┘        └──────┬───────┘   │
                   ▼                     │                       │           │
              ╭─────────╮                │                       ▼           │
              │   End   │                │                 ╱─────────╲       │
              ╰─────────╯                │                ╱  Approve  ╲   No  │
                                         │               ◀             ▶─────┘
                                                          ╲           ╱
                                                           ╲─────────╱
                                                                │ Yes
                                                                ▼
                                                         ┌──────────────┐
                                                         │  Payment     │
                                                         └──────┬───────┘
                                                                │
                                                                ▼
                                                          ╭─────────╮
                                                          │   End   │
                                                          ╰─────────╯
```
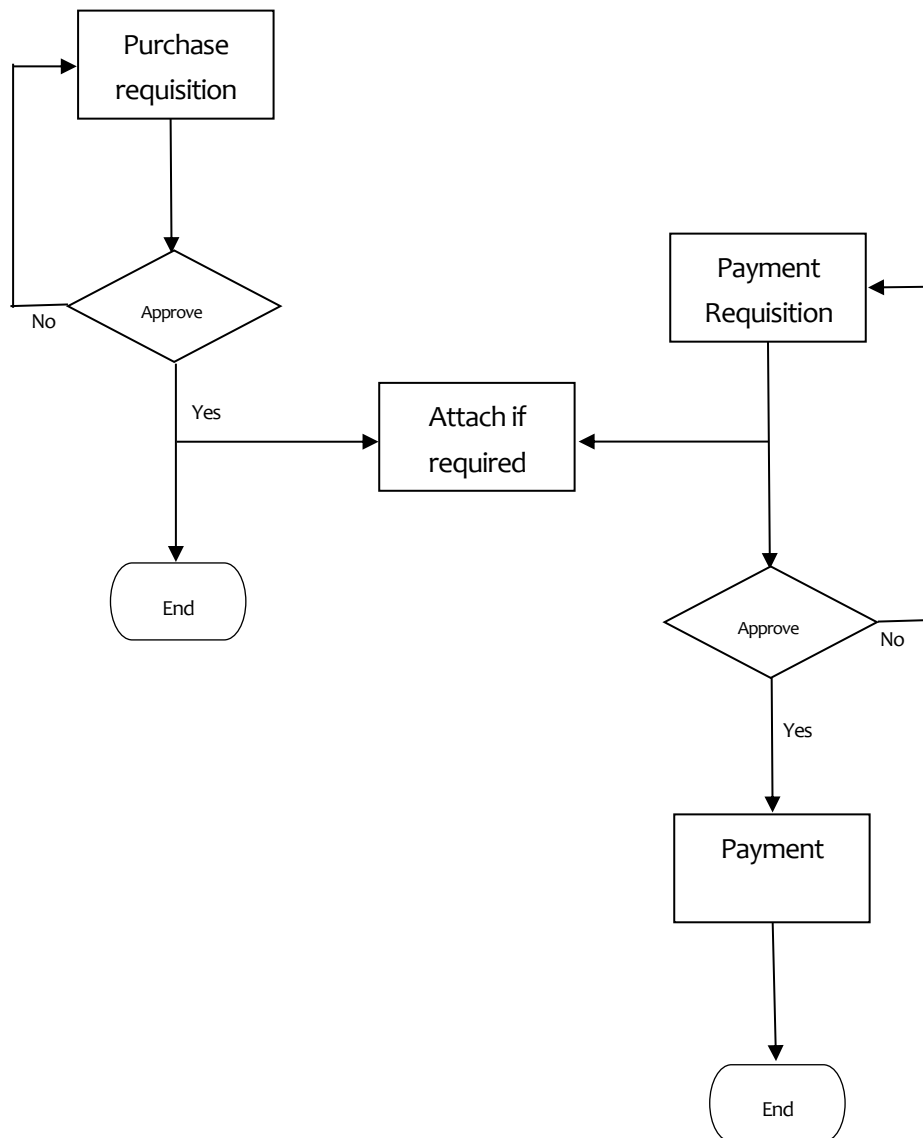
Schedules

1 Compliance

(*Please tick the appropriate.)

[   ]   We confirm that our proposal comply fully with the required specifications.

[   ]   We confirm that our proposal does not comply fully with the required
           specifications, in the following aspects:

Please include a detailed explanation of features/functions you can offer. Please also provide details on additional features or functions, exclusive of specified needs that may be requested, that may provide a distinct value to the company.

2 Risk Management

Please state your proposed approach for risk management including but not limited to the following aspects:

1.   Transaction Data Backup:

2.   Solution Backup:

3.   Resilience:

4.   Security:

5.   Contingency:

6.   Personal Data Handling**:**

7.   Other risk factors:

3 Data Migration

Please describe your proposed data migration approach and plan.

4 Documentation and Deliverables

Please state if the following documentation/deliverables will be provided:

Documentation/ Deliverables	Comply (Yes/ No)
Project Initiation Document	
User Requirement Specification/Gap Analysis Report	
Functional Specification	
Technical Specification	
User Acceptance Test Plan	
User Manual	
Application Operation Manual	

Disaster Recovery Plan & Procedures	
Disaster Recovery Drill	
User Training	
Security Risk Assessment and Audit (SRAA) Report	
System Nursing	

Please state the documentation/deliverables other than those listed above:

5 Project Management Methodology

Please describe the project management methodology which will be adopted.

6 Project Schedule

Two phases were planned. For phase 1, workflow and all related functions for purchase requisition must be implemented within 6 months after Project Commencement. The Project (from Project Commencement to System Nursing of Phase 2) must be completed within 12 months.

Please provide the project schedule by Month Number, e.g. Month 1 is the 1st month since the formal project commencement.

#	Major task/ milestone	From (Month No.)	To (Month No.)
1	Project Initialization		
2	Gap Analysis/User Requirement Collection		
3	Phase 1 (Purchase requisition and corresponding administrative functions)		
3.1	System Installation/Customization/Development		
3.2	User Acceptance Test		
3.3	Security Risk Assessment and Audit (SRAA)		
3.4	Data Migration		
3.5	User Training		
3.6	Phase 1 go live		

3.7	Nursing period of phase 1				
4	Phase 2 (All the rest of workflows and functions)				
4.1	System Installation/Customization/Development				
4.2	User Acceptance Test				
4.3	Security Risk Assessment and Audit (SRAA)				
4.4	Data Migration				
4.5	User Training				
4.6	Phase 2 go live				
4.7	Nursing period of phase 2				

7 Quotation Breakdown

Please provide breakdown for core functions and optional items.

	Item	Unit of Measure	Quantity	Unit Price	Total Price
1.	The solution				
1.1.	EWS license for preparer (concurrent user)				
1.2.	EWS license for approver (only approve and view reports)				
1.3.	EWS license for accounting staff, system administrator and reviewer				
1.4.	Other license fee (if applicable)				
2.	Professional Services				
2.1.	Setup of whole server infrastructure and installation of SSL certificate				
2.2.	System customizations				
2.3.	Others (Please specify)				
3.	Security risk assessment and audit (SRAA) (including vulnerability scan, penetration test and compliance check)				
	Total:				
4.	Optional Items:				
4.1.	Infrastructure managing				

	service				
4.2.	Solution for Work from home (WFH)				
4.3.	Cost of additional license when number of staff increases				
4.4.	Others				

Remarks:

- Unit of Measure can be one of the followings:
  - Per named user
  - Per concurrent user
  - Per server
  - Per processor
  - Per instance
  - Per man-day
  - Per report/ function/ module

8 Payment Schedule

Milestone	Percentage of Project Sum	Indication of milestone completion
Initial Payment	5	Contract sign off
System Analysis and Design Completion	25	Confirmation of Functional Specification or Design Document or Gap Analysis Report
Completion of Phase 1	25	Phase 1 Completion Form sign off
Completion of Phase 2	35	Phase 2 Completion Form sign off
End of nursing period	10	End of nursing period

(*Please tick the appropriate.)

[   ]   I/We confirm that our proposal comply fully with the payment schedule described above.

[   ]   I/We confirm that our proposal does not comply fully with the Payment schedule described above in the following aspects:

9 Infrastructure Managing Service

Please describe the scope of services in the following aspects:

1.   Cloud administration

2.   Data backup and monitoring

3.   System recovery

4.   DNS server administration

5.   SSL installation

Please explain in details and quote the price of Infrastructure Managing Service as an optional item in the Quotation Breakdown

10 System Support and Maintenance

Please describe the scope of services and service level for the system support and maintenance in the following aspects:

6.   Helpdesk services:
(Service hours, Response time of calls should be specified.)

7.   Bug-fixing:

8.   Free version upgrade and installation of bug-fixing patches, and the corresponding documentation:

9.   Refreshment courses on how to use the System:

10.   Offers regarding out-scope services:

11.   On-site support services:

12.   System Maintenance Fee:

	Item	Unit of Measure	Quantity	Unit Price	Total Price
1	Annual Maintenance Fee after free warranty period (1st year)				
2	Annual Maintenance Fee after free warranty period (2nd year)				
3	Annual Maintenance Fee after free warranty period (3rd year)				

11 Free Warranty Period

The duration of free warranty period upon the completion of the project, i.e. end of system nursing, will be _____ months.

12 Company profile and resume of Major Project Team Members

Please supply the company profile and resumes of the major project team members, including but not limited to the Project Director and Project Manager.

13 Reference Projects

Please list your reference projects in the table below and provide supplementary details if relevant.

#	System/ Project Name	Client	Supplementary
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			