

Form of Tender
for
Agency Member Information System Online
For the Hong Kong Council of Social Service

Name: The Hong Kong Council of Social Service
Address: The Hong Kong Council of Social Service
13/F, Duke of Windsor Social Service Building,
15 Hennessy Road, Wanchai, Hong Kong SAR, China
Tender No. : HKCSS_AMIS2019
Tender Issuing Date 9 September 2019
Tender Closing Date and Time : 8 October 2019, 12:00 noon

** Remarks: In case a black rainstorm warning or typhoon signal No.8 or above is hoisted between 9:00 a.m. and 12:00 noon on the closing date, the closing time for the request for quotation will be extended to 12:00 noon on the next working date (i.e. except Saturday and Sunday), other than public holiday.*

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 valid until

5. My/our answer to Clause 16.7, Conflict of Interest, of Terms and Conditions of Invitation To Tender is

YES / NONE (Please delete as appropriate. If YES, please give details below.)

NAME OF HKCSS STAFF or RELATIONSHIP WITH THE TENDERER (STAFF, COMMITTEE MEMBER DIRECTOR or OWNER, etc.)

6. Name and designation of person signing

Name in Block Letter:

Designation:

Authorized Signature

Company Chop

Date:

Tender Ref.:

Tel. No.:

Fax No.:

Table of Contents

1.	Overview	4
2.	Existing Problems identified.....	4
3.	System Overview	5
4.	Major Components.....	5
5.	Functional Requirements	6
6.	System Requirements.....	8
7.	Capacity	9
8.	Intellectual Property Rights	9
9.	Risk Management	9
10.	Data Migration	10
11.	Training and Documentation	11
12.	Project Monitoring	11
13.	Project Evaluation.....	11
14.	System Support and Maintenance.....	11
15.	Free Warranty Period	12
16.	Terms and Conditions	12
17.	Schedules	15

1. Overview

The Hong Kong Council of Social Service (HKCSS) is a federation of non-government social service agencies of Hong Kong. HKCSS was established in 1947 with the aim to plan and coordinate large scale relief works and social welfare after the Second World War. In 1951, we became a statutory body under the ordinance, chapter 1057. Today HKCSS represents more than 480 Agency Members, providing over 90% of the social welfare service through their 3,000 operating units in Hong Kong.

HKCSS is committed to Hong Kong's sustainable development and building an instrumental social service sector by providing vital capacity and other supports to the social welfare sector. HKCSS represents the sector in more than 60 committees of governments and statutory bodies dealing with varieties of social issues.

The mission of HKCSS is to promote the development of social welfare together with its member agencies, through:

- Enhancing accountability of social welfare service agencies;
- Promoting improvement of social welfare services;
- Facilitating agencies to better serve the community;
- Advocating equality, justice, social integration and a caring society;
- Setting the local welfare sector as a model of excellence in the international community.

HKCSS is now inviting interested suppliers to submit proposals on the development of an online **Agency Member Information System (AMIS)** for the management of various Agency Member information and to provide web access to such information for public and other stakeholders.

2. Existing Problems identified

The number of Agency Members of HKCSS had increased from 441 in year 2016 to over 480 today. For each of the agencies, the general information on its background and services, and specific contact information, and membership related activities are kept internally in an obsoleted database for the management of Membership matters, and for statistical and contact purposes.

Furthermore, in order to promote the understanding of the general public about the social service organizations in Hong Kong, the Council published the online Directory of Social Service Organizations in Hong Kong (abbreviated as "DSS") since 2016, which includes updated information about the objectives, missions, scopes of service, structures of governance, financial situation and service performances as well as the future development of the organizations. The objective of DSS is to facilitate searching by users, including foundations, sponsors, corporations, government departments and general public.

While the aforementioned database and directory serve different purpose, there are certain overlapping in the data that the systems store which raises the need of consolidation of both. In addition, there are also certain limitations on the existing systems (e.g. users access / control, obsoleted technologies, inadequacy of reports, non-responsive design, etc.) which could be improved in this AMIS project. It is also expected that the AMIS will facilitate Agency Member users to update their agency information and provide automated processes for certain system flows (e.g. user password recovery, acknowledgement and reminders, Membership matter updates, etc.).

3. System Overview

The objectives of the AMIS are summarized as follow:

- (1) To provide an online and mobile-device-friendly application for both internal and external users on the agency information of all members of HKCSS;
- (2) To enhance the efficiency of Membership management and to facilitate fulfillment of Membership responsibilities and information updating by Agency Members;
- (3) To provide secured and different levels of user access to Agency Member data, and to provide a means for internal user to send direct emails to specific Agency Member contact list;
- (4) To provide reports on Membership profile and on fulfillment of Membership responsibility.

4. Major Components

The systems shall include the following modules / components:

- (1) System Administration (User Management, Access Control, Password Recovery and Update Logs)
- (2) Agency Information Management
- (3) Agency Contact Information Management
- (4) E-marketing Function
- (5) Membership Fees Management
- (6) Agency Members' Annual Reports and Audited Statements Management
- (7) Reporting Tool and Data Export

There are four categories of users in the AMIS:

- **System Administrators** - To perform Administrators role and have all levels of access and control in the System
- **Agency Member Users** - To update and maintain Agency Information and Agency Contact Information, and to upload Annual Report and Audited Statements, the abovementioned functions are to be done via Internet after logon to the AMIS
- **HKCSS Users** - To view and export data and reports in the AMIS, and to send email message to specific agency contacts via the E-marketing Function
- **General Public** - To navigate and search Agency Information data with a general web browser,

without the need to login

5. Functional Requirements

The requirements stated only cover the minimum standard as depicted. It is the Supplier's responsibility to gather user information and requirements, to analyze such requirements and to ensure the system design and development fulfill users' needs.

5.1 System Administration

5.1.1	The System Administration module would be used by <i>System Administrators</i> to maintain user account information including but not limited to user name, user login, user contact information, the agency he / she belongs to, access rights, etc.
5.1.2	The System Administration module should allow <i>System Administrators</i> to create, edit, view, search, sort, and deactivate user account(s).
5.1.3	The create function should provide a clear form for <i>System Administrators</i> to create new user account(s), set user rights, establish link(s) with an <i>Agency Member</i> (and its <i>Agency Member Users</i>), and to allow <i>System Administrators</i> to send a system-generated notification email to the newly created user.
5.1.4	The edit function should allow <i>System Administrators</i> to edit and save user account information to the database.
5.1.5	The view and sort function should have the capability to show user account(s) according to the sorting criteria / fields, in paging with maximum 50 rows per page.
5.1.6	The search function should allow <i>System Administrators</i> to input searching criteria and system should return the searching result in grid, in paging with maximum 50 rows per page.
5.1.7	The deactivate function should have the capability to deactivate user account(s) so that the rights of the deactivated user be removed, and all related information is no longer available in the system and but still exists at database level. Only <i>System Administrators</i> has a right to perform permanent deletion of records at database level.
5.1.8	The system should allow user to change their password and notify them in email.
5.1.9	The system should allow a user (without logging in to the system) to submit a request on password recovery, and send the user an email for him/her to update the password.
5.1.10	The system should provide a readable audit trail for create and change of user accounts in the system and should have the capability for <i>System Administrators</i> to search and view the searching result.

5.2 Agency Information Management (For reference, please check <http://dss.hkcss.org.hk>)

5.2.1	The Agency Information Management module would be used by <i>System Administrators</i> to create an "Agency" in the database, and to allow <i>System Administrators</i> and <i>Agency Member Users</i> to edit and save Agency Information including but not limited to Agency Name, Basic Information (general contact,
-------	--

	objectives and missions, etc.), Service Information (e.g. service type, service units, areas of services), Structure of Governance, Financial Situation, Service Performance, etc.
5.2.2	The system should provide a readable audit trail for each update the Agency Member Users and System Administrators changed in the system and should have the capability for them to view and search the update log.
5.2.3	The system should provide an information portal interface for General Public to navigate and search for Agency Information in the system.

5.3 Agency Contact Information Management

5.3.1	The Agency Contact Information Management module would be used to create, maintain and edit “Agency Contact Data” in the database, including Official Representative(s) and Agency Head.
5.3.2	The system should provide a readable audit trail for each update the Agency Member Users and System Administrators changed in the system and should have the capability for them to view and search the update log.
5.3.3	The system should maintain historic records of Agency Contact Data for the view and search by the System Administrators , in particular name and contact information of expired Official Representative(s) and Agency Head(s).

5.4 E-marketing Function

5.4.1	The system should allow System Administrators and HKCSS Users to create and send email to email contacts stored by the Agency Contact Information Management module.
5.4.2	The system should allow System Administrators and HKCSS Users to apply filter(s) to send email to particular Agency Contacts.
5.4.3	The system should provide a basic WYSIWYG HTML editor (with email attachment function) for drafting and sending email message(s) directly within the system.
5.4.4	The system should allow sending of email to the Agency Contacts without exposing individual email address(es) to HKCSS Users .
5.4.5	The system should provide a readable audit trail for each email sent within the system.

5.5 Membership Fee Management

5.5.1	The system should allow auto-generation of Membership Fee data by referring to data in the “Agency Information Management” module inputted by the Agency Member Users .
5.5.2	The system should allow System Administrators to manually update the Membership Fee data, including the Membership Fee amount, settlement status and covering period (e.g. half-year fees and full-year fees).
5.5.3	The system should automatically update the settlement status data according to the annual Membership Fee payment cycle.

5.5.4	The system should provide a readable audit trail for each update of the Membership Fee data in the system and should have the capability for <i>System Administrators</i> to view and search the update log.
5.5.5	The system should maintain historic records of Membership Fee data for the view and search by the <i>System Administrators</i> and by individual <i>Agency Member User(s)</i> .

5.6 Agency Members' Annual Reports and Audited Statements Management

5.6.1	The system should allow <i>System Administrators</i> to manually update the Annual Reports and Audited Statements submission status.
5.6.2	The system should allow <i>Agency Member User(s)</i> to submit and overwrite file(s) for the Annual Reports and Audited Statements.
5.6.3	The system should automatically update the submission status data according to the <i>Agency Member User(s)</i> submissions and the annual submission cycle.
5.6.4	The system should maintain historic records of Annual Reports and Audited Statements submission status and submitted files for the view and search by the <i>System Administrators</i> and by <i>individual Agency Member User(s)</i> .

5.7 Reporting Tool and Data Export

5.7.1	This system would be used to export data to .csv format by <i>System Administrators</i> .
5.7.2	The system should allow <i>System Administrators</i> to select data by module(s) and export.
5.7.3	<i>(Optional)</i> The system should provide 5 statistic reports for management review. Each statistic report should have search function and display the result in report format.

6. System Requirements

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

6.1 Back End System for Administrators

6.1.1	The system is required to be run on cloud environment.
6.1.2	The supplier shall propose appropriate OS and database environment, as well as data backup solution and information security features.
6.1.3	The system interface must support both English and Traditional Chinese; the system must support data in multi-languages (Unicode), including English and Traditional Chinese and Simplified Chinese.
6.1.4	Cryptographic protocol (TLS 1.3) must be available to provide secured communications over the Internet.

6.2 Web Interface for Agency Member Users, HKCSS Users and General Public

6.2.1	User-friendly operating interface is required.
-------	--

6.2.2	The web interface should support current version of OGCIO web accessibility guideline (https://www.ogcio.gov.hk/tc/our_work/community/web_mobileapp_accessibility/proulgating_resources/) ;
6.2.3	Responsive web design is required for General Public site.
6.2.4	Support to mobile devices including tablets and mobile phones is required.
6.2.5	User interface should support both English and Traditional Chinese; the input data and reports must support multiple-languages (Unicode), including English, Traditional Chinese and Simplified Chinese.
6.2.6	Support Client Side OS Platform: Latest versions of MS Windows, Mac OS.
6.2.7	Support Client Side Web Browser: Microsoft Internet Explorer (IE) version 11, Microsoft Edge, Google Chrome, Mozilla Firefox and Safari.
6.2.8	Support 1024x768 resolution or above.

7. Capacity

Users	Capacity
<i>System Administrators</i>	10
<i>Agency Member Users</i>	2,500
<i>HKCSS Users</i>	400

8. Intellectual Property Rights

All Intellectual Property Rights of whatever nature in the Custom Programs, Source Code of the Custom Programs, Data, Documentation, operation and training manuals relating to the Custom Programs, the System Specifications and in all other specification materials and documentation (including any corrected, modified or enhanced versions thereof) relating to the Custom Programs shall at all times be vested upon and owned by HKCSS absolutely upon creation.

9. Risk Management

Suppliers must consider risk management seriously to make adequate and justifiable proposals in this connection. Suppliers' proposals must at least cover the following areas:-

9.1 Transaction Data Backup

- The approach, including the media, tool, frequency, retention period, etc., is to be proposed..

9.2 Solution Backup

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

9.3 Resilience

- The approach, required equipment and how they should be configured are to be proposed.

- The System, in its entirety, must not allow single points of failure to stop them from service outage.

9.4 Security

- Suppliers are to propose effective means for system security, user authentication is needed to protect against unauthorized access to the System (and its backend administrative functions) and the stored information. Suppliers are to propose an effective and appropriate anti-virus protection mechanism.

9.5 Contingency

- Suppliers must design alternative (manual) operation procedures so that in any unfortunate events of system failure, HKCSS could adopt the alternative procedures to continue its business. Suppliers must also provide in detail the approach for recovering the System in case of failure. The maximum downtime to be expected must be specified.
- Clearly documented procedures, guidelines / manuals must be included as part of the project deliverables. HKCSS may request the Suppliers to demonstrate that their proposed approach works as expected by performing a recovery drill.

9.6 Personal Data Handling

- HKCSS respects personal data privacy. Suppliers must demonstrate that 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 service 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 System do fail. 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 HKCSS and most important of all, ensure that their proposed approaches can actually achieve the purpose.

10. Data Migration

Suppliers should provide data migration service for properly transferring data maintained in the existing system(s) (e.g. the DSS and MS Access database / MS Excel file) into the new proposed System as part of the system preparation exercise before the new System starts to operate. Suppliers must describe the migration plan including details of duration, preparation work required from HKCSS, approach (for instance, automatic versus manual procedures), etc.

11. Training and Documentation

Adequate user training sessions should be provided to all relevant users in HKCSS to help them master the required skills in managing the proposed System. Suppliers must provide relevant manuals specific to the context of HKCSS for the training. The documents should include manual for

- System Administrators
- Agency Member Users
- HKCSS Users

12. 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 HKCSS 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 System would be implemented within the project budgets with reasonable quality in the pre-defined timeframe.

13. Project Evaluation

Suppliers are expected to submit project completion/evaluation reports when the Project completes. Evaluation of the Project will involve whether the Project has been 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.

14. 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. HKCSS 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 System.
- (5) All cloud services / hosting required.
- (6) Offers regarding out-scope services.

15. Free Warranty Period

The Suppliers must offer an at least 1-year free warranty period after the end of System Nursing, with the service content as described in Section 14 above.

16. Terms and Conditions

16.1 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. Tenderers should submit two identical sets of document.

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.

Implementation Plan and Quotation Breakdown in Section 17.6 and 17.7 must be included in the Suppliers' Proposals.

HKCSS may not consider any received proposals if any of the above is not met satisfactorily and HKCSS is not obliged to explain to the concerned Supplier of such decision.

16.2 Validity

Tenders shall remain open for acceptance by HKCSS for a period of not less than 90 days after the Tender Closing Date.

16.3 Outsourcing

Outsourcing of system development work should be reported to and seek prior approval from HKCSS. In any case, the Supplier remains solely responsible for the delivery of the awarded Contracts.

16.4 The Project Team

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. HKCSS will not be responsible for any resources required due to staff turnover in the Supplier's project team.

HKCSS 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.

16.5 Reference Projects

Suppliers should provide information of reference projects in its Proposals.

16.6 Consideration of Offers

HKCSS reserves the right to accept all or any part of any tender at any time within the period during which the Tenders remain open.

HKCSS 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 HKCSS, total costs of implementing the System and subsequently using the System, the quality of the System and the practicality in successfully implementing the System, etc.

Proposals will be evaluated by HKCSS with the following criteria:

1. Fulfilment 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
9. Value-added Features

16.7 Conflict of Interest

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

16.8 Registration of Tenderer

HKCSS 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.

16.9 Cancellation of Tender

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

16.10 Acceptance of Tender

The successful Supplier will receive a fax or letter of acceptance, duly signed by an authorized representative of HKCSS, 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

16.11 Payment

All prices shall be quoted in Hong Kong Dollars and HKCSS will settle payments with the successful Tenderer in Hong Kong Dollars.

16.12 Bankruptcy

HKCSS 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 HKCSS.

16.13 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 HKCSS's request to the Suppliers for immediate remedial planning and actions, the Suppliers fail to produce a reasonable and practical plan, HKCSS would be entitled to terminate the Contracts with immediate effect. Upon such termination, HKCSS reserves the right to recover from the Suppliers the amount of all damages and loss suffered by HKCSS resulting from such termination. The Suppliers should also refund to HKCSS all moneys previously paid to HKCSS under this Contract.

16.14 Tender Rigging

No tender rigging is allowed. HKCSS 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.

16.15 Intellectual Property Rights

All Intellectual Property Rights of whatever nature in the Custom Programs, Source Code of the Custom Programs, Data, Documentation, operation and training manuals relating to the Custom Programs, the System Specifications and in all other specification materials and documentation (including any corrected, modified or enhanced versions thereof) relating to the Custom Programs shall at all times be vested upon and owned by HKCSS absolutely upon creation.

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 HKCSS 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 HKCSS and keep HKCSS 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 HKCSS.

16.16 Arbitration and Governing Law

All disputes, differences or questions arise between HKCSS 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.

17. 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.

17.1 Compliance

(* Please tick the appropriate.)

We confirm that our proposal comply fully with the required Specifications, described in Sections 1 to 8 of this Document.

We confirm that our proposal does not comply fully with the required Specifications, described in Sections 1 to 8 of this document, in the following aspects:

17.2 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:

17.3 Data Migration

Please describe your proposed data migration approach and Plan.

17.4 Documentations and Deliverables

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

Documentation / Deliverables	Comply (Yes / No)
Project Initialization Document	
User Requirement Specification	
Functional Specification	
Technical Specification	
User Acceptance Test Plan	
User Manual/ System Administration Manual	
Application Operation Manual	
Disaster Recovery Plan & Procedures	
Disaster Recovery Drill	
User Training	
System Nursing	
Full Set of Source Codes	

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

17.5 Project Management Methodology

Please describe the project management methodology which will be adopted.

17.6 Project Schedule

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	User Requirement Collection		
3	System Installation/ Customization / Development		
4	User Training		
5	User Acceptance Test		
6	Data Migration		
7	System Live Run		
8	System Nursing		

17.7 Quotation Breakdown

System Setup and Development

#	Item	Specification	Unit of Measure	Quantity	Unit Price	Total Price
1.						
2.						
3.						
4.						
5.						
	Total:					

Optional items

#	Item	Specification	Unit of Measure	Quantity	Unit Price	Total Price
6.	e.g. 5 statistic reports					
7.						

Remarks:

Unit of Measure can be one of the followings:

- Per unit
- Per named user
- Per concurrent user
- Per server
- Per processor
- Per man-day
- Per report/function/module

17.8 Payment Schedule

Milestone	Percentage of Project (Sum)
Initial Payment	25%
User Acceptance Test Completion	25%
End of System Nursing	30%
Completion of 1-year Free Warranty Period	20%

(* Please tick the appropriate.)

We confirm that our proposal comply fully with the payment schedule described above.

We confirm that our proposal does not comply fully the Payment schedule described above in the following aspects:

17.9 System Support and Maintenance

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

(1) Helpdesk services: (Service hours, 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 system:

(5) Offers regarding out-scope services:

(6) On-site support services:

(7) Maintenance fee after 1-year Free Warranty Period:

	Item	Unit Measure	Quantity	Unit Price	Total Price
1	Annual System Maintenance Fee				
2	Cloud or Hosting Services				
3					

17.10 The Project Team

Please describe the project team structure and roughly estimate the resources they would commit the Project.

17.11 Reference Projects

Please describe your reference projects:

	System / Project Name	Client	Supplementary
1			
2			
3			
4			
5			

Authorized Signature

Company Chop

Date:

Tender Ref.:

Tel. No.:

Fax No.:

- End -