**The Hong Kong Council of Social Service**

**RFP Ref. no. *HKCSS-RENTAL-SYSO39***

**Project: Comprehensive Cloud-based Digital Platform**   
**for Gerontech Education and Rental Service**

**Summary**

|  |  |
| --- | --- |
| RFP NUMBER: | *HKCSS-RENTAL-SYSO39* |
| DESCRIPTION: | Provision of Comprehensive Cloud-based Digital Platform  for Gerontech Education and Rental Service |
| PUBLISH DATE: | 19 February 2025 (Wednesday) |
| CLOSING DATE: | 6 March 2025 (Thursday) |
| CLOSING TIME: | 12:00 PM |
| BRIEFING SESSION: | Date: 12 February 2025 (Wednesday)  Time: 10:00 AM  By Zoom |
| RFP INTERVIEW | Date: 14 March 2025 (Friday)  Address: Room 1410, 14/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong |
| BID RESPONSES MUST BE HAND DELIVERED / COURIERED TO: | The Hong Kong Council of Social Service (HKCSS)  **The Tender Box**, 13/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong |
| ATTENTION: | Ms. Joyce Ho (Innovation and Technology for Ageing) |

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1. **Introduction and project details**
   1. The Hong Kong Council of Social Service (HKCSS)

The HKCSS is a statutory body established in 1947. Together with our Agency Members, we uphold social justice and equality in our mission to advance the well-being of the Hong Kong community. The HKCSS is committed to building an impact-oriented, collaborative and innovative social service sector, and co-creating a better society with stakeholders across different sectors. The HKCSS has over 520 Agency Members, with service units throughout Hong Kong, providing high-quality social services to those in need.

* 1. Overview

Facing the challenge of rapidly ageing population, the first Gerontech Education and Rental Service project was established in 2019. The project enables senior citizens, people with disabilities or rehabilitation needs and care givers to get hold of the necessary quality care equipment via a rental system at an affordable rental price. Therefore, a computer system and a public website was set up to support operational workflow. With the service entered a new phase in 2024, a new comprehensive solution is required to meet the needs of different facets of this innovative service.

* 1. The Solution

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

* 1. Objectives

The System should be affordable, reliable, flexible for growing needs, and easy to use, operate, manage and maintain so that it would optimize and streamline the service operations and management of service records and that the project can better serve our stakeholders in the community.

The objectives for acquiring and implementing the System are as follows:

* **Planning**: Conduct comprehensive system reviews and gap analyses to align workflows with project goals while minimizing customization for efficient implementation
* **Development**: Build a secure, reliable, and user-friendly platform to manage rental agreements, payments, inventory, and reporting, ensuring smooth operations and scalability
* **Implementation**: Roll out the system with a phased approach, supported by clear documentation and training to ensure seamless adoption by all stakeholders
* **Security**: Strengthen platform security through encryption, role-based access control, and compliance with local regulations to protect data integrity and user privacy
* **System Migration**: Ensure smooth and secure migration of data with validation and testing to maintain accuracy and consistency during the transition
* **Maintenance**: Provide ongoing support and system optimization to address issues, enhance performance, and ensure long-term operational effectiveness
  1. New System overview

The new system will continue to support the operation of our gerontech rental, education, cleaning and maintenance service while enhancing the functions and features for a more efficient, easy-to-use workflow with flexibility to change with the Project’s development.

Suppliers must also 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 requested to procure adequate software licenses. Please quote other software licenses if applicable as optional items in the quotation breakdown.

The System plans to go live **before 30 November 2025**.

* 1. Major components

The Web-based Application System should support clients, rental service, education service, and the cleaning and maintenance service. It must also facilitate data migration from the old system, integrate with external systems including but not limited to accounting, training and payment systems, and enable efficient communication across user groups.

1. PREPARATION & CUSTOMIZATION STRATEGY
   1. Existing System Review - Review the existing and proposed workflow diagrams, current platform functionality, websites and supplementary tools to understand operations and future needs
   2. Gap Analysis - Identify and address functional differences between the current system and the proposed SaaS platform while minimizing modifications for efficiency
   3. Feasible Workflow & Prototype Development - Design a step-by-step workflow aligned with operational needs and develop a functional prototype showcasing usability, accessibility, and core functionalities for stakeholder engagement and public exhibitions
   4. Implementation Plan - Create a phased deployment plan with timelines, a smooth transition strategy, and risk mitigation measures to ensure uninterrupted operations
2. CRM
   1. User Subsections - Users are categorized as guests, members, service providers, NGO administrators, funders, and B2B participants, each with role-specific access
   2. User Role Management - Administrators manage user roles with role-based access control, bulk actions, and import/export tools for efficient large-scale management
   3. Member Registration - Ensures secure registration with encrypted data handling, privacy compliance, duplicate prevention, and accessible design to support elderly users' needs
   4. Relationship Binding - Facilitate account relationship management by linking through unique identifiers, multi-tagging, and visualized relationship mapping to improve administration
   5. Single Sign-on Membership (SSO) - Provide unified access for users across multiple NGOs or service providers with role-based permissions and provider-specific access rights
   6. Centralized User Profile and History - Offer a unified, secure user profile with centralized data, activity logging for monitoring, and administrative tools for real-time updates
   7. Member Login and Guest Access - Support secure login options, including social media, mobile MFA, and iAM Smart, while granting limited platform access to guest users with registration prompts
   8. Notification Center Integration - Centralize user notifications with multi-format options (e.g., email, SMS, WhatsApp), dynamic links to platform sections, and admin tools for targeting groups effectively
   9. Automated Workflows - Implement fully customizable workflows for rental processes, automated stage transitions, real-time notifications, and compliance audit logs
   10. Task Assignation Rules - Allow role-based task assignments, multi-level approval workflows, reassignment rules, and dashboards for monitoring tasks and ensuring compliance
   11. Calendar and Scheduling - Integrate a centralized calendar for unified scheduling, recurring events, conflict detection, automated reminders, and customizable notifications
   12. E-Signature - Provide secure e-signature functionality meeting Hong Kong's Electronic Transactions Ordinance, integrated into workflows to ensure legal and document integrity
   13. Data Migration & Data Export - Ensure complete and secure data migration with validation, post-migration testing, and flexible export formats with encryption and role-based access controls
   14. Security and Mobile Access Compliance – Enforce encryption protocols, role-based access, mandatory 2FA, and compliance with Hong Kong’s PDPO through consent management and audit trails
   15. Centralized Data Integration and Analytics - Enable real-time data synchronization, integration with third-party systems via APIs, and dashboards for real-time analytics and insights
   16. Offline Mode with Synchronization – Provide offline functionality to maintain access during outages, with automatic data synchronization upon reconnection to ensure consistency and continuity
3. FORMS & SURVEYS
   1. Form and Survey Creation - Provide an intuitive interface for creating forms and surveys with customizable templates and flexible editing options for diverse needs
   2. Form Management - Support previews, version control, live updates, mobile compatibility, and assistive technology for accessibility
   3. Advanced Question Design and Interaction Features - Enable dynamic question types, multimedia elements, robust validations, and accessible widgets like progress bars tailored for elderly users
   4. Data Accessibility and Reporting - Provide real-time monitoring of responses, customizable reporting, and secure data export in multiple formats while complying with privacy regulations
   5. Integration and System Interoperability - Synchronize forms with CRM and inventory for dynamic pre-filling, updates, and workflows while validating eligibility and inventory availability

D. WEBSITE & CONTENT MANAGEMENT

* 1. Website Builder - Offer a drag-and-drop editor with pre-designed themes, SEO tools, and multi-website management from a single database
  2. Dynamic Content Management – The platform must enable multimedia content management with publishing, scheduling, and archiving features, support role-based access, and include efficient file management with size optimization and bulk uploads
  3. Product and Service Catalogue Update - Enable real-time synchronization between the website and integrated modules, ensuring consistent updates for inventory and rental agreements. Role-based permissions for updates, detailed audit logs, and real-time notifications for admins
  4. Course and Event - Enable efficient management of courses and events, allowing administrators to handle schedules dynamically and ensure seamless integration with related modules. It must support intuitive user registration processes and facilitate essential workflows, including notifications, payment management, and eligibility verification
  5. Analytics and Reporting - Integrate advanced analytics tools to provide real-time and historical insights through intuitive visual dashboards, supporting comprehensive reporting and data-driven decision-making. It must enable secure access to data and allow export in multiple formats to meet the diverse needs of stakeholders
  6. Website Performance and Accessibility Standards- Ensure high performance with quick response times, consistent uptime, and scalability to handle fluctuating user demands. Support multilingual functionality, compatibility with major operating systems and browsers, and adhere to accessibility standards
  7. Integration and System Interoperability - The platform should integrate modules to ensure real-time inventory synchronization, dynamic event and promotion management, and CRM-driven personalized recommendations. It must support external integrations with video hosting solutions and third-party CMS for enhanced functionality

E. LIVE CHAT & CHATBOT

* 1. Chat Logic Builder Interface - Provide a visual workflow editor for designing chatbot logic. Integrate an LLM agent with NLP capabilities to handle queries using controlled, knowledge-based content management
  2. Template Responses and Dynamic Content – Allow creation and update of predefined responses for common queries and enable integration of dynamic content, using placeholders that fetch data from the system or user inputs for personalized interactions
  3. Rental Assistance and Order Tracking - Provide predefined responses to address rental-related questions and offer detailed equipment information to support user decisions. Enable order tracking with status updates, payment guidance and order summaries
  4. User Registration - Enable user registration via live chat, data will be synchronized with the backend CRM. Utilize Business WhatsApp for data collection and consent prompts
  5. Multilingual Customer Support - Support Chinese and English text chat. Provide chatbot-to-live agent handoff, equip agents with a chat management dashboard to monitor chats, tag queries, and access predefined responses and FAQs. Enable ticket assignments to other teams. Include internal chat for staff communication and web chat for users without WhatsApp
  6. Analytics and Reporting - Track agent performance metrics and monitor chatbot usage. Collect user feedback during or after rental periods. Provide an interactive dashboard with charts, graphs, and advanced filtering
  7. Integration and System Interoperability - Integrate with Business WhatsApp to support inquiries, issue resolution, notifications for updates, automated follow-ups, and direct marketing broadcasts. Sync with CRM and rental modules for user profiles and order tracking

1. INVENTORY
   1. Stock Management - Implement real-time stock tracking and location management to ensure inventory accuracy and operational efficiency
   2. Reservation System - Provide automated and manual reservation options, enabling flexible stock movement tracking and clear item availability views
   3. Batch Management and Search - Enable batch management for bulk updates and offer advanced search and filtering by key criteria like brand and rental history
   4. Analytics and Audit Reporting - Utilize dashboards for inventory data analysis and implement an audit trail to ensure compliance and support planning
   5. Integration and System Interoperability - Ensure compatibility with barcode scanners to support asset code mapping and related functionalities. Also enable seamless integration with internal modules and third-party systems via APIs for real-time stock or status checks
2. RENTAL
3. Product and Service Discovery - Enable self-assessment with customizable forms linked to equipment recommendations. Support predictive search with advanced filtering and integrate web chat for FAQs and guided discovery, along with Business WhatsApp for seamless communication and real-time updates
4. System Availability Check - Enable real-time automated inventory checks to verify availability for the requested rental period. For unavailable items, provide follow-up options based on pre-configured mappings, allowing users to proceed with alternatives seamlessly
5. Product-Specific Professional Assessment - Enable administrators to assign product types requiring professional assessment and customize workflows for follow-up processes involving professionals
6. Advancing Pricing Management - Enable tiered pricing adjustments based on eligibility, facilitate staff review for decision-making and ensure streamlined updates to user profiles to reflect eligibility outcomes
7. Application Tracking, Approval & Agreement - Enable configurable workflows for approvals tailored to user and pricing types. Support dynamic agreement management with e-signature integration
8. Deposit & Payment - Enable transaction management with data compilation, batch processing, and integration with external payment systems using APIs. Ensure data security and compliance with financial regulations
9. Return & Refund - Support configurable workflows for various return scenarios. Enable features such as automatic triggers, inventory updates, approval workflows, pro-rated refunds, late fee calculations, and handling product exchanges
10. Rent-to-Buy Option - Provide a rent-to-buy feature for eligible products, enabling seamless transformation of rental orders into purchase orders. Ensure clear terms and agreements are presented to users
11. Integration and System Interoperability - Integrates communication channels, CRM, e-signature and modules for inventory and delivery management to ensure operational efficiency.
12. Financial and Transaction Management - complement and integrate with our existing financial workflows, ensuring smooth handling of transactions, payments, and refunds. It provides structured financial reporting and export functions to align with our current accounting processes, reducing manual work and improving accuracy in financial reconciliation and planning.
13. CLEANING & REPAIR
14. Staged Workflow Management - Allow customizable workflow stages with automated transitions tailored to needs. Provide task tracking with real-time updates, and audit trails for accountability. Enable configurable checklists and multimedia uploads for documentation to enhance process efficiency
15. Task Scheduling and Mobile Support - Supports task scheduling with priority categorization, authorized modifications, and automated notifications. Provide mobile and tablet accessibility for task management. Include offline mode with synchronization, QR code scanning for equipment identification, and compatibility with iOS and Android for accessibility

H.3 Integration and System Interoperability - Integrates configurable forms, real-time inventory tracking, and customizable CRM workflows for cleaning and repair operations. Supports dynamic form updates, low-stock notifications, analytics dashboards, and scheduling tools, ensuring seamless coordination between modules and adaptability to operational needs

1. DELIVERY
2. Scheduling and Task Management - Support dynamic scheduling, automated address-to-district matching, real-time timeslot updates, and user-preference-based delivery options. Enable proof of delivery, along with fallback options for external delivery
3. Mobile Access for Drivers - Provides mobile-friendly access for drivers and GPS integration for real-time location tracking
4. Integration and System Interoperability - Integrates CRM tools to manage delivery appointments, customer preferences, e-signatures, notifications, and workflow customization. Synchronizes with Rental and Inventory modules to automate data population, reduce errors, and update inventory post-delivery
5. MARKETING & EVENT
6. Campaign Management – Provide tools for email marketing, SEO, and interactive banners for online promotions. Supports social media management, customizable and secure digital coupons with distribution options, real-time redemption validation, and analytics
7. Event Management - Integrates event scheduling with CRM calendars, offering fixed schedules or user-selectable time slots with options for administrator confirmation. Supports rescheduling, automated notifications for bookings, reminders, and feedback collection
8. Attendance Tracking - Support both QR code scanning for quick check-ins and manual check-for inclusivity. Allow customization of follow-up workflows for both attendants and no-shows to enhance engagement and user satisfaction
9. Analytics and Reporting – Enable generation of attendance reports detailing attendees, no-shows, and late check-ins. Attendance data will link to user profiles in the CRM system, enabling tracking of engagement across events. Insight into attendance trends, such as peak participation times and user preferences to support data-driven decision-making
10. Integration and System Interoperability - Integrate with the CRM module to cross-check event registrations, update user profiles post-events, and automate workflows like equipment delivery and training scheduling. It supports customizable forms, surveys, and notifications while syncing event updates on the website. Live chat integrates with WhatsApp for real-time support
11. SECURITY & PRIVACY PROTECTION

K.1 Data Integrity and Security during Data Migration - Ensure data integrity and security through profiling, cleansing, and validation checks, supported by unique identifiers and encryption. Implement a robust backup strategy, incremental migration, and strict access control. Post-migration integrity checks to verify accurate and secure data transfer

1. User Data Protection and Privacy - Ensure user data protection through secure authentication, data masking, anonymization, and robust encryption for storage and transmission. Implement real-time activity monitoring, VPN access for administrators, and comply with local legislation
2. Threat Assessment and Risk Mitigation – Engage a third-party Cybersecurity expert to conduct thorough threat assessments, including IT security risk assessments, audits using industry best practices, cloud risk assessments and penetration testing. The vendor will implement recommended risk mitigation measures to ensure security and compliance
3. Infrastructure Security - Hosting the platform on secure servers or cloud services and using secure protocols like HTTPS and secure data transfer protocols for encrypted communication. Implement server-to-server tokens for authentication, regularly update security patches, use WAF and IDS, conduct code reviews, and enforce IP whitelisting for restricted access
4. Incident Response Plan – Recommend Incident Response Plan to address procedures or managing security incidents like data breaches, outages, and malware attacks. Define severity levels, roles, responsibilities, and an escalation matrix for timely handling. Provide communication channels and pre-prepared templates to ensure effective incident reporting and stakeholder notifications
   1. Capacity

Initial capacity is expected to be the following:

* Number of Rental Service Outlets: increase by phase from 4 location to ~80 locations
* Number of users (staff using full / separate functions according to user right): increase by phase from 60 to 200
* System should be able to handle transaction volume of:
* 150 - 200 types of categories of products (~4000-8000 SKUs)
* 3000 - 10000 service users (increase by phase)
* Annual rental transactions ~3500-6,000 (estimates)
* Monthly delivery order ~240

Vendors should recommend an infrastructure with appropriate capacity for the above and for the 3-year operation with around 30% expansion per year.

**2. Requirements and Specifications**

***\*Please complete attached Schedule A – Functional Requirements***

**The Hong Kong Council of Social Service**

**RFP Ref. no. *HKCSS-RENTAL-SYSO39***

**Project: Comprehensive Cloud-based Digital Platform**   
**for Gerontech Education and Rental Service**

**3. RFP Questionnaire**

**Company information**

Name of Company

|  |  |
| --- | --- |
| Company |  |
| Address |  |
| Business Registration No. |  |
| Duration in Present Business |  |
| Senior Staff of the Company: |  |

Details of Principal Contact

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| Telephone |  |
| E-Mail |  |

**Experience and Personnel**

**Company Profile**

Provide a brief company profile

|  |
| --- |
|  |

**Company Experience**

Provide case studies for projects of a similar scope and scale that have been delivered by you company within the last three years that company has successfully delivered services within a tight timescale and demonstrated good value for money.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | System/ Project Name | Client | Supplementary | Scope of the project  (FM, HRM or other, please specify) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Project Team**

The Vendor must provide detail information of the project team structure including organization chart, number of team members and key member profile. Certificates and CV shall be provided to substantiate the qualifications of the members of the implementation team. The project manager and key team members nominated must be assigned to this project when the project commences. The use of off-shore or sub-contractor resources should be indicated.

* 1. Project Director nominated for this project

|  |  |
| --- | --- |
| * Name |  |
| * Title |  |

* 1. Project Manager nominated for this project

|  |  |
| --- | --- |
| * Name |  |
| * Title |  |
| * Academic and   professional qualification |  |
| * Years of experience / Years of project management experience |  |
| * Major project experience |  |

* 1. Key members of project implementation team

|  |  |
| --- | --- |
| * Name |  |
| * Title |  |
| * Academic and   professional qualification |  |
| * Years of experience / Years of project management experience |  |
| * Major project experience |  |

* 1. Key members of project maintenance team

|  |  |
| --- | --- |
| * Name |  |
| * Title |  |
| * Academic and   professional qualification |  |
| * Years of experience / Years of project management experience |  |
| * Major project experience |  |

* 1. Resource input of key project team staff during the project (% of time of key members involved in different phases)

|  |
| --- |
|  |

**Technical Proposal**

***\*Please complete attached Schedule B – Technical Proposal***

**Payment Schedule**

Upon acceptance of the proposal, the contract sum will be paid in accordance with the following schedule:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Percentage of Project Sum** | **Indication of milestone completion** |
| Project Initialization | 5 | Project Initiation Document sign off |
| Gap Analysis/ User Requirement Completion | 20 | Prototype & Functional Specification sign off |
| User Acceptance Test Completion (Phase 1) | 35 | User Acceptance Form (Phase 1) sign off |
| User Acceptance Test Completion (Phase 2) | 20 | User Acceptance Form (Phase 2) sign off |
| Nursing period Completion | 20 | Acceptance of project completion sign off |

(\* 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:

|  |
| --- |
|  |

**Certification**

I certify the information provided within this RFP questionnaire is accurate

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| For and on behalf of |  |
| Date | 按一下這裡以輸入日期。 |

**Appendix**

**1. Interpretation**

In all Proposal Documents, unless the context otherwise requires:

“Awarded Party” means a Candidate whose Proposal is accepted;

“Candidate(s)” means the person or persons and/or the firm or the company who has submitted a Proposal in compliance with the requirements laid down in the Proposal Documents;

“Closing Date” means the latest date and time by which a Proposal must be received by HKCSS which is 12:00 noon sharp on 6 March 2025. In case a black rainstorm warning or typhoon signal No.8 or above is hoisted, the Closing Date will be extended to 12:00 noon sharp on the next business day (except Saturday);

“Contract” means a contract for the Project – Provision of Comprehensive Cloud-based Digital Platform for Gerontech Education and Rental Service in a form and substance similar to the Conditions of Contract to be entered into between an Awarded Party and HKCSS, and reference to the terms thereof shall include the Proposal Documents unless inconsistent with the context of such reference, in which case the terms of the Contract shall prevail. The Contract shall include, inter alia, the Proposal Documents and an Awarded Party’s related submissions (if any);

“Proposal” means a set of Proposal Documents with all required information duly completed and submitted by a Candidate and shall include, where necessary and/or applicable, all subsequent information and documents submitted; such a Proposal shall constitute an offer from the Candidate submitting such Proposal which may be accepted by HKCSS within the period stipulated in Clause 13;

“Proposal means the complete set of three contract documents comprising

Documents” (a) Form of RFP; (b) RFP Questionnaire; and (c) Requirements and Specifications for Project - Provision of Comprehensive Cloud-based Digital Platform for Gerontech Education and Rental Service

“Representative” means the representative of HKCSS who will be conducting the RFP process;

“Services” means the supply of all part or parts of the service of Project - Provision of Comprehensive Cloud-based Digital Platform   
for Gerontech Education and Rental Service as specified in the Proposal Documents;

**2. Invitation to submit Proposal**

2.1 Proposals are invited from Candidates for the supply of the Services to be delivered subject to and in accordance with the terms and conditions laid out in the Proposal Documents.

2.2 Proposals submitted by Candidates will be vetted by HKCSS.

2.3 After the vetting of the submitted Proposals and decisions made, an Awarded Party shall enter into a Contract with HKCSS.

2.4 Acceptance of the Proposed Project from an Awarded Party by HKCSS shall be by way of the issuance of a Letter of Acceptance by HKCSS.

**3. Proposal and Proposal Preparation**

3.1 Proposals must be related to the supply of all (or any part) of the project - Provision of Comprehensive Cloud-based Digital Platform for Gerontech Education and Rental Service as specified in the Proposal Documents.

3.2 Proposals and all accompanying documents must be completed in English and submitted in the manner stipulated in the Form of RFP. Candidates shall submit their Proposals in three copies on or before the Closing Date. Proposals are to be completed in ink or typescript. Proposals not so completed may not be considered.

3.3 The Form of RFP shall not be altered by the Candidate. Any modification considered necessary by the Candidate should be the subject of a separate document accompanying Proposal. Figures should not be altered by erasure. Any alteration should be effected by striking through the relevant figures and inserting the amendment figures in ink above the original figures. All such amendments should be initialed by the Candidate in ink.

3.4 The Proposal shall reach HKCSS on or before the Closing Date.

3.5 A Proposal shall constitute an offer from a Candidate that shall remain open for not less than 90 days after the Closing Date. If any Candidate is unable to comply with this requirement, he must clearly state the period for which his Proposal is valid for acceptance in his Proposal. If an offer is withdrawn before the expiry of the agreed validity period, due notice will be taken of such action.

**4. Prices**

4.1 The prices to be quoted by Candidates are to be in Hong Kong dollars and must be shown on the Price Schedule. Such prices shall be net prices already allowed for all trade and cash discounts. Any price terms on which the quotation is based must be clearly stated in the Proposal.

4.2 Prices quoted

It will be assumed, unless Candidates clearly stipulate otherwise, that all prices quoted will remain valid for the full duration of the Contract. No request for price variation will be considered. If however a Candidate wishes to submit a conditional offer that contains a price variation clause, he may do so with the clear understanding that such an offer may prejudice the award of a Contract. The prices quoted in the Price Schedule shall be inclusive of all insurance and delivery charges, if any.

4.3 Accuracy of Prices quoted in Proposals

Candidates should make certain the prices quoted are accurate before including them in their Proposals. Under no circumstances will any request be accepted for price adjustment on the ground that a mistake has been made in the prices quoted in the Proposal.

4.4 Payments will be made in Hong Kong Dollars.

**5. Information to be supplied by Candidates**

5.1 The following information shall be submitted together with the Proposal (hereinafter referred as the Candidate's Submission). Further, the Candidates shall supply all other information that is not mentioned here but is required in the Proposal Documents. A Candidate's Submission may be considered invalid and the Candidate will be disqualified if any of the information is not submitted.

5.2 Statement of Compliance

Candidates shall submit a clause-by-clause statement of compliance with their Proposals stating whether the offered services comply with the requirements laid down in the Proposal Documents. If a Proposal does not conform in any particular aspect, the relevant Candidate shall provide full details of an alternative offer to such requirement. However, HKCSS reserves the right to accept or reject any such Proposal. Candidates shall also submit a description note to summarize their Proposals, highlighting the most important features and describe how the offered services can meet the requirements of the Proposal Documents.

5.3 Price Schedule

Candidates must provide the Price Schedule and all information required therein. Items in the Price Schedule should be fully priced and totaled. The Price Schedule must be duly signed by the Candidate with company chop.

5.4 Company Information

The information to be supplied by Candidates under Clause 14 herein.

**6. Complete Offer**

6.1 Candidates shall submit Proposals to meet all the requirements as stated in the Proposal Documents. Proposals with only a partial quotation will not be considered.

**7. Candidates’ Proposals**

7.1 Counter proposals from Candidates will only be considered in exceptional circumstances and at the absolute discretion of HKCSS on issue of fundamental importance to the Proposal Documents. Any counter proposal must be drafted and submitted in the following manner:

a. The counter proposal must be put under a separate appendix called “Counter proposal to the Proposal Documents”.

b. The counter proposal must adhere to the format of the Proposal Documents.

c. The original version of the relevant provision must be fully recited before any proposed alteration or deletion is made.

d. Any alteration to any terms or requirements must be underlined and must bear the corresponding clause number unless it is an addition to the Proposal Documents.

e. Words to be deleted should be crossed out by a single line only.

f. Explanation should be given below any such alteration or deletion and be put in a bracket ( ).

7.2 A counter proposal not submitted in accordance with the above requirements will be considered to be general comments only and will not in any way affect the validity of any terms and conditions in the Proposal Documents.

7.3 Alternative proposals that will improve the value of a Proposal may be submitted. HKCSS, through her Representative, reserves the right to negotiate with any Candidate about the terms of a Proposal.

**8. Interview**

8.1 Suppliers must attend the interview 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.

8.2 Supplier’s interview will be conducted on 14 March 2025 but the timetable may be revised according to actual needs.

**9. Acceptance**

9.1 HKCSS is not bound to accept the lowest priced or any Proposal at all and reserves the absolute right to accept all or any part or parts of any Proposal at any time within the period mentioned in clause 4 hereof.

9.2 HKCSS will enter into a Contract with an Awarded Party. Vendors who do not receive

any notification within the Proposal Validity Period of their offer shall assume that their offers have not been accepted.

9.3 Documents of unsuccessful Candidates will not be returned to the Candidates regardless the result of bidding.

**10. Proposal Documents Addenda**

10.1 All addenda to the Proposal Documents, if any, will be in writing and forwarded to all Candidates. Candidates must acknowledge receipt of all addenda.

**11. Equipment and Services Marketed by Other Parties**

11.1 If any Proposal includes equipment and services marketed by other parties or companies, the proposing Candidate shall act as the prime contractor and the sole point of contact with regard to contractual stipulations including payment of all charges. In addition, an Awarded Party will be responsible for meeting all other requirements of the Proposal specifications.

11.2 Use of sub-contractors/joint partners is allowed but must be clearly disclosed in the Proposal. All communications connected with or arising out of the Proposals shall be conducted directly between HKCSS and the Candidate(s) irrespective of the number of sub-contractors/joint partners proposed

**12. Offer of Products and Services**

12.1 Candidates shall declare that all the products and equipment used in supplying the Services will fit for the purpose(s) for which they are intended and further shall warrant that there is no infringement of copyright or patent or intellectual property rights of any kind or nature in connection with all the products and/or equipment whatsoever.

**13. Provision of Everything Necessary**

13.1 Anything not specifically mentioned in the Proposal Documents but necessary for the fulfillment of the guarantees and requirements called for in any requirement specifications and/or the Contract, or necessary for the satisfactory working of the Project - Provision of Comprehensive Computer System for Gerontech Education and Rental Service is to be provided under the Contract.

**14. Company Status**

14.1 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.

14.2 Candidates must provide full details as follows:-

a. Name and address of the Candidate

b. The duration it has been in present business

c. Senior Staff and Members of the Company

**15. Candidates’ Inquiries**

15.1 Any inquires from Candidates concerning the Proposal Documents or relating to any requirement specifications up to the date of lodging the Proposal shall be in writing and shall be submitted to:-

Contact person: Ms. Joyce Ho

Address: 13/F Duke of Windsor Social Service Building, 15 Hennessy

Road, Wanchai, Hong Kong

Telephone: 3705 5362

Email: joyce.ho@hkcss.org.hk

15.2 All other inquires will be responded in written form via email.

15.3 After the submission of a Proposal, Candidates shall not attempt to initiate any further contact, whether direct or indirect, relating to the Proposal or the Proposal Documents. HKCSS, through her Representative, shall have the sole right to initiate any such further contact. All contacts initiated by HKCSS and replies from the Candidates to such contacts shall be in writing.

**16. Candidates’ Response to Inquires**

16.1 In the event that clarification of any point of a submitted Proposal is necessary, the relevant Candidate will be advised in writing. Such Candidate shall clarify the queries within three working days in writing.

**17. Participation from HKCSS**

17.1 Candidates should specify, if necessary, what participation and/or resource requirements they expect HKCSS to involve and/or commit. Agreement to such involvement and/or commitment is entirely at the absolute discretion of HKCSS.

**18. Personal Data Provided**

18.1 Candidates’ personal data provided in the Proposals will be used for Proposal evaluation and Contract award purposes. If insufficient and inaccurate information is provided, such Proposal may not be considered.

18.2 Candidates have the right of access and correction with respect to personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486). The right of access includes the right to obtain a copy of the Candidate's personal data provided in the Proposal.

**19. Confidentiality**

19.1 Every recipient of the Proposal Documents must keep the Proposal Documents confidential and must not disclose any of their contents to any other party without the prior written permission of HKCSS. The confidentiality must be maintained by all parties even after the entering into of a Contract with an Awarded Party.

19.2 This set of Proposal Documents remains the property of HKCSS and HKCSS reserves the right to demand the return of the original and all copies of the Proposal Documents from all recipients of the Proposed Documents at any time.

19.3 The Candidate/recipient who receives this set of Proposal Documents agrees to the confidentiality undertakings and return requirements stipulated above.

**20. Prevention of Bribery Ordinance**

20.1 It is an offence under the Prevention of Bribery Ordinance that Staff member(s) accept

advantages from Vendors and contractors or the Vendors and contractors offer

advantages to Staff member(s) relating to Council purchases. The Council should not

permit its staff to receive advantages (including payment of commission) from Vendors

and contractors. They should inform Vendors and contractors in writing that the offer

of such advantages to Council staff relating to their official duties is illegal. This could

be done by incorporating a statement in the terms of quotations and proposals.

**21. Evaluation Criteria**

21.1 The major evaluation criteria of RFP will include but not limited to:

1. Quality of the Candidate’s Submissions
2. Cost of the Candidate’s Submissions
3. Ability to comprehend and deliver full services with professionalism (technical and project management)
4. Proven track record and experience for the provision of similar services
5. Have a good sense of understanding with and/or past experience working with the non-profit Sector
6. Other considerations (Value added services to be offered, experience of community involvement by the Candidate, etc.)

**22. Cancellation of Tender**

22.1 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.

**23. Bankruptcy**

23.1 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.

**24. Penalty Clause**

24.1 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.

**25. Tender Rigging**

25.1 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

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