

# Tender for the Design, Supply and Installation of an Inventory Management, Patch and Software Deployment System for HKPC

(Ref: MIS00043)

## **Part I – General Specification**

### **1. Introduction**

Hong Kong Productivity Council (hereinafter referred to as “HKPC”) is a statutory organization established in 1967 to promote productivity excellence and enhance the value-added content of products and services.

The main office of HKPC is at HKPC Building, 78 Tat Chee Avenue, Kowloon. A training center has also been established in HKPC Building. There are subsidiaries in Mainland China: Dongguan and Shenzhen.

HKPC is now looking for qualified supplier(s) (hereinafter referred to as “the Supplier” / “Tenderer”) for the Design, Supply and Installation of an Inventory Management, Patch and Software Deployment System for HKPC (hereinafter referred to as “the Services / the Items”).

HKPC will go through an open tender to invite qualified Suppliers and will enter into contract with the selected Supplier based on the terms and conditions of this tender document (hereinafter referred to as “the Tender”).

### **2. Tender Procedures**

#### **2.1 Clarification of Tender**

For enquiries, please contact the following person:

Log Chong (Officer, Procurement)  
Finance and Procurement Division  
Tel: (852) 2788 5990  
Email: logchong@hkpc.org

Ms Phoebe Yin (Lead Manager, Procurement)  
Finance and Procurement Division  
Tel: (852) 2788 5899  
Email: phoebeyin@hkpc.org

Any clarification questions must be sent by using the Annex 1 – Clarification Question from Tenderer via email to [logchong@hkpc.org](mailto:logchong@hkpc.org) **before 11 Nov 2019 (HK Time)**. The questions with the answers will be posted on HKPC's website [www.hkpc.org](http://www.hkpc.org). In this event anonymity will be maintained. Late enquiries may not be considered.

## 2.2 Submission of Tender Proposals

Based on “Part II – Technical Specification” and “Part III – Fee Specification”, your tender should be completed in two proposals, namely “Technical Proposal” and “Fee Proposal” with **one set of original document, one set of duplicate documents and one soft copy on CD ROM/USB for each Proposal**, which should be:

- sealed and returned by hand in two plain envelopes with the provided Cover Sheet stuck on each of the two envelopes;
- marked with “Technical Proposal” or “Fee Proposal” on the envelopes;
- marked with the tender reference and closing date on the envelopes; and
- **submitted not later than 12:00 noon, 21 Nov 2019 (HK Time)**.

Both the hard copies and soft copy of the documents must be submitted in their separate envelopes of Technical and Fee Proposal respectively.

Late tenders may not be accepted.

### 2.2.1 The **Technical Proposal** should include at least the following:

- Tender Submission Form
- Copy of valid Business Registration Certificate or equivalent documents
- Copy of insurance certificates such as Public Liability, Employee Compensation listed on Section 5
- Annex 2 - Confirmation Letter for Compliance with Anti-Collusion Clauses
- Documents and information required in “Part II – Technical Specification”
- Copy of audited financial statements for the last three financial years, such as income statement and balance sheets, directors and auditors reports, cash flow statements
- Application Form for Inclusion in HKPC Suppliers List (if you are not registered to

HKPC suppliers list), the form can be download from HKPC website:  
<https://www.hkpc.org/en/corporate-info/tender-information/supplier-registration>

- NO PRICE OR COST should be included in “Technical Proposal”, otherwise the tender may not be considered

#### 2.2.2 The **Fee Proposal** should include at least the following:

- Schedule and Offer Form
- Reply to “Part III – Fee Specification”

### 3. **General Requirements**

#### 3.1. Terms of Payment

Payment will be made by electronic means (e.g. bank transfer with 30 days credit against invoice) as below supported by HKPC’s acceptance.

1<sup>st</sup> Payment (75%): Against invoice by direct credit upon the completion of the system setup including integration with HKPC’s infrastructure and the UAT of software and hardware inventory management on or before 13 Mar 2020.

2<sup>nd</sup> Payment (25%): Against invoice by direct credit upon the completion of UAT of patch and software deployment on or before end Jun 2020.

#### 3.2. Validity of Quoted Fees

The fees provided by the Supplier in “Part III - Fee Specification” shall be valid from date of tender submission to the end of the tender appointment period. No change shall be made without the prior consent of HKPC.

#### 3.3. Termination Policy

The appointment may be terminated by HKPC on giving one month prior written notice to the Supplier.

Without prejudice to any other remedy HKPC may have against the Supplier, HKPC shall have the right to terminate the contract immediately if the Supplier:

- (a) is wound up or is petitioned to be wound up, commits an act of bankruptcy or compound or arrange with its creditors or have a receiving order made against it or being a limited supplier enters into compulsory or voluntary liquidation (except for the purposes of amalgamation or restructure only).
- (b) refuses or prevents the furnishing of services / goods under the contract.
- (c) breaches or violates any of the terms and requirements contained in the contract.

#### 3.4. Confidentiality

The Supplier shall at all times keep confidential (and to procure that its respective employees shall keep confidential) any confidential information which it may acquire in relation to HKPC, its clients, business or affairs and shall not use or disclose such information except with the consent of HKPC or in accordance with the order of a court of competent jurisdiction provided that the obligations of the Supplier contained in this clause shall cease to apply to any information coming into the public domain otherwise than by breach by the Supplier of its obligations contained in this clause and that nothing herein shall prevent the Supplier from disclosing any such information to the extent required in or in connection with legal proceedings arising out of the agreement / contract between the Supplier and HKPC.

### 4. Statutory Obligations

#### 4.1. Working hours, rates of wages etc.

The Supplier shall comply with any current legislation or regulations regarding working conditions, working hours, or rates of payment to employees and accept the risk of any impending legislation or other conditions, which alters any obligations or imposes new obligations.

#### 4.2. Compliance with Laws and Regulations

The Supplier shall ensure full compliance in accordance with the laws and regulations of the Hong Kong Special Administrative Region (“Hong Kong”).

- 4.3. Where applicable, the Supplier (and its sub-contractors, if any) shall ensure that all staff, labour and workers employed and engaged in the supply of the Services to HKPC are legally entitled to be so employed and engaged, and that all necessary qualification,

registration, visas, licenses and permits have been obtained. The Supplier shall indemnify HKPC on demand from any losses, liabilities, costs and claims resulting from violation of or failure to comply with any terms or conditions of any qualification, registration, permits, licenses or visas or any applicable requirements of Hong Kong laws, ordinances, rules and regulations by staff, labour or workers (e.g. the “Designated workers for designated skills” provision under the Construction Workers Registration Ordinance). From time to time HKPC may require the Supplier (and its sub-contractors) to demonstrate that all necessary qualification, registration, visas, licenses and permits have been obtained for the lawful employment and engagement of staff, labour and workers in connection with the supply of the Services.

#### 4.4. Safety precautions

The Supplier shall comply with the Labour Department's regulations for safety and health. The Supplier shall be liable for, and shall indemnify HKPC against, any expense, liability, loss, claim or proceedings whichever arising under any statute or at the common law in respect of personal injury to or death of any person, or in respect of any injury or damage whatsoever to any real or personal property in so far as such injury or damage whomever arising out of or in the course of or caused by the carrying out of the works.

HKPC premises operate an Occupational Health & Safety Management System (OHSMS) that complies with OHSAS 18001:2007 standard requirements.

HKPC is implementing the ‘Hong Kong Productivity Council Occupational Health and Safety Policy’ which can be viewed at the following link:

[https://www.hkpc.org/images/stories/corp\\_info/hkpc\\_ohs\\_en.pdf](https://www.hkpc.org/images/stories/corp_info/hkpc_ohs_en.pdf)

The Supplier shall be deemed to be aware of the ‘Hong Kong Productivity Council Occupational Health and Safety Policy’ and shall use its reasonable endeavour to prevent injury and ill health resulting from the operations and services,

HKPC manages its various processes fully in accordance with the requirements of the OHSAS 18001:2007 standard, whilst controlling subcontractors’ work processes that affect HKPC’s own services conformity with requirements.

## **5. Insurance**

### **5.1. Employees' Compensation Insurance**

HKPC shall not be liable for or in respect of any damages or compensation payable at law in respect of or in consequence of any accident or injury to any person in the employment of the Supplier, save and except an accident or injury resulting from the negligence of HKPC, its agents or servants. The Supplier shall indemnify and keep indemnified HKPC against all such damages and compensation save and except as aforesaid, and against all claims, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto. Compliance with the insurance provisions of this clause shall not limit or modify the Supplier's liability under the indemnity aforesaid.

The Supplier shall insure against such liability with an authorized Insurer in Hong Kong and shall continue such insurance during the whole of the time that any persons are employed by him on the works and shall, when required produce to HKPC such policy of insurance and the receipt for payment of the current premium.

The Supplier's insurance under this clause shall take the form of an Employees' Compensation Insurance Policy complying with the latest requirements of the Hong Kong Employees' Compensation Ordinance and covering this Common Law liability for an unlimited amount during the period of insurance. The policy shall be in the Supplier's name with an endorsement to cover HKPC's liability under the Employees' Compensation Ordinance as "Principals" (HKPC as the Insured Principal or "Indemnity to Principal" Clause).

### **5.2. Third Party / Public Liability Insurance**

The Supplier shall indemnify and keep indemnified HKPC against all losses and claims in respect of injuries to any person or damage to any property whatsoever that may arise out of or in consequence of the provision of the Service and against all claims, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. Compliance with the insurance provisions of this clause shall not limit or modify the Supplier's liability under the indemnity aforesaid.

The Supplier shall insure in the joint names of HKPC and the Supplier against such liability with reputable Insurer in Hong Kong and shall continue such insurance during the whole

of the time that any persons are employed by him on the Service and shall, when required produce to HKPC such policy of insurance and the receipt for payment of the current premium.

The Supplier's insurance shall take the form of a third party / public liability insurance policy covering liability for any material or physical damage, loss or injury that may accidentally occur to any property, including that of HKPC, or to any person including any employee of HKPC that may occur during or arise out of the performance of the Contract. A "Cross Liability Clause" shall be extended in the policy.

The limit of liability in respect of such third party / public liability shall not be less than HK\$20,000,000 any one occurrence and unlimited during the period of insurance.

## **6. Acceptance**

HKPC is entitled to accept either the whole or any part of the tender at its sole discretion. HKPC is entitled to select any kind of Services / Items under the tender to meet its requirement and is not obliged to accept the lowest price bidder and to give any reasons.

## **7. Conditions of Tendering**

- 7.1. No unauthorized alteration or erasure to the text of the tender documents will be permitted. Any tender containing such alteration or erasure may not be considered
- 7.2. No liability will be admitted, nor claim allowed, in respect of errors in the Supplier's tender due to mistakes which should have been rectified in the manner described above.
- 7.3. HKPC is not bound to accept the lowest or any tender it may receive.
- 7.4. HKPC reserves the right to withdraw the invitation before the acceptance of any tender.
- 7.5. HKPC will not be liable for any expenses or losses which may be incurred by the Supplier in the preparation of its tender including any alternative offers.



## **Part II – Technical Specification**

### **1. Obligations of the Supplier**

- 1.1. Subcontracting and / or out-sourcing the works to other sub-supplier(s) without the prior consent from HKPC is not allowed.
- 1.2. The Supplier shall meet all the terms and requirements set out in this tender document.

### **2. Background**

HKPC has owned around 1,200 PCs (desktop computers and notebook computers) and around 300 servers. We are looking for a new solution to replace existing software and hardware inventory management, patch and software deployment system for the improvement of software and operating system (OS) management including Windows, UNIX, Linux PCs and Server efficiently. The new solution shall provide the ability to integrate with our SAP database and also provide different application deployment or patch update.

### **3. Scopes of Service**

The Supplier shall provide a solution including two main components, a) software and hardware inventory management and b) patch and software deployment.

The key components of the solution shall

- a. Support Windows, Mac, Linux, PCs and Server;
- b. Handle the operating system patch security update or upgrade for Patch and software deployment;
- c. Provide a unique hardware ID for each PC and unique software ID for each installed application for the inventory management;
- d. Provide an application programming interface for our SAP integration;
- e. Include system installation, system deployment and user acceptance test; and
- f. Provide all software licenses, hardware (if any), and 1st year maintenance support service.

HKPC will provide Windows server and Red Hat Enterprise server operating system licenses and server hardware on VMware ESX 6.x platform only.

### 3.1. General Architecture Requirements

The Supplier requires to support the following condition for the provision of the service.

#### 3.1.1. Support

- a. Inventory Management Functions (Software and Hardware Asset Inventory; License Management; Software Usage and metering; Contract Management);
- b. Patch and software deployment - PC Management Functions (Software and application distribution; Policy distribution, enforcement and automation; Remote control; Network imaging),
- c. Patch and software deployment - Patch Management Functions (Patch discovery and distribution; Patch roll back; Patch Base Line); and
- d. Reporting Functions with connected mode using single agent and single management console.

3.1.2. Manage the endpoint devices with different OS (Support Windows Server 2008R2 or newer version, Linux support RHEL 6 and RHEL 7 or newer version, Mac, iOS, Android) with single management console.

3.1.3. Support common Database engines (Sybase, Oracle and Microsoft) for the Inventory Management, PC Management, and Patch Management System.

3.1.4. Support our existing Active Directory 2008 R2 as User Identity Source with real time integration (not schedule sync) to the Inventory Management, PC Management, and Patch Management System.

3.1.5. Support more than one Active Directory integration in the same time for Section 3.1.4

3.1.6. Not require to support Schema extension for Active Directory.

3.1.7. Support operating system in Windows OS, Red Hat OS or software appliance as server system platform for installation for Inventory Management, PC Management, and Patch Management System.

3.1.8. Support common virtualization platform (VMware ESX 6.x, Xen and

Microsoft Virtual Server) as certified installation platform for Inventory Management, PC Management, and Patch Management System Server.

- 3.1.9. Support Opera, Chrome, Safari, Internet Explorer and Firefox as web management console with SSL protection and firewall friendly port (443).
- 3.1.10. Support Satellites architecture for distributing content and collection data from remote branch for protecting bandwidth consumption.
- 3.1.11. Support automatic notification and content rollout of new system or agent updates built into the administration console.
- 3.1.12. Support command line utilities for agent and server for scripting purpose.
- 3.1.13. License by number of user or number of devices and provide for 750 staff members using 1200 PCs and 300 servers.
- 3.1.14. Include Reporting Server for sophisticated report customization.
- 3.1.15. Install one agent in a device for Inventory Management, PC Management, and Patch Management.
- 3.1.16. Be able to deploy the system as virtual appliance, without additional management server for scale up.

## 3.2. Inventory Management

- 3.2.1. Support process to
  - a) Detect and gather extensive software and hardware inventory for all managed devices and inventoried devices; and
  - b) Enable to create and export standard and custom reports.
- 3.2.2. Support customizable data collection form for end user to input information (e.g. User information, location, department, cost center, etc.) or automatically filled the form by registry values or system variable.
- 3.2.3. Support device retire function to keep legacy retired device asset record and free up license that can be used for devices which are actively being used and need managing.
- 3.2.4. Provide knowledgebase approach and file-based identification on software

identification. Use multiple sources to identify and corroborate findings of the software identification scan to automatic recognition of software suites. The knowledgebase require monthly update.

- 3.2.5. Update knowledgebase/fingerprint for software identification monthly and automatically.
- 3.2.6. Provide information for the knowledgebase including software's detail attributes with Normalized manufacturer names (current and original), Normalized product names (current and original), Software suites and related suite components, Standalone suite components, Distinct product editions, Distinct product versions, Distinct run-time versions, Service releases and service packs, Language editions, Category and subcategory.
- 3.2.7. Support user-defined category of software and allow defining any licensed, non-licensed, freeware, shareware or other type of software for queries and reporting.
- 3.2.8. Support importing and entering software purchase records, defining license entitlements, attaching supporting documentation, reconciling discovered software products to entitlements, and tracking ongoing compliance status.
- 3.2.9. Support tracking usage of software applications (including run time, active time, logged in user, machine, and application used and web applications run through the browser) in existing inventory.
- 3.2.10. Support defining and tracking on IT contract details, including key dates and vendor, financial, SLA, lease, and renewal information; attach related documents; associate contracts with assets, licenses, and demographic data; and create automated e-mail notifications for specified dates. Predefined and custom license management reports should be supported.
- 3.2.11. Provide predefined license management reports and allow report customization for Section 3.2.8, 3.2.9 and 3.2.10.
- 3.2.12. Support License Allocations - Allocate software licenses across enterprise demographics (departments, sites, or cost centers-or to specific workstations).
- 3.2.13. Support customization on device based reports.
- 3.2.14. Support unlimited satellite servers for remote site deployment.
- 3.2.15. Able to filter out freeware or shareware from inventory record.

### 3.3. Patch and software deployment - PC Management

#### 3.3.1. Support discovery process to

- a) Find PCs in the network through querying a set of provided IP addresses;
- b) Collect inventory information by using technologies like SNMP, WMI and SSH;
- c) Find devices from existing directory services;
- d) Import information including but not limited to CSV format;
- e) Find users in the network through querying LDAP services from existing directory services;

#### 3.3.2. Provide deployment process to distribute and install Agent to a collection of devices that are identified by the discovery process or by providing a list of devices explicitly and let those devices to become managed devices.

#### 3.3.3. Support multiple locations deployment with SSL connections, cache all distribution contents to particular devices before deployment and cache all inventory data to the same particular device before uploading to central server in non-peak hours.

#### 3.3.4. Support software distribution using a) any MSI, MST or EXE packages and b) Application Packaging Tool for repackaging any setup exe package into MSI format with MST file before the deployment in silence mode.

#### 3.3.5. Support configuration process to

- a) Support Install, execute, verify, terminate, and roll back applications or data files on devices.
- b) Support Copy Directory, Copy Files, Display Message, Edit INI File, End Process, Launch Java Application, Launch Windows Executable, Launch URL, Prompt User, Reboot/Shutdown, Registry Edit, Run Script, Start Service, Stop Service.
- c) Support schedules task on not limited to Date Time-specific, such as now, recurring, daily-basis, weekly-basis, monthly-basis and yearly-basis. The schedules task should also allow support Event-basis which include User Login, Logout, device boot, device lock, device unlock, and device connected to network and system requires that you define.

- d) Support bandwidth throttling, blackout schedule, checkpoint restart, auto-verification and self-healing of the deployed application and data files.
- 3.3.6. Provide policies to create a set of configurations that can be assigned to any number of managed devices or users.
- 3.3.7. Support policies setup for Internet Explorer favorites, Windows Group policies, local file rights, printers, SNMP service settings, roaming profiles, create new users and manage existing users on managed devices.
- 3.3.8. Be able to apply user based and device based policies together with selected order such as User Last, Device Last, user Only or Device Only.
- 3.3.9. Provide functions to configure the behavior or execution of a Remote Management session on the managed device, and administer as well as centrally manage the behaviour and features.
- 3.3.10. Provide the Remote Support ability to manage devices remotely and securely through operations such as Remote Control, Remote View, Remote Execute, Remote Diagnostics, and File Transfer.
- 3.3.11. Support remote control session to be viewed by multiple helpdesk persons at the same time and in Network Address Translation (NAT) environment.
- 3.3.12. Provide security protections for remote support function to PCs, offers intruder detection capabilities that repel unauthorized attempts to access the system, only allows authorized users to perform remote management operations, allow end users to monitor remote operations and instantly disconnect if they become concerned and use public or private keys encryption on communications.
- 3.3.13. Provide centralized and decentralized Pre-Execution Environment (PXE) for devices to boot into an imaging environment as needed.
- 3.3.14. Support third party image format, including Ghost, SidChanger, ImageX.
- 3.3.15. Be able to custom device-based reports.

### 3.4. Patch and software deployment - Patch Management Functions

- 3.4.1. Provide patch subscription/test service and detailed patch information for existing software products including Microsoft, Adobe, Java patches (both English, and Traditional Chinese), etc. The patch should be delivered in SSL encrypted.
- 3.4.2. Provide process to detect and gather patch vulnerabilities for all managed devices, and also enables to deploy necessary patches to all managed devices.
- 3.4.3. Support patch policy, Dynamic device groups, “ Snoozed ” patch installation and reboot
- 3.4.4. Dashboard charts, Predefined and custom vulnerabilities reports, Patch compliance report should be supported.
- 3.4.5. Support customization on device based reports.
- 3.4.6. Support unlimited satellite servers for remote site deployment.

### 3.5. Report Functions

- 3.5.1. Support customization on device based reports.
- 3.5.2. Customize reports with tables and charts to build in GUI without SQL knowledge or SQL tools needed.
- 3.5.3. Be able to print all inventory reports, compliance reports and patch status reports manually or by schedule with notification to predefined administrators.
- 3.5.4. Be able to export all reports in pdf, excel, and csv format.
- 3.5.5. Be able to collect information from Inventory Management, PC Management, and Patch Management for generating reports.

### 3.6. Application programming interface to integrate existing SAP inventory system

- 3.6.1. Support features below to integrate with existing SAP inventory system for software and hardware inventory record update automatically.
  - a. Develop interfaces for SAP and the proposal solution to comply the inventory record update listed in Section 9.1.

- b. Use Java program language as a middleware for the proposal solution to retrieve data such as machine information listed in Section 9.1.
- c. Create views to facilitate data merge with the customized fields from the internal database of proposal solution.
- d. Call an API of existing SAP to insert information from the proposal solution to exiting SAP master inventory records (note: API of SAP will be provided by HKPC).
- e. Provide whitelist or blacklist filtering to filter the predefined application string so as to prevent unwanted information to be import to existing SAP master inventory records.
- f. Provide functions to create, update, insert and delete the whitelist/blacklist for daily operation management and support wildcard (e.g. "Microsoft Word \*" to cover all versions such as "Microsoft Word 1997" and "Microsoft Word 2003", etc.) for filtering string.
- g. Provide 3 customized reports with predefined layout with “export to Excel” functions.
- h. Include system installation, system deployment and UAT.

### 3.7. Training

3.7.1. The successful Supplier shall provide training materials and the following training sessions to HKPC:

- a. At least one half-day administrative and operation training for around 13 administrative users.

### 3.8. Documentation

3.8.1. The successful Supplier requires to provide the following documents in soft copy of Microsoft Word 2016 format (docx) and/or Microsoft Excel 2016 format (xlsx) if appropriate, for HKPC’s environment:

- a. System administration guide including the deployed system layout, configuration, policies and rules setting, backup and recovery, and
- b. Operation guide for the deployed system and endpoints solution



- c. Provide user manual and deployment guide for application programming interface

### 3.9. Implementation Plan

3.9.1. The Supplier requires drawing up a detail implementation.

3.9.2. The successful Supplier must ensure and comply with the following during the implementation:

- a. Install hardware (if any) and software with the latest and recommended version.
- b. Deploy 20 endpoints for pilot and transfer skill to HKPC for further endpoint deployment.
- c. Configure network setting, account setting, monitoring setting for deployment, etc.
- d. Setup, review and fine-tune policies for all endpoint applications, etc. to fulfill the required features.
- e. Configure the proposed system to fix identified vulnerabilities.
- f. Provide email, phone and on-site support during 2-week nursing period for handling any issues including application programming interface.
- g. Prepare the Client Rollout Package.
- h. Complete the system setup including integration with HKPC's infrastructure and the UAT of software and hardware inventory management on or before 13 Mar 2020.
- i. Complete UAT of patch and software deployment on or before end Jun 2020.
- j. Design of deployment plan to allow users to use both the new and existing systems so as to minimize user impact during system testing.

### 3.10. Acceptance Tests

3.10.1. The successful Supplier shall complete the following User Acceptance Tests (UAT) in accordance with the provisions of the Services

- a. Completion of all requirements and feature tests for 20 sampling endpoints successfully (Samples shall be selected by HKPC);
- b. Completion of training;
- c. Completion of documentations;
- d. Completion of nursing period after UAT

3.10.2. An acceptance test plan with test cases for the test stated above shall be prepared by the Supplier and submitted to HKPC for approval at least two weeks prior to the commencement of UAT.

### 3.11. Maintenance and Support Service

3.11.1 Provide 12-month support service after UAT to include

- a. 8 hours x 5 days next business day (Monday to Friday exclude public holiday).
- b. 4 hours maximum response time by qualified engineer(s).
- c. On-site Response and Resolution Time: Next working day.
- d. Unlimited telephone and email service for problem solving including but not limited to the proposed solution including back-end system, endpoints agents, whitelisting, and policies or rules settings related problem.
- e. At least 50 hours on-site maintenance and support services for the proposed solution including back-end system, client agents and program development.

#### **4. Intellectual Property Rights**

- 4.1. All Intellectual Property Rights of whatever nature in the Custom Programs, Source Code of the Custom Programs, Documentation, operation manuals relating to the Custom Programs, the System Specification 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 HKPC absolutely upon creation.

#### **5. Qualification Specifications**

- 5.1. Supplier shall provide at least three sufficient references information of similar project in preceding five years.
- 5.2. Supplier implementation team handling this project shall have at least 2 project members including
- One Project manager with at least 3 years of experience
  - One System engineer with at least 3 years of experience
- CV and Certificate of each project member shall be provided to substantiate the qualifications of the members of the implementation team for HKPC's consideration.

## 6. Compliance Requirements

### 6.1. Compliance of Mandatory Requirements

The Supplier is mandatory to complete the following table which requires full compliance so as to be considered further in the tender evaluation process.

No	<b>Table A</b> Description	<b>Fully Comply</b> (Yes / No)
1	Compliance to General Specification – The Supplier shall ensure full compliance to all the terms, requirements and specifications as set out in “Part I – General Specification”.	
2	Compliance to Section 3 – Scopes of Service in Part II – Technical Specification.	
3	Compliance to Section 4 – Intellectual Property Rights in Part II – Technical Specification.	
4	Compliance to Section 5 – Qualification Specifications in Part II – Technical Specification.	

### 6.2. Information to be Provided by the Supplier

6.2.1. Please provide the details of the software specification in Table B.

Table B

Software specification	QTY

6.2.2. Please provide the details of the server hardware specification needed in Table C for reference only.

Table C

Server hardware specification	QTY

6.2.3. Please input the detail of system design and network connections in Table D.

Table D

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6.2.4 Please briefly describe the proposed solution for Section 3.6 “Application programming interface to integrate existing SAP inventory system” and provide estimated man-day needed for the development and screen captures of previous project reference for our evaluation.

Table E:

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6.2.5. Please provide at least three sufficient references information of similar

Table F: Project references

No. of project reference	Describe project scope of the reference (Similar to HKPC project)	Project Year	Project members
1			
2			
3			
4			
5			

6.2.6. Please provide implementation team information with CV and Certificate of each project member

Table G:

No.	Name	Role	Year of experience	CV and Certificate attached
1				
2				
3				
4				
5				

6.2.7. Please provide implementation schedule in details

Table H

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## 7. Tender Evaluation

7.2. Tender responses will be evaluated by two processes: i) Technical Evaluation, and ii) Fee Evaluation. Technical Evaluation will be carried out first to ensure that the solutions proposed meet all mandatory requirements specified in this invitation to tender. Fee Evaluation will be conducted for tenderers who have passed the technical evaluation.

7.2. In principle, tender meeting requirements set by HKPC in “Part II – Technical Specification” and offering the lowest price in “Part III – Fee Specification” will be considered as successful. However, HKPC reserves the right to accept the whole or part of the tender and is not bound to accept the lowest or any tender.

## 8. Tender Schedule

It is a tentative schedule of the tender process. However, HKPC reserves the right to change the schedule to suit its operation need.

Items	Tentative Schedule (HK Time)
Tender Q&A Submission by Tenderer	12-November-2019
Posting of Q&A Reply from HKPC	13-November-2019
Tender Closing	12:00 noon, 21-November-2019
Tender Evaluation	Late November 2019
Tender Award / Issue Purchase Order	Early December 2019
Project Commencement	Upon award of purchase order
Complete the system setup including integration with HKPC's infrastructure and the UAT of software and hardware inventory management	On or before 13 March 2020
Complete UAT of patch and software deployment	End June 2020

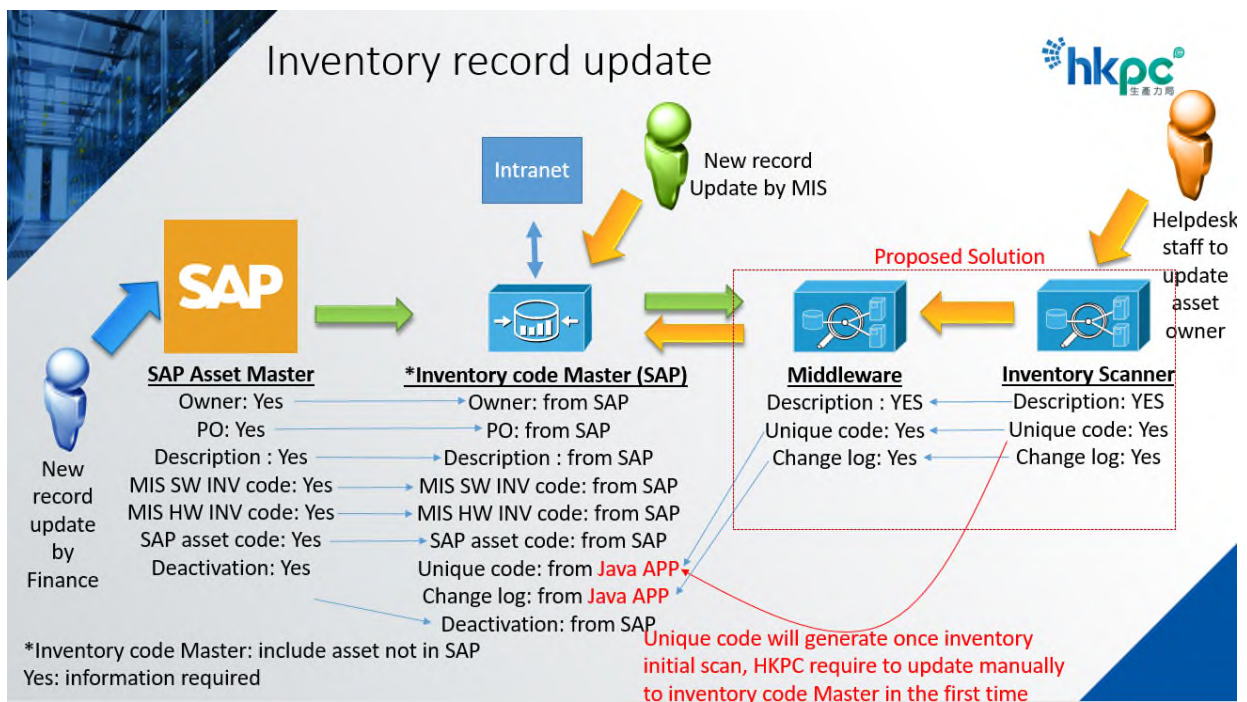
## 9. All documents / materials submitted to HKPC will not be returned.



## 10. Supplementary Information

The following diagram show the details for the integration of the proposed solution with development and existing SAP system.

### Diagram for inventory record update



### Part III – Fee Specification

Please submit “Fee Proposal” with one set of original documents, one set of duplicate documents and one soft copy on CD Rom//USB Flash Drive, which must be sealed in separate plain envelope.

The Supplier shall complete the tables below to show the prices / fees for the provision of the Services / the Items. All other associated costs shall be specified (if any).

#### 1. Software Prices

Item	Item Description	Qty (A)	Unit Price (HK\$) (B)	Amount (HK\$) (A) x (B)	Total Maintenance and Support charge for first 12 months after system acceptance (HK\$) State (N/A) if not applicable
<b>Software Prices</b>					
1					
2					
	(Others if any, please specify)				
<b>Total:</b>					

## 2. Implementation services and One-time service charges

The Supplier is responsible to deliver the Items listed in Part II – Technical Specification and provide services in accordance with the scope.

If any additional one-time service charges are required, please quote the service charges below.

Item	Service Description	Service Charge (HK\$)
1	Implementation service	
<b>Total</b>		

### 3. Payment Term

Please state your acceptance of our payment term in below table.

Description	Acceptance
1 <sup>st</sup> Payment (75%): Against invoice by direct credit upon the completion of the system setup including integration with HKPC's infrastructure and the UAT of software and hardware inventory management on or before 13 Mar 2020 supported by HKPC acceptance.	Yes / No (If no, please specify)
2 <sup>nd</sup> Payment (25%): Against invoice by direct credit upon the completion of UAT of patch and software deployment on or before end Jun 2020 supported by HKPC acceptance.	

### 4. Validity of Quoted Prices

The offer provided above shall be valid from date of tender submission to the end of the tender appointment period. No change shall be made without the prior consent of HKPC.

Remarks:

The submitted fee proposal must comply with the submitted technical proposal in accordance with those requirements set by HKPC in “Part I – General Specification” and “Part II –Technical Specification