Tender Notice

Tender Reference	FD-20250901
Tender Subject	Implementation of Enterprise Resource Planning System
Issue Date	1 September 2025
Briefing Session Date	8 September 2025, 10:00 AM – 12:15 PM via TEAMS
Enquiry Deadline	15 September 2025
Tender Closing Date and Time	22 September 2025, 5:00 PM (HK Time)
	If Typhoon Signal No. 8 or above, or a black rainstorm warning, is hoisted on the closing date, the submission deadline will be postponed to 5:00 PM on the next working day.
Interview Date	8 -11 October, 16 -17 October 2025 via TEAMS Each demo is expected to last 2 to 3 hours 9:00 AM – 8:00 PM on weekdays; 9:00 AM - 1:00 PM on weekends.
Contract Award	By End of October 2025
System Rollout Date	1 September 2026, or 15 months from the date of the Project kick- off meeting, whichever is later
Collection of Tender Documents	CFSC website - https://www.cfsc.org.hk/tc/aboutUs/tenderNotice
Submission of Tenders	1. Hard Copies Submit the Technical Proposal and Price Proposal separately in sealed envelopes. Each envelope should be marked with the tender reference and subject, but must not indicate the tenderer's identity. Address to: **The Tender Box** Christian Family Service Centre 10/F, 3 Tsui Ping Road, Kwun Tong, Kowloon, Hong Kong. 2. Soft Copy should be sent to fdtender@cfsc.org.hk
General Enquiry Telephone Email	Miss Maura Chow / Finance Department 28610283 (Ext 1233) / 29505833 fdender@cfsc.org.hk

Christian Family Service Centre

Tender Reference: FD-20250901

Tender Subject: Implementation of Enterprise Resource Planning System

Annex 1 – Company Overview
Annex 2 – Summaries of Relevant Assignments Conducted
Annex 3 – Services to be provided by CFSC
Annex 4 – System Specifications and Requirements
    Part A –System Specifications and Requirements Compliance Table
    Part B – Forms & Reports List
    Part C – ESG Performance Table
    Part D – List of Payroll related records for integration
    Part E – List of System Integration Data (系統整合資料)
Annex 5 – Implementation Approach
Annex 6 – System Software and Hardware
Annex 7 – System Performance Metrics
Annex 8 – Schedule of Training
Annex 9 – Implementation Schedule
Annex 10 – Standard reports
Annex 11 – Summary of Fees
Annex 12 – Anti-Collusion Declaration
Annex 13 – Declaration on Convictions to Hong Kong Law or Ordinance

Finance related reports
    Appendix 1 – Operating Income and Expenditure Account for Unit
        單位收支報告
    Appendix 2 – Program Income and Expenditure Report 活動財政報告

Service Management related reports
    Appendix 3 – Cheque/Autopay Request 支票付款申請/自動轉賬
    Appendix 4 – Internal Transfer 活動講座/服務/食物/影印單位內部轉賬
    Appendix 5 – Daily Income Report 單位每日收入報告
    Appendix 6 – Daily Collection Summary 每日收帳匯總表
    Appendix 7 – Surprise Income Count Report 突擊點算每日收入
    Appendix 8 – Sales Register 銷售記錄總表
    Appendix 9 – Petty Cash Expenditure Report 零用金支出表
    Appendix 10 – Surprise Cash Count Report 突擊點算零用金
    Appendix 11 – Collection Control (Kindergarten) 學期收費紀錄(幼稚園)
    Appendix 12 – Collection Control (Hostel) 定期收費紀錄(宿舍)

<div align="right">**SECTION 1**</div>

INTERPRETATION

In this Tender document, the terms and phrases listed below will have the specified meanings, unless otherwise stated:

CFSC	Refers to the Christian Family Service Centre
CFSC Representative	Denotes an individual acting on behalf of the CSFC or any duly authorized officer currently performing their duties;
Contract	Refers to the agreement made between CFSC and the Successful Tenderer for the provision of services
Full ERP Access	Access all mandatory features as stipulated in Annex 4 – System specifications and Requirements
Successful Tenderer	The Tenderer whose proposal has been accepted by CFSC
Services	The services to be provided by the Successful Tenderer under the Contract as outlined in the Annexes to Tender (Section 7) and SAMPLES of Forms and Reports (Section 9)
Tender	The proposal submitted by the Tenderers for the provision of services
Tenderers	Refers the individuals or the firm or company whose details are provided in the Offer To Be Bound (Section 4)
The Specifications	Refers to the contents in Annex 4 – System Specifications and Requirements
Tender Documents	The documents issued by CFSC for the purpose of the Invitation to Tender. These include Tender Brief, all documents forming part of the Standard Terms and Conditions (viz., the Interpretation, the Terms of Tender and their Annexes and Appendix, and the Conditions of Contract), as well as any other documents attached to any of the above-mentioned documents, whether as a Schedule, Annex or other attachment, by whatever name called.

TERMS OF TENDER

1. **Invitation to Tender**

   1.1 Tenders are invited for the provision of services, in accordance with the specified requirements, Terms of Tender, and Conditions of Contract.

   1.2 Tenderers shall conduct their own independent assessment of the Tender Brief's business potential and submit their Tenders based solely on that evaluation.

   1.3 Tenderers must complete the information indicated in Section 4 – Offer To Be Bound.

2. **Tender**

   2.1 The services, system specifications, and requirements are set out in the Tender Brief and Annex 4 (System Specifications and Requirements).

   2.2 Tenderers should ensure that their Tender proposals fully meet all requirements of this Tender. Proposals will not be considered if any requested particulars and data in the Annexes or Section 4 (Offer to be Bound) are not provided in full.

   2.3 Tenderers must not alter the Annexes. Any necessary modifications should be submitted in a separate letter with the Tender.

   2.4 Tender documents must be completed in typescript or permanent ink.   Tenderers must stamp and initial any corrections.

   2.5 Corrections to figures should be made by striking through the incorrect numbers and writing the correct ones above. All amendments must be initialed in ink by the Tenderers.

   2.6 CFSC may request clarifications or additional information, which must be provided within 5 working days or as specified by the CFSC Representative. Failure to comply may result in the Tender being considered incomplete and not considered further.

   2.7 CFSC reserves the right to re–evaluate a Tenderer's qualified status based on any new information or circumstances that may affect their eligibility to tender.   Tenderers must inform CFSC in writing of any such new information.

3. **System Information**

   Tenderers are requested to supply

   (a) comprehensive system information with their Tender, such as catalogues, technical specifications, and brochures.
   (b) any information that are considered relevant to the Tender proposal

   CFSC may request additional copies for reference.

4. **Tender Prices**

   4.1 Tender prices must remain valid throughout the duration of the Contract and for all services provided. Requests for price adjustments due to mistakes in the Tender prices will not be accepted.

   4.2 CFSC reserves the right to negotiate with any Tenderer on the terms of the offer.
   There will be no fee negotiations.

   4.3 CFSC is not obligated to accept the lowest or any Tender and reserves the right to accept all or any part of any Tender at any time within the Tender validity period.

5. **Tender Validity Period**

    Tenders shall remain open for **90 days** following the Tender Closing Date, unless the Tenderers indicate otherwise. The Tenderers agree not to withdraw their offers during this period, referred to as the "Tender Validity Period".

6. **Cost of Tender**

    CFSC will not be responsible or liable for any costs or expenses incurred by Tenderers in relation to

    (a)   the preparation or submission of the Tender;

    (b)   the proposal demonstrations during the evaluation stage, or

    (c)   any communication between the Tenderers and CFSC regarding the Tender, under any circumstances, including the cancellation of this Tender.

7. **Cancellation of Tender**

    CFSC reserves the right to cancel this Tender and is not obligated to accept any conforming Tender if requirements change after the Tender Closing Date, regardless of operational reasons.   In the event of cancellation, all Tender proposals will be destroyed without further notice.

8. **Acceptance of Tender and Award of Contract**

    The Successful Tenderer will receive a letter of Tender acceptance from us, indicating that we accept the submitted offer. This Tender acceptance letter, along with the terms and conditions of this tender, the requirements outlined in the Tender Brief and Annexes, and the Tenderer's proposal, will form a binding contract between CFSC and the Successful Tenderer.   Tenderers who do not receive a notification within 90 days from the Tender Closing Date may assume their Tenders have not been accepted.

9. **Counter-Proposals**

    9.1   The Tenderer must not submit any proposal that has the effect of varying or modifying:

    (a) any essential requirements specified in the Tender Documents

    (b) all provisions in the Tender Documents concerning the preparation, submission and evaluation of Tenders and award of Contract.

    9.2   The Tenderer must not directly or indirectly attempt to preclude or limit the effect of any requirements or instructions set out in the Tender Documents, these Terms of Tender or the Annexes to Tender

    9.3   If a Tenderer fails to comply with Paragraph 9.1 or 9.2 above, subject to any clarification which CFSC may, but is not obliged to, seek from the Tenderer, its Tender will not be further considered.

    9.4   If the Tenderer wishes to submit one or more counter-proposals to any provision in the Tender Documents not of the types specified in Paragraph 9.1 or 9.2 above ("Counter-Proposals"), the Counter-Proposals shall be submitted in the following manner:

    (a)   for Paper-based Tendering, the Counter-Proposals shall be attached to Section 4 "Offer to be Bound"; or for Electronic Tendering, the Counter-Proposals shall be attached as a separate attachment and identified as such;

(b)   the original provisions which the Counter-Proposals relate to shall be fully recited before the proposed alteration or deletion;

(c)   the proposed alteration to the original provisions shall be underlined and shall bear the corresponding clause number of the original provisions unless it is an addition;

(d)   if it is an addition, the additional provisions shall be underlined;

(e)   words to be deleted shall be crossed out by a single line only; and

(f)   an explanation shall be given below the alteration or deletion and put in square brackets "[ ]".

9.5   Unless CFSC otherwise agrees, Counter-Proposals that are not submitted in accordance with Paragraph 9.4 above will not be considered by CFSC and will not be regarded to form part of the Tender submitted by a Tenderer. In such event, the Tenderer shall be deemed to have agreed to the original provisions to which the Counter-Proposals relate and the Government will continue to consider the Tenderer's Tender on this basis.

9.6   Notwithstanding and without prejudice to the aforesaid, CFSC may, but is not obliged to, negotiate with the Tenderer any Counter-Proposal. CFSC may at its absolute discretion reject any Counter-Proposal. If CFSC does elect to negotiate with a Tenderer concerning a Counter-Proposal, and if after such negotiation, the Tenderer is unwilling to withdraw such Counter-Proposal, or otherwise revise it on terms acceptable to CFSC, its Tender may not be considered further. Any accepted Counter-Proposal following from a successful negotiation shall be deemed as part of the Tenderer's Tender and forms part of the Contract and shall be binding on the Tenderer if the Contract is eventually awarded to it.

10.   Authorization for Disclosure

The CFSC may disclose contract information, including the name and address of the Successful Tenderer, product details, service descriptions, and contract value, at its discretion whenever deemed appropriate or upon request (verbal or written) by project funding organisations or government departments, without requiring consent.

11.   National Security Compliance

CFSC reserves the right to disqualify any Tenderer found to be involved in activities that violate national security laws.

12.   Prohibition of Bribery

Tenderers, along with their employees, agents, and subcontractors, are prohibited from providing, requesting, or accepting any benefits as outlined in the Prevention of Bribery Ordinance (Cap. 201 of the laws of Hong Kong) related to this Tender.

13.   Tender Package

Each Proposal must include one set of printed tender documents and a soft copy submitted via e-mail to fdtender@cfsc.org.hk.

13.1   Hard Copy

(a)   Tender documents, the Offer to be Bound, and all annexes should be signed by an authorised person and stamped with the company chop.   If the Tenderer consists of two or more persons or companies in a partnership, joint venture, or other arrangement, the relevant sections of all annexes and the Offer to be Bound,

should include their respective names and addresses, and all parties must sign. Each signatory must be authorized to sign contracts on behalf of their respective entity.

(b)　As outlined in paragraph 15 (Tender Package) in the Section 6 (Tender Brief), the Technical Proposal and Price Proposal should be submitted separately in sealed envelopes. Each envelope should clearly state the subject of the tender and be posted to or deposited in the Tender Box at:

> Christian Family Service Centre
> 10/F, 3 Tsui Ping Road,
> Kwun Tong, Kowloon,
> Hong Kong.

13.2　Soft copy should be sent to fdtender@cfsc.org.hk

13.3　The submission deadline is 5:00 PM on 22 September 2025 (HK Time). CFSC office hours are Monday to Friday from 9:00 AM to 1:00 PM and 2:00 PM to 5:30 PM (excluding public holidays).

13.4　If Typhoon Signal No. 8 or above, or a black rainstorm warning, is hoisted on the closing date, the submission deadline will be postponed to 5:00 PM on the next working day.

14.　Enquiries

For any enquiries regarding this tender, please email fdtender@cfsc.org.hk by 5:00 PM on 15 September 2025 (HK Time). Questions will be answered prior to the tender closing date.

CONDITIONS OF CONTRACT

1.   Supply Conditions

These conditions govern the provision of Services by the Successful Tenderer under the Contract.

2.   General Requirements

2.1   Subject to the right of earlier termination, the Successful Tenderer shall be responsible for providing the Services in accordance with the provisions of this Contract for the duration of the Term.

2.2   Christian Family Service Centre ("CFSC") shall pay the Successful Tenderer all sums due for the ERP System and the delivered Services.

2.3   The Successful Tenderer shall roll out the Enterprise Resources Planning Solution ("ERP System") by 1 September 2026 or by the end of 15 months after the date of the ERP Project kick off meeting, whichever is later, unless unforeseeable circumstances beyond the control of the parties arise.

2.4   The Successful Tenderer shall ensure that it has assigned adequate, competent, and experienced staff, tools, and equipment to efficiently and properly fulfil its obligations under this Contract.

2.5   The Successful Tenderer will provide the Services in a satisfactory and skillful manner, addressing any complaints and criticisms to the satisfaction of the CFSC. They shall provide all necessary assistance and information related to the Services, and comply with all reasonable instructions and requests from the CFSC and/or the CFSC Representative.

2.6   The Successful Tenderer shall comply with all applicable laws, rules, regulations, and the most current codes and standards relevant to the provision of Services.

2.7   The Successful Tenderer acknowledges that the times, dates and periods specified in this Contract for the performance of the Services are essential, including any modified schedules agreed upon by the parties.

2.8   The CFSC reserves the right to reject any part of the Services that do not comply with the Specifications. The Successful Tenderer must perform necessary remedial work or replacements without extra charge or delay.

2.9   CFSC may issue warnings to the Successful Tenderer regarding any matters related to the provision of Services. The Successful Tenderer must promptly take all reasonable remedial actions; failure to do so may lead to early termination. Matters that may lead to warnings include, but are not limited to:

(a)   Failure to adhere to agreed project timelines and milestones, resulting in substantial delays that impact <u>overall project deliverables</u>.

(b)   Failure to complete the User Acceptance Test (hereinafter referred to as "acceptance test") and the third–party Security Risk Assessment and Audit (SRAA), as well as failure to carry out necessary remedial work within a reasonable timeframe.

(c)   Inability to address requests to fix bugs, conduct fault diagnosis, or resolve issues identified during acceptance test.

3   The Successful Tenderer's Acknowledgement

The Successful Tenderer acknowledges that it has received sufficient information to provide, install, configure, and maintain the ERP System/Services in full compliance with the Specifications and this Contract. The Successful Tenderer shall not be entitled to any additional payment or relief from liability under this Contract due to any misinterpretation of the Specifications, requirements, or other provisions of this Contract.

4   Acceptance

4.1   All services or deliverables provided according to the Implementation Schedule shall be subject to testing by CFSC and deemed accepted only upon satisfactory completion of the acceptance tests, followed by an acceptance note from CFSC's Representative or an authorized delegate.

4.2   The acceptance date will be determined by CFSC based on the satisfactory completion of the acceptance tests and the resolution of any issues.

4.3   To ensure effective implementation of IT security and data protection measures for restricted data, particularly client personal data, CFSC will conduct a Security Risk Assessment and Audit (SRAA) and a Privacy Impact Assessment (PIA) prior to system rollout. These assessments will be performed by independent third–party service providers.   The Successful Tenderer shall enhance the ERP system based on the audited results and recommendations of the SRAA , at no additional charge, and shall follow any measures required as a consequence of the PIA .

4.4   The Tenderer may refer to the Privacy Impact Assessment leaflet[1] produced by the Office of the Privacy Commissioner for Personal Data, Hong Kong, the checklists in the Practice Guide for Security Risk Assessment & Audit [ISPG–SM01][2], Practice Guide for Penetration Testing,[3] as well as Data protection principles at a Glance[4] to ensure compliance with security requirements and data protection principles.

4.5   Details regarding the acceptance of Services are outlined in Section 6 – Tender Brief.

5   Project Management and Control

5.1   The Successful Tenderer shall provide the Services on or before the applicable Completion Date, i.e. 31 August 2026 or 15 months from the date of the ERP Project kick off meeting, whichever is later.

5.2   The Successful Tenderer shall indicate in the proposal the methods and/or tools for monitoring the system implementation process as defined in the project plan below, as well as the control strategy and deliverables throughout the ERP implementation.

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[1] The Privacy Impact Assessment leaflet is available for download at:
Chinese version:
https://www.pcpd.org.hk/tc_chi/resources_centre/publications/files/InfoLeaflet_PIA_CHI_web.pdf
English version:
https://www.pcpd.org.hk/english/resources_centre/publications/files/InfoLeaflet_PIA_ENG_web.pdf

[2] The Practice Guide for Security Risk Assessment & Audit is available for download at
https://www.govcert.gov.hk/doc/ispg-sm01-v2.1_EN.pdf.

[3] Practice Guide for Penetration Testing
https://www.govcert.gov.hk/doc/PG%20for%20Penetration%20Testing_EN.pdf

[4] Data protection principles at a Glance are available at
https://www.pcpd.org.hk/english/data_privacy_law/ordinance_at_a_Glance/ordinance.html

5.2.1 Project Plan

The Successful Tenderer must provide a comprehensive project plan that divides implementation into stages. This plan should include detailed timelines, activities, task assignments, milestones, deliverables, and required resources for each stage to ensure effective monitoring.

5.2.2 Regular Progress Updates

The Successful Tenderer shall conduct bi-weekly progress meetings (via Teams, phone, or similar platforms) after the kick-off and submit a bi-weekly progress form to CFSC one working day before each meeting. The tenderer is responsible for taking meeting notes, and the use of Copilot or other AI tools is acceptable. This progress form, presented as an Agile Gantt Chart or similar, must align with the project plan and include the scope of work, original schedule, an indication of whether tasks are on schedule or delayed, reasons for any delays, resource constraints, any problems encountered or potential risks identified, and follow–up procedures with suggested solutions to resolve difficulties, conflicts and crises to keep the project on track. This ensures transparency and timely communication regarding any potential issues.

5.2.3 Change Control

To meet service needs, CFSC representative may request changes to the system, including design, requirements, etc. The general guideline for such change is as follows:

(a) CFSC representative will initiate a change request in writing to the Successful Tenderer

(b) The Tenderer will analyze the feasibility of the change request

(c) If the change is valid and necessary, the Tenderer will perform an impact analysis, estimate workload and cost. After completing the evaluation, the change request will be submitted to the CFSC for approval and endorsement;

(d) If approved, the change request will be scheduled for implementation by the tenderer. Otherwise, the change request will be closed and recorded accordingly.

5.2.4 Quality Assurance Procedure

Activities for software quality assurance shall include, but not limited to, the following:

(a) Use a validation and verification model for the software development life cycle (SDLC).

(b) Produce the software development work programs for monitoring software development tasks.

(c) Baseline the configuration items of the software deliverables for the submission, tests, and handover.

(d) Design procedures to keep-track any changes in requirements, configuration items, design, deliverables, etc.

(e) Implement the changes of the requirements to all the affected deliverables. A change control scheme on the deliverables shall be applied.

(f) Conduct design review, project review, code review and software quality audit regularly, and submit the reports to CFSC.

5.2.5 End Stage Assessment

An end-stage assessment will be conducted at the completion of each project stage. This will enable the CFSC to evaluate completed work, ensure the

completeness of stage deliverables, review quality issues, and provide the necessary authority and resources to proceed to the next stage.

5.3 In the event that the Successful Tenderer or CFSC anticipates a delay in providing the Services by the applicable Completion Date (31 August 2026 or 15 months from the date of the ERP Project kick off meeting, whichever is later), the following procedures shall apply:

5.3.1 Schedule Changes
For any changes in schedule considered necessary to meet any milestone deadline, the Successful Tenderer must respond within two (2) working days to discuss appropriate solutions or to revise the schedule to meet milestone deadlines. If CFSC anticipates a delay, they will notify the Successful Tenderer within the same timeframe.

5.3.2 Mitigation Strategies
The Successful Tenderer's Project Manager shall outline and implement mitigation strategies to address any foreseeable delays, including contingency plans for resource allocation and timeline adjustments, to be submitted two (2) weeks in advance via email to the CFSC representative.

6 Warranty

6.1 Warranty Against Defects
The Successful Tenderer warrants that the ERP System, any associated intermediate software and mobile apps will be free from defects in design, workmanship, and installation.

6.2 Warranty of Quality and Suitability
The Successful Tenderer further guarantees that the ERP System, any associated intermediate software or mobile apps will meet acceptable quality standards and be fit for the objectives and purposes specified in the Specifications (Annex 4).

6.3 Licensing Warranty
The Successful Tenderer affirms that all necessary licenses have been secured from the rightful owners for the intended use as outlined in this contract.

6.4 Third party Intellectual Property Rights Warranty
The Successful Tenderer warrants that no third party intellectual property rights will be infringed in the performance of the Services and shall indemnify CFSC against any claims for such breaches.

6.5 Warranty for Software Maintenance

6.5.1 The Successful Tenderer shall provide a free warranty for software bug fixing and trouble–shooting for 12 months following acceptable completion of all contract requirements. Additionally, the free maintenance period shall be extended by the number of man–days required to fix any errors or bugs identified after the acceptance test.

6.5.2 Response to Bugs, Defects, or Errors
(a) Critical issues: Issues that cause system failures or significant operational disruption must be responded to within one (1) hour and fixed within two (2) hours.

(b) Major issues: Issues that impact functionality but do not halt operations must be responded to within one (1) working day and fixed within two (2) days.

(c) Minor issues: Non–critical issues, such as minor bugs, system malfunctions, or performance enhancements, that do not significantly affect operations should be responded to within five (5) working days and fixed within two (2) weeks.

6.5.3 Availability and Reliability

(a) In case of data corruption or software failure, the recovery time must not exceed two (2) hours.

(b) In the event of a catastrophic failure, the Successful Tenderer is required to provide on-site support when necessary to resume normal system operations within 24 hours.

6.5.4 Maintenance Services during the contract period shall include, but are not limited to:
(a) Identification and resolution of any faults or bugs in the System
(b) Coordination and assistance to other suppliers of hardware, software, and customizations for proper system maintenance
(c) Minor enhancements to the System
(d) Technical assistance for system recovery, problem diagnosis, and user queries (hotline and email support from 8:00 to 18:00 Monday to Friday)
(e) Remote system diagnosis and continuous performance monitoring
(f) Regular backups and recovery solutions
(g) Ensuring regulatory compliance and security
(h) Free upgrades of new release of the same products and patches

6.6 **Representation and Warranty Clauses**

Every representation by the Successful Tenderer (whether of fact or performance, and whether set out in the Tender or otherwise) will be incorporated as warranties in any Contract between the CFSC and the Successful Tenderer. CFSC preserves the right to seek for an indemnity should the Successful Tenderer fails to keep any of its warranties. Therefore, any statement of fact or performance that the Successful Tenderer does not wish to be treated as a warranty should be clearly indicated.

7 System Optimization and Security

7.1 The Successful Tenderer acknowledges that CFSC may occasionally perform optimizations on the ERP System, including adjustments to network settings and Central Processing Unit (CPU) to improve overall performance. If such optimizations result in a decrease in the system's performance, the Successful Tenderer shall make every effort to restore the system to the performance levels specified in Annex 6 – System Software and Hardware, and the system specifications and requirements specified in Annex 4.

7.2 The Successful Tenderer shall ensure that the security level of the system and network is not affected due to installation and configuration of any necessary software and equipment.

7.3 The Tenderer shall ensure all information are well protected and will not be disclosed to unauthorized persons.

8 Training

8.1 The Successful Tenderer agrees to provide the training specified in the Schedule of Training (Annex 8) to CFSC, which may choose not to utilize any optional training.

8.2 The Successful Tenderer will organize the training sessions as required by CFSC, with a minimum of fourteen (14) days' prior written notice.

8.3 User manuals, standard Frequently Asked Questions, and other reference materials must be provided in electronic format before training. If any system interfaces or logic changes occur, updated user manuals must also be provided.

8.4 Training videos on how to use the ERP system, any associated intermediate software or mobile apps (if applicable), should also be provided.

8.5 Details regarding the training requirements are outlined in Section 6 – Tender Brief.

9 Payment Terms

9.1 The payment terms are established as follows to align with project milestones and the completion of significant tasks and deliverables.

PROJECT MILESTONE	PERCENTAGE OF CONTRACT
Project Initialization Project Initiation Document Sign–off	5%
System Analysis and Design Completion: Finalization of User requirements and approval of functional specifications.	15%
License for testing Only the necessary types and quantities for testing will be purchased after the blueprint is confirmed.	Per Annex 11 – Summary of Fees
Functional Test Sign–off: · Confirmation that the system meets the specified functional requirements as defined in the Specification (Annex 4) · Procured items installed and certified in good condition · All agreed function modules are available and ready for unit test	15%
System Integration and User Acceptance Test Sign–off: · No discrepancies between the actual test output and the expected output in the System Integration Test Plan and The Specification · Verification of the successful completion of UAT and any necessary system enhancements based on the results and recommendations of SRAA and PIA · Training materials accepted by CFSC; training session conducted as planned	30%
System Live–Run: · Assurance that all system processes, features, and modules are successfully executed in a live environment. · System performance at a pre-defined acceptable level.	15%
End of Nursing Period (2 months after system rollout): Completion of financial month-end closing, resolution of post-user acceptance testing errors and bugs, satisfactory addressing of critical issues, and ten working days without reports of bugs, errors or problems. Formal sign-off is required.	20%

9.2 Licenses required for testing will be purchased only after the blueprint is confirmed. If any licenses are needed before rollout, please provide details on the limited number and types necessary for testing.

9.3 Invoice and payment correspondence must be submitted to CFSC upon system completion or service delivery. Payment will only be processed after acceptance of the services or deliverables, as outlined in Clause 4 (Acceptance).

9.4 Payment shall be made within 30 days from the date of invoice receipt or acceptance of the service or deliverables by CFSC, whichever is later, as per Clause 4

(Acceptance).

9.5 CFSC will not be liable for any payment delays arising from issues related to incorrect addressing of invoices and payment–related correspondence, as well as any other problems not attributable to us.

10 National Security Compliance

10.1 The Successful Tenderer agrees to fully comply with all applicable national security laws and regulations in the performance of this contract.

10.2 The Tenderer must report any incidents that may indicate non–compliance with national security laws to CFSC within 5 working days. Examples include:

(a) The Tenderer receives a legal notice from law enforcement regarding potential violations of national security laws.

(b) There is a change in ownership or control of a subcontractor that may affect compliance with national security requirements.

10.3 CFSC reserves the right to terminate this contract without compensation if the Successful Tenderer is found to be involved in activities that violate national security laws. The Successful Tenderer must indemnify CFSC for any resulting costs, claims, damages, losses, and expenses.

11 Subcontracting Restrictions

The Successful Tenderer shall not subcontract system analysis and design, system development, User Acceptance Test, data conversion, enhancements according to results of SRAA/PIA, and System Nursing of this contract without obtaining prior written consent from CFSC. Any approved subcontractor must also adhere to national security requirements.

12 Integrity and Compliance

If the Successful Tenderer or any of its employees or agents is found to have violated the Prevention of Bribery Ordinance or similar laws related to this Contract, the CFSC Representative may terminate this Contract on behalf of CFSC without compensation to the Successful Tenderer. The Successful Tenderer must bear all costs, claims, damages, losses, and expenses incurred by CFSC as a consequence.

13 Bankruptcy

CFSC reserves the right to terminate this contract without compensation if a petition is presented, a proceeding is commenced, an order is made, or a resolution is passed for the winding up or bankruptcy of the Successful Tenderer or a related person of the Tenderer.

14 Intellectual Property Rights

14.1 The copyright and other Intellectual Property Rights in the ERP Software shall remain with the Successful Tenderer or the copyright owner. The Successful Tenderer or the copyright owner retains the right to grant licences for the use of the Software to other parties.

14.2 The CFSC shall exclusively own all deliverables, reports, documents, associated intermediate software, data, and materials created, supplied, or produced under this Contract. Payment by CFSC will automatically transfer these rights to CFSC without further action required.

14.3 Upon successful completion of the User Acceptance Test, the Successful Tenderer must deliver all materials and documents provided to or prepared by them under the Contract to CFSC.

15 Confidential Information

The Successful Tenderer must ensure that their staff handle any oral or written information obtained during the Contract, or accidentally encountered while working on CFSC premises, as confidential. This information must not be disclosed to any third parties. The awarded tenderer is required to sign a deed of confidentiality and undertaking. (A sample is outlined in Section 9).

16 Return of materials

The Successful Tenderer shall, within 3 working days after the termination of Service Contract for any reason whatsoever, confirm in writing the return of all related materials belonging to / collected from CSFC.   The confirmation should be supplemented by a full list of the materials returned.

17 Legal Liability and Indemnification

17.1 Liability Limitations
CFSC and its employees or agents are not liable for:

(a) Any loss or damage to the property of the Successful Tenderer or their employees or agents, regardless of the cause (including negligence by CFSC).
(b) Any injury or death of the Successful Tenderer's employees or agents, unless directly caused by the negligence of CFSC or its employees or agents.

17.2 Indemnification Requirements

The Successful Tenderer shall indemnify CFSC and its employees or agents against any claims, demands, or liabilities (including costs and expenses) arising from:

(a) Any loss, damage, injury, or death arising from any breach of the Contract (excluding those caused by CFSC's negligence).

(b) Any loss, damage, injury, or death of third parties due to the negligence of the Successful Tenderer or their employees or agents.

17.3 Reporting and Insurance

(a) The Successful Tenderer must notify the CFSC Representative verbally as early as practicable and in writing within 7 working days if any employee or agent suffers injury or death during or arising out of the contract, regardless of whether compensation is claimed.

(b) The successful tenderer must obtain and maintain employees' compensation insurance to cover legal liabilities for property loss or damage, and personal injury or death resulting from contract performance.

17.4 Definition of Negligence
For the purposes of this clause, 'negligence' is defined as per Section 2(1) of the Control of Exemption Clause Ordinance, meaning the failure to exercise the care a reasonably prudent person would in similar circumstances.

18 Exclusion of Third party Rights
The Contracts (Rights of Third Parties) Ordinance does not apply to this contract. As such, no individual or entity that is not a party to this Contract shall have the right to enforce any terms or conditions under this Ordinance.

19 Governing Law

19.1 This Contract shall be governed by the laws of Hong Kong, and the parties submit to the exclusive jurisdiction of Hong Kong courts for any disputes.

19.2 The Successful Tenderer must comply with all relevant international and local laws, rules, and regulations related to its obligations under this Contract.

20 Mediation Clause

20.1 The Parties shall first refer any dispute or difference arising out of or in connection with the Contract to mediation in accordance with The Government of the Hong Kong Special Administrative Region Mediation Rules prevailing at the time.

20.2 If the said dispute or difference is not settled by mediation, a Party may institute litigation in respect of the dispute or difference, with any such litigation also subject to the exclusive jurisdiction of the courts of Hong Kong.

21 Order of Precedence

Should any conflict, contradiction, or ambiguity arise among the documents comprising the Contract, the following order of precedence will be used to resolve the issue:

(a) Conditions of Contract
(b) Tender Brief
(c) Annexes to Tender
(d) Terms of Tender

OFFER TO BE BOUND

TO: Christian Family Service Centre

    Tender Subject：Provision of Enterprise Resource Planning System
    Tender Reference：FD-20250901

1. I/We hereby bind myself/ourselves to execute orders for any or all of the services specified in the Annexes to the Tender, which may be placed by the CFSC Representative during the period or periods specified in the <u>Implementation Schedule (Annex 9)</u>, at the price or prices quoted in the written supplementary quotation/Tender Annex, free of additional charges, subject to and in accordance with the Terms of Tender and Conditions of Contract.

2. I/We also warrant that:
   (a) our Company's Business Registration Certificate (Number: _____) is valid, and will expire on _____.
   (b) our employees and agents are covered by adequate Employees' Compensation Insurance, aligned with the contract period, for liabilities related to property loss or damage, as well as personal injury or death.
   (c) The items which I/we offer to supply do not, to our knowledge, infringe any patents;
       *Please delete where appropriate
   (d) This Company's directors, partners or shareholders *are not / are* members of your organisation's Board of directors or subordinate Committees (including Development Committee, Finance and Personnel Committee, Corporate Governance and Management Audit Committee, and Transitional Housing Steering Committee), employees, or close relatives. Please declare the relationship as follows:

   _____

3. I am the _____ (Position Title) of the Company mentioned below and am duly authorised to bind the said Company by my signature.
   The Tender is submitted with the authority and on behalf of (name of the Company)：

   _____

   The registered office of the Company in Hong Kong：_____

   _____

   Telephone：_____   Fax number：_____

4. For enquires relating to our offer, please contact _____ (Tel: ,

   E–mail address _____).

   Authorized
   Signatures(s)：_____

   Name：   _____

   Title：   _____

   Date：   _____   Company Chop

EMPLOYER OVERVIEW

This information provides Tenderers with a general overview of the ERP project, intended to be read alongside the Tender information.   It has been prepared to the best of our knowledge and should not be considered binding.

1.   **About CFSC**

Christian Family Service Centre (CFSC) is a non–profit, non–governmental organization operating 96 service units across Hong Kong.   It offers various services, including:

- Children and Family Services
- Youth and Education Services
- Active Ageing Services
- Elderly Care Services
- Primary Health Care Services
- Mental Health Services
- Services for People with Disabilities
- Opportunities and Inclusion for People with Disabilities
- Environmental Protection and Green Living
- Community Development Services

Christian Family Service Centre Dental Services Limited, CFSC's subsidiary, provides non–profit dental and ancillary services to the general public, with four service units in two districts.

Notably, the kindergartens operate on an accounting period from September to August, distinct from other service units, which run from April to March. Consolidated statements are prepared for the April to March period.

2.   **ERP System Requirements**

2.1   **Integration**
CFSC uses various operational systems listed below for financial activities. The ERP system must integrate with these systems to ensure comprehensive financial data.

Name of IT Application System	Type of System
Human Resources Information System (HRIS)	Payroll System
Program & Activity System (PA, 活動管理系統)	Activity management, revenue collection, Receipt issuance.
FOX Payroll Calculation System (薪酬計算–學員獎勵金及生產津貼系統)	Members' production income and allowance, related sales orders and invoices
District Elderly Community Centre System (DECC)	Case, Membership, Centre Program management
Eat 365 (replacement system of PointSoft)	Point-of-Sale
Softcube	Point-of-Sale
中醫方程式	Clinical System
HKMA CMS 5.0	Clinical System
MRB 智顧家服務管理	Client Information System
CIS or any replacement system	Client Information System
Carys or any replacement system	Client Information System

2.2   **Features and Functions**
The ERP system should support, but is not limited to, the system specifications and requirements outlined in Annex 4.

3.   For more information about CFSC, please visit our website at https://www.cfsc.org.hk.

TENDER BRIEF

1 OBJECTIVES

We aim at implementing a comprehensive Enterprise Resource Planning (ERP) solution that streamlines and enhances the efficiency of our finance–related operations, ultimately providing a framework to support future growth. Key goals include:

1.1 System Replacement

Replace the existing accounting system (Epicor) and Financial Management System (FMS) 財務管理系統 with a suitable ERP Solution.

1.2 Data Transition

1.2.1 The ERP system is scheduled to roll out by September 1st 2026, or within 15 months from the date of the ERP Project kick off meeting, whichever is later.

1.2.2 If the ERP system goes live on September 1st 2026, opening balances for service units will be effective from this date, covering the financial period from September 1st to August 31st. For service units with a financial period from April 1st to March 31st, all detailed transactions and historical data up to August 31st must be migrated.

1.2.3 If the implementation occurs mid–year, all transactions and historical data for those units from the start of their financial periods to the rollout date must be included.

1.2.4 Additionally, data from the previous financial year in the legacy systems, Epicor and FMS, should also be migrated to enable users to access prior year details and provide comparative data in financial reports.

1.2.5 Ensure migrated data is editable and accurately reflects in all relevant reports and statements.

1.3 Function Integration / Interface

1.3.1 Integrate / interface with external systems using technologies such as APIs (preferred), shared databases with security controls, remote procedure calls (RPS), data replication, and file transfer (Excel solutions):

(a) Within project implementation period, integrate / interface with the following external systems:
(i) Program & Activity System 活動管理系統 – finance-related data, programs, master tables, members and customers
(ii) Human Resources Management System – payroll data

(b) During system maintenance period and afterwards, integrate / interface with the following external systems for improved workflow (see Part A of Annex 4 – System Specifications and Requirements Compliance Table for details). This task should be completed within a timeline of up to 24 months:
(i) Point–of–Sale (POS) systems
(ii) service operation systems used by different service units to ensure synchronization of daily revenue and valid member lists with the ERP system.

1.3.2 For the integration process, system automation is preferred to minimize the workload for colleagues. Manual data handling, such as downloading data from the external system, copying it to Excel, and then uploading it to the new system, should only be considered if automation is not feasible.

2 SCOPE OF WORK

The Tenderer's major responsibilities include, but are not limited to:

2.1 Take overall responsibility for project management of the Services, including planning and monitoring the project progress for system installation and configuration. Responsibilities include reporting progress, scheduling bi-weekly progress meetings, following up on outstanding issues with all related parties, suggesting solutions, and resolving difficulties, conflicts, and crises throughout the entire project lifecycle.

2.2 Provide all the necessary perpetual or subscription licenses for the ERP System and any intermediate systems, or propose appropriate types and quantities of licenses for expected users, administrators, developers, as outlined in paragraph 5 (Number of Users and Licenses) of this section. If the Tenderer chooses to propose alternative types and quantities, they must ensure that these licenses are provided in accordance with all requirements.

2.3 System Analysis and Development

Define the system scope according to Annex 4 (System Specifications and Requirements), evaluate hardware and software requirements of the proposed system, deliver all proposed services, software, and hardware (if any), as outlined Annex 4 (System Specifications and Requirements), Annex 5 (Implementation Approach), Annex 6 (System Software and Hardware) and Annex 8 (Schedule of Training) of the Tender Proposal according to proposed Implementation Schedule (Annex 9).

2.4 System Implementation and Integration

2.4.1 Collaborate with various contractors (if any) to integrate the ERP System with other related systems, such as the Human Resources Management System and Program and Activity System (活動管理系統), ensuring seamless data transfer and functionality.

2.4.2 Prepare various levels of test plans, test cases, test results and certify that the overall system integration is completed.

2.4.3 Configure and setup the proper system environment for CFSC to carry out the user acceptance of the ERP as a whole.

2.4.4 Provide a template to CFSC for data conversion and submit a plan for executing data conversion, migration, and import processes before user acceptance testing and system rollout.   The plan should include, but not limited to:

(a) Task involved Tasks involved in data conversion and migration
(b) Ownership of each task
(c) Roles and responsibilities of stakeholders for each task (CFSC will provide data and perform necessary data cleaning and patching to ensure data accuracy before importing the data)
(d) Conversion and verification approaches – outline data mapping, verification and validation procedures, testing methods to ensure data accuracy
(e) Estimated effort and duration for both Tenderer and CFSC staff
(f) Limitations and constraints
(g) Data include, but not limited to:
    (i)   Chart of Account and the corresponding brought forward balance
    (ii)   Debtor and creditor details
    (iii)   Budget details
    (iv)   Inventory Items and stock balance
    (v)   Supplier Master
    (vi)   Customer Master
    (vii)   Membership records
    (viii) Asset Registry
    (ix)   Donor Master
    (x)   Program and Activity Master
    (xi)   Service Items Master

(xii) Various system code and lookup reference, etc.

2.4.5 Arrange and provide adequate training sessions for users prior to the system rollout.

2.4.6 Provide system nursing and support for two (2) months after the system rollout to ensure successfully completion of financial month end closing processes.

2.4.7 Provide Design document including physical data design, process data interface, data catalogue, program specifications, performance optimization report.

2.4.8 Install and configure the ERP System and other related systems within the Implementation Schedule and according to the specified requirements set out in Annex 4 (System Specifications and Requirements).

2.5 User Acceptance Test

2.5.1 submit the User Acceptance Test specifications for the CFSCs approval prior to conducting the tests.

2.5.2 If the CFSC representative deems the specifications insufficiently detailed, the Successful Tenderer shall make reasonable amendments as requested.

2.6 System Maintenance and Support

2.6.1 Conduct disaster recovery drills according to disaster recovery plan, review the disaster plan when need arises, activate and implement the disaster recovery procedures if disaster occurs.

2.6.2 Provide ongoing support and maintenance services, including fault diagnosis, problem resolution, and system enhancements during the contract period. Additionally, extend the free maintenance period by the number of man–days required to fix any errors or bugs identified after acceptance test.

2.7 Provide user manuals, training materials, data dictionary and database table structure, etc.

2.8 Successfully complete the acceptance test in accordance with the provisions of the contract.

3 SYSTEM SPECIFICATIONS AND REQUIREMENTS

The ERP system's capabilities and features are detailed in Annex 4 – System Specifications and Requirements. Please complete that section to differentiate between standard features and those requiring customization, and indicate if any additional modules, systems, or workaround solutions are needed.

4 IMPLEMENTATION SCHEDULE

Please complete Annex 9 – Implementation Schedule.
The System Software will be installed and configured according to the implementation plan:

STAGE	IMPLEMENT DATE
User Acceptance Test and Training	BY 1 June 2026 or 13 months from the date of the ERP Project kick off meeting, which is two months before the completion date
Privacy Impact Assessment Security Risk Assessment and Audit	Before deployment (to be conducted by independent third party)
System Software Installation and System Nursing	BY 31 August 2026 or 15 months from the date of the ERP Project kick off meeting, whichever is later.

5 NUMBER OF USERS AND LICENSES

5.1 License Requirement

The ERP system must support users across 111 service units / offices, with varying access levels tailored to different roles. The required user licenses depend on the selected ERP solution. Tenderers must submit the related system license agreement governing the use of the proposed solution. They must also specify the minimum license order and the unit price for additional, perpetual, or annual subscription licenses. They should also offer guidance to ensure the proposed solution aligns with our objectives. Licensing packages that best fit CFSC, along with a detailed breakdown of the pricing scheme, should be proposed based on the following estimates:

5.1.1 Estimated total users: 1,500

5.1.2 Estimated concurrent users: 300, or named users: 500, including
   (a) 2 administrators (no timeout limit)
   (b) 3 users accessing development tools (no timeout limit)
   (c) 25 users with full ERP access (no timeout limit)
   (d) 25 users interacting with dashboards, reports, and KPIs
   (e) 20 users accessing limited functions (e.g. stock movements and production)
   (f) other users accessing the following functionalities:

   (i) Petty cash
   (ii) Purchase requisitions with uploaded quotations for approval
   (iii) Fixed Asset Master, movement, and disposals
   (iv) Setting up billing or free-of-charge programs (e.g., accommodation fees, outings, rental for transitional flats) by integrating or replacing finance-related functions in the Program & Activity System (活動管理系統)
   (v) Accounts Receivable: Issuing invoices, collecting payments (cash / cheques / electronic), recording client accounts, and issuing statements. For example:
   ▪ Buying goods on clients' behalf and deducting expenses from deposits.
   ▪ Collecting school tuition fees and processing refunds if a government subsidy is granted later.
   (vi) Revenue collection and refunds
   (vii) Inventory Master, including sale and purchase movement, stock tracking, and adjustments
   (viii) Approval status viewing
   (ix) Cheque and payment applications
   (x) Budget requests and submissions

5.2 License Adjustments

5.2.1 Right to Change License Numbers
   (a) During the tender evaluation, CFSC reserves the right to adjust the number of user licenses required for the ERP system to accommodate budget constraints or service needs.
   (b) Additionally, CFSC may annually adjust the number of subscription licenses to align with budgetary considerations or changes in service development needs.

5.2.2 Notification of Changes
   (a) In the event of a proposed change in the number of licenses during the tender evaluation period, CFSC will provide written notification to the Tenderer detailing the required adjustments. The Tenderer must respond with updated pricing and licensing configurations within 10 working days of receiving such notification.
   (b) For annual subscription licenses, any adjustments will be made at the end of each

subscription year, with written notice provided to the successful Tenderer within a mutually agreed-upon timeframe in advance.

5.2.3 Revised Licensing Options

2.1 The Tenderer shall provide alternative licensing options that accommodate the adjusted quantity of users

2.2 Tenderer must indicate the implications of any changes in user quantities on pricing for their proposed license model.

6 INFRASTRUCTURE SETUP AND MANAGEMENT

The required infrastructure will depend on the selected ERP solution, as well as considerations of security, feasibility, and budget constraints.

6.1 Infrastructure Options

6.1.1 Cloud Infrastructure

(a) Configuration and Deployment
Set up, configure, and deploy the cloud–based ERP system in one of the following environments:
  (i) a private cloud on platforms like Microsoft Azure, ensuring all data remain within the CFSC's private cloud for full ownership and control, or
  (ii) a public or hybrid cloud environment with proper security measures in place.

(b) Cloud-Specific Services
  (i) Auto-failover: Switch to a standby system (VM, application server, or database server) in case of failure;
  (ii) Application server clustering: Group multiple servers for redundancy;
  (iii) Application server load-balancing: Distribute network traffic across multiple servers to ensure no single server becomes overwhelmed;
  (iv) Cloud Storage Solutions: Amazon S3, Azure Blob or compatible cloud storage.
  (v) Security: Firewall, web application firewall, anti-virus, anti-spam

6.1.2 Data Center Hosting

(a) Implement the ERP system in a dedicated data center, ensuring robust physical security protocols and access control.
(b) Data Center-Specific Services
  (i) Implement failover systems specifically tailored for data center environments
  (ii) Utilise clustering and load-balancing techniques in server management to enhance performance.

6.1.3 On-premises Local Servers

(a) Implement the ERP system directly on local servers, ensuring effective management of physical and network security
(b) On-Premises Specific Services
  (i) Maintain uptime through local server setups
  (ii) Implement local clustering for ensuring server efficiency.

6.2 Common Practices for All Infrastructure Types

Despite deployment differences, the following practices apply across cloud, data center, and on-premises infrastructures:

6.2.1 Data Security

(a) Database encryption (TDE): Encrypt database at rest;
(b) Periodic database backup
  (i) Regular transaction log backups;
  (ii) Regular full database backups;
(c) Implement firewalls to protect the network;

(d) Compliance with ISO 27001 standards for information security management.

6.2.2 Data Synchronization
Ensure continuous synchronization of data between the ERP system and other cloud services or end-user platforms, if applicable.

6.2.3 Compliance and Support
Adhere to industry standards and regulations for data protection and privacy such as GDPR (General Data Protection Regulation) or other relevant frameworks

6.2.4 Technical Support and audit
Provide technical support, conduct initial audits of the selected infrastructure (cloud, data centre, or local servers) and ERP system, and deliver detailed reports on performance and security incidents.

7   INTERNAL SECURITY MEASURES

7.1 The ERP solution connects securely to CFSC's intranet, ensuring data retrieval is restricted to the private network without public access.

7.2 All devices, such as servers, PCs, tablets, and mobile apps (if any) accessing the application are secured within the intranet, equipped with antivirus software, and protected by firewalls.

7.3 Authorized staff log in with passwords to input, retrieve, and print data.

7.4 Sensitive / restricted data is encrypted in the database.

7.5 Security measures include firewalls, TDE or SSL data encryption, access controls, and secure connections for both cloud–based and on–premises ERP solutions.

7.6 Role-based access control -specify what authenticated users are allowed to do in the database, such as what data they can read and modify.

7.7 Audit trails – monitor data access and changes.

8   SYSTEM BACKUP & RECOVERY APPROACH

8.1 Database backup, RAID (redundant array of independent disks) configuration, firewall setting will use the existing rules and setting in the CFSC's IT infrastructure.

8.2 Daily backup of the entire ERP System database will be conducted in CFSC's server.   The backup file and system files (e.g. procurement quotations uploaded by uses) will be copied to another Standby Server in a remote location (e.g. another building, area, country) through Secure Intranet or to a Flash Disk for storage in case of server failure.

8.3 If the primary server running the ERP System fails, the standby server will be activated. The last backup database will be restored. IP address of the standby server will be configured to act as the primary server. When the restore process is done, operation can be resumed.

8.4 Set up a data mirror to a standby server to ensure quick recovery.

8.5 Implement a backup strategy that includes:

8.5.1 Daily Full Backups : Retain for a minimum of 30 days, accessible online.

8.5.2 System Backups: Perform weekly full backups and retain for at least 4 weeks, accessible online.

8.6 The successful tenderer shall provide an operation manual for failover and a disaster recovery plan, with reviews and amendments made as needed or upon CFSC's request. Disaster recovery procedures will be activated if a disaster occurs.

8.7 The ERP system must include an archiving function that users can trigger to reduce the operational burden. Additionally, we require the rights and means to download backup files, which will remain our property.

9   WIRELESS LAN SECURITY

When connected to a wireless network, WPA3 data encryption and MAC address control filtering will be enabled.

10 EXISTING HARDWARE / SOFTWARE

For integration requirements with the ERP system, please refer to <u>Annex 4 – System Specifications and Requirements.</u>

10.1 Existing Servers – Tenderers should complete Annex 6 (System Software and Hardware), if an additional server is required for this project

No.	O/S Platform	CPU	Memory HD	Network	Database
1	Win 2008 R2 Standard SP1	2 x Intel Xeon CPU X5670 @2.93GHz 6 Cores	32GB, 179GB free / 558G	4 x BCM5709C GigE	NAS
2	Win 2008 R2 Standard SP1	2 x Intel Xeon CPU X5670 @2.93GHz 6 Cores	32GB, D: 876GB free / 1.5TB	4 x BCM5709C GigE	NAS / MS SQL
3	Win 2008 Enterprise SP2	2 x Intel Xeon CPU X5670 @2.93GHz 6 Cores	32GB, 257G free / 558G	1 x BCM5709C GigE	NAS
4	Win 2008 R2 Standard SP1	Intel Xeon CPU E5-2609 v2 @2.5GHz 4 Cores	32GB, C: 173GB free/ 278GB D: 195GB free/ 837GB	None	NAS / MS SQL
5	Win 2008 R2 Standard SP1	Intel Xeon CPU E5620 @2.4GHz 4 Cores	24GB, 222G free / 278G	None	NAS
6	Window Server Standard	Intel Xeon CPU X3430 @2.4GHz 4 Cores	4GB, 1.74T free / 1.8T	None	NAS / MS SQL
7	Win 2008 R2 Standard SP1	Intel Xeon Processor E5-2403 v2 @1.8GHz 4 Cores	8GB, C: 236G free / 293G D: 614 free / 637G	2 x Broadcom NetXtre	NAS / MS SQL

Note 1: Servers No. 1, 2, and 3 are the FMS Web Server, DB Server, and Term Server, respectively.
Note 2: Servers 6 and 7 are Application Servers that serve all our service units.

10.2 Accounting system – Epicor (to be placed by an ERP system)

10.3 Financial Management System (FMS) 財務管理系統 (to be replaced by an ERP system)

10.4 Program & Activity System 活動管理系統 (finance–related functions to be integrated / interfaced with ERP system)

10.5 Production Site – Payroll Calculation System 薪酬計算系統 (to be integrated / interfaced with an ERP system)

10.6 Point–of–Sale Systems, examples – (to be integrated / interfaced with an ERP system)
   a. Eat 365 (replacement system of PointSoft)
   b. Softcube System

10.7 Human Resources Management System (to be integrated / interfaced with an ERP system)

11 INTERVIEW / DEMONSTRATION

11.1 During the proposal evaluation stage, the Tenderers may be required to demonstrate the viability of the proposed solution with respect to the capabilities and features specified in <u>Annex 4 –System Specifications and Requirements Compliance Table.</u>

11.2 During the demonstration, tenderers are required to use the proposed solution to showcase the functionality and features outlined in **Section 9 - ERP System Demonstration Instructions & Agenda.**

11.3 The demonstration will be set up and conducted by the Tenderers using the Tenderer's own

equipment.

11.4 The Tenderers shall be responsible for all costs of the demonstration.

11.5 If the Tenderers are selected to perform demonstration of the proposed solution, it shall be informed of the schedule of the demonstration in due course of no less than 7 working days in advance. It shall then conduct and complete the demonstration within the period specified by the CFSC.

11.6 If the Tenderers fail to demonstrate the requested requirements or fails to complete the demonstration within the period specified by the CFSC, its tender will be disqualified.

12   ACCEPTANCE OF SERVICE

CFSC shall accept the services only if:

12.1 Services as outlined in Annex 4 (System Specifications and Requirements Compliance Table), Annex 5 (Implementation Approach), Annex 6 (System Software and Hardware), and Annex 8 (Schedule of Training) of the Tender Proposal are delivered, and all contract deliverables meet industry standards and CFSC's satisfaction.

12.2 Acceptance testing and enhancements based on SRAA and PIA results are successfully completed in accordance with the provision of the contract.

12.3 Training materials, as stated in Section 3 - Condition of Contract (clause 8.3), are accepted, and the planned training sessions are completed.

12.4 Adequate documentation and sign-off procedures are provided as per the project scope.

12.5 No defects are found, and month-end financial closing processes are successfully completed during a two-month nursing period, subject to CFSC's decision.

12.6 System performance and response times are acceptable for users in the Finance Department and satellite service units.

13   TRAINING

Tenderers shall provide information on free and chargeable training to be offered by completing Annex 8 – Schedule of Training.   Free sessions, charging rate or bulk charging rate for training must be clearly stated in quotation and Annex 11 – Summary of Fees.

14   ASSESSMENT

A Tender Assessment Panel will be set up by the CSFC to evaluate the Tender proposals in accordance with the following procedural flow:

Step 1. Mandatory Requirements Assessment
Full compliance with the mandatory requirements set out in Part A (System Specifications and Requirements Compliance Table) of Annex 4 (System Specifications and Requirements) is required. Tenderers should provide compliance details in Part A and Part B (Forms & Reports List) of Annex 4.   Tender proposals will not be considered further if the mandatory requirements cannot be fully complied with.

Step 2. The proposal will be evaluated based on the following criteria, not in any order of importance. Additional criteria may be added at CFSC's sole discretion.   Any offer that scores less than 42 marks (i.e. 60% of Technical Score) in the Technical Assessment will be considered disqualified and shall not proceed to the Price Assessment:

(a)   Quality and completeness of the proposal
(b)   Degree of compliance with The Specifications in Annex 4 – System Specifications and Requirements, including demonstrations
(c)   Level of customization for proposed package solutions

(d)   Proposed scope, timeline, and migration approach
(e)   Implementation methodology
(f)   Roadmap and future development of the proposed solution
(g)   Technical expertise of the proposed team
(h)   Tenderer's commitment and flexibility in providing required services
(i)   Levels of ongoing support and maintenance
(j)   Capability of local technical support
(k)   Pricing (software, licensing, implementation, recurring costs)
(l)   Track record in providing similar services
(m)   Terms and conditions

Step 3. With respect to each conforming tender, a combined price and performance (overall) score will be determined in accordance with the formula below.

(a)   Payment Term Assessment (5%)

The extent to which the payment terms are congruent with the project milestones and the completion of significant tasks and deliverables.

SCORE	CRITERIA
5	Payment terms fully align with the specified terms in **Section 3, Paragraph 9.1**, including clear linkage to project milestones and completion of significant tasks and deliverables.
4	Payment terms mostly align with the specified terms, with minor deviations (e.g., small upfront payment ≤10%) but still milestone-based.
3	Payment terms partially align with the specified terms; includes moderate upfront payment (10–30%) and some milestone-based components.
2	Payment terms minimally align; heavily front-loaded (>30% upfront) with limited milestone linkage.
1	Payment terms do not align with the specified terms; payments are time-based or fixed schedule regardless of deliverables.

(b)   Price Assessment (25%)

$$25\% \times \frac{\text{The lowest tender price among those conforming tenders}}{\text{Tender price}}$$

(c)   Technical Assessment (70%)

$$70\% \times \frac{\text{Technical score}}{\text{The highest technical score among those confirming tenders}}$$

TECHNICAL SCORE CRITERIA	WEIGHTING
TOTAL TECHNICAL SCORE	100%
(i) Product Functionalities and Features	55%
(ii) Quality of Proposed Solution – Evaluation of methodology, implementation integration approaches, products, and service range	Overall 35% (17.5%) (14%) (3.5%)
(iii) Proven Experience Track record of relevant assignments completed for non–governmental organizations, government–funded organisations, government, public sector or large companies in Hong Kong. Please complete <u>Annex 2 – Summaries of relevant assignments conducted</u>.	10%

Step 4. The Proposal that receives the highest overall score, combining both technical and price scores, will be recommended for acceptance.

15 TENDER PACKAGE

Interested tenderers must submit tender documents in two separate sealed envelopes, along with a soft copy, as outlined below:

15.1 Hard copy

(a) Label the first envelope with "Price Proposal for Enterprise Resource Planning System" containing:
(i) Annex 11 – Summary of Fees
(ii) Supplementary written quotations for a perpetual solution and/or an Annual Subscription License (SaaS) Solution with a 5-year Total Cost of Ownership (if available, prices for both solutions for comparison).

(b) Label the second envelope with "Technical Proposal for Enterprise Resource Planning System" containing:
(i) A copy of a valid Business Registration Certificate
(ii) Comprehensive ERP system information, such as technical specifications, brochures, user manual, and any other information that Tenderers consider relevant to the proposal

(iii) The following annexes, **EXCEPT** Annex 11 (Summary of Fees) and supplementary quotations:
Annex 1 – Company Overview
Annex 2 – Summaries of Relevant Assignments Conducted
Annex 3 – Services to be provided by CFSC
Annex 4 (Part A) – System Specifications and Requirements Compliance Table
Annex 4 (Part B) – Forms and Reports List
Annex 5 – Implementation Approach
Annex 6 – System Software and Hardware
Annex 7 – System Performance Metrics
Annex 8 – Schedule of Training
Annex 9 – Implementation Schedule
Annex 10 – Standard Reports
Annex 12 – Anti–Collusion Declaration
Annex 13 – Declaration on Convictions to Hong Kong Law or Ordinance
Section 4 – Offer To Be bound

(iv) The Technical Proposal shall not be more than 50 pages in A4 size for text (with margins not less than 20 mm, and character font size not less than 11 points). Other information, including but not limited to related annexes and supporting documents, will not be included in the counting of pages for this purpose. A Tenderer's Technical Proposal exceeding the specified limit may at the discretion of CFSC be contractually binding, if the contract is awarded to the Tenderer concerned.

15.2 Soft Copy

The soft copy should be sent to fdtender@cfsc.org.hk. In case of any discrepancies, the original hardcopy shall prevail.

ANNEXES TO TENDER

COMPANY OVERVIEW

1. <u>Summary of the Tenderer:</u> A summary of your organization, including its size, years in operation, notable past and present clients, and the range of services offered. If applicable, include details of subcontracting or partnerships, including the names of subcontractors or partners and their respective roles and responsibilities.

Authorised Signature	
Name	Company Chop
Title	
E–mail	Company Name
Telephone	
Date	Registered Address

COMPANY OVERVIEW

2. <u>Implementation Team:</u> List the names of Project Manager, System Analyst, and other key team members (including their mode of service and their roles), as well as their relevant experience.
    <u>Note:</u> If any staff replacements occur post-kick-off, the new staff must possess equivalent or better qualifications and experience compared to those being replaced. Prior agreement by the CFSC or CFSC Representative is required.

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Authorised Signature

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Name   Company Chop

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E–mail   _____
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Telephone

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Date   _____
                                                              Registered Address

SUMMARIES OF RELEVANT ASSIGNMENTS CONDUCTED

1. Relevant / similar assignments completed, particularly for non–governmental / government–funded organisations, and / or social welfare projects in Hong Kong, including Name of User / organization, contact person information, the solution / software / modules supplied, number of users of each module, scope of services provided, date and time frame of implementation, total development and customization effort required.

2. Experience in handling data migration from legacy accounting systems, including Name of User / organization, contact person information, the legacy system name and version, as well as the date and time frame of the migration.

Note: CFSC may contact such organization to solicit the necessary reference information for proposal evaluation.

Authorised Signature
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Telephone   Company Name

Date
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SERVICES TO BE PROVIDED BY CFSC

The assistance and services needed from the Christian Family Service Centre (CFSC) to facilitate the preparation of work and deliverables.

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Authorised Signature

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Telephone

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Date   Registered Address

SYSTEM SPECIFICATIONS AND REQUIREMENTS COMPLIANCE TABLE

The template is enclosed and can be found in attachments to Tender

IMPLEMENTATION APPROACH

1. A brief description of the proposed solution (viz. solution overview, system requirement, architecture, solutions of interface and reporting, backup and recovery strategy, disaster recovery plan, resilience, contingency, scalability, data conversion and migration approach, security), implementation and integration approach, methodology to be used, and the plans for software quality assurance (e.g. procedure for various kinds of acceptance and testing, version / release control, configuration management, acceptance procedure of deliverables, standards on project management, etc.), infrastructure and network diagram.

2. The following documents should be provided for technical review:
    (a) Data conversion plan and methodology
    (b) Data migration plan and methodology
    (c) API document/methodology (integrate with other systems)
    (d) API document/methodology (retrieve data from new system)
    (e) Backup and recovery plan
    (f) Disaster recovery plan
    (g) Security document (user management, data encryption, network protocol, etc.)
    (h) Cloud platform specification
    (i) Network diagram and architecture

Authorised Signature
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Name
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E–mail
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Telephone   Company Name
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Date   Registered Address

SYSETM SOFTWARE AND HAREWARE

1. A list of proposed mandatory and optional system software and hardware for this tender project, including product names, descriptions, versions, relevant specifications, development tools, middleware, integration tools/adaptors, other software considered necessary, and the licensing package offered for all software, including the number and type of licenses proposed (e.g. named, concurrent or server).

2. The following documents should be provided for technical review:
    (a) Automation functions and specifications
    (b) Hardware specifications

Authorised Signature
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Telephone
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Date   _____
Registered Address

SYSETM PERFORMANCE METRICS

	Performance Metric *(add any other metrics as needed)*	Description / Target
1	System Uptime Percentage (at least 95% of up time a year)	
2	Session Timeout Duration (duration should be configurable)	
3	Audit Log Retention Period - Maximum storage duration for audit logs and event messages, in days (at least 30 days)	
4	Load Handling Capacity (Maximum number of users the system can support simultaneously)	
5	Scalability (Ability to handle increased loads or users)	
6	Transaction Throughput - Transactions per second, e.g. create, update, delete, saving an order (at least within 2 second per transaction)	
7	Latency (Time taken for data transfer / response, in milliseconds)	
8	Average response time for user interactions during peak loads	
9	Data retrieval time (Time taken for generating reports and running queries, e.g. AR Aging analysis, financial reports)	
10	Page load time (Time taken for web interfaces to load)	
11	Event Processing Time (Time taken to process events such as user actions, system notifications, automated tasks)	
12	Compliance and Security Metrics (User access control measures, time taken to detect and mitigate threats, compliance with regulations, e.g. GDPR,)	
13	Time required for full system backup	

Authorised Signature
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Date

Company Chop

Company Name

Registered Address

SCHEDULE OF TRAINING

A list of training sessions, both free and chargeable, including session content, duration, location, format (in-person, online or a hybrid model), target trainee (system administrators, finance team, frontline service units), estimate number of trainees per class, frequency of classes to be organised, and available resources and facilities.

Authorised Signature

Name

Title

E–mail

Telephone

Date

Company Chop

Company Name

Registered Address

IMPLEMENTATION SCHEDULE

Proposed implementation plan and timeline with major milestones and deliverables. The major milestones for the project include, but are not limited to, the following tasks:

Major Task *add any other tasks as needed*	Deliverables *add other documents as appropriate*	Complete by End of Month
Project Initiation	Project initiation document	
User Requirements Study for Customization and Configuration		
System Analysis, Workflow Design and Prototyping	Blueprint, data diagram, data schema, data mapping documentation	
System Development and Unit Test		
System and Integration Test – Human Resources Management System and Program and Activities System		
Pre-UAT Data Conversion (The tenderer is responsible for data migration and the import process)	Data conversion plan	
User Training	User Manuals	
User Acceptance Test (UAT)	Specification of UAT	
Backup / Recovery Procedures and Drill Test		
Pre-Production Data Conversion (if necessary and applicable)		
Security Risk Assessment and Audit (SRAA), Privacy Impact Assessment (PIA) for System Deployment	N.A. (4 weeks /1 month to deliver reports)	
System enhancements based on the audited results and recommendations of the SRAA and PIA.		
System Installation and Production Rollout		
System Documentation		
System Nursing (2 months after system rollout), Handover plan		
Total number of months required for completion of the project		

Authorised Signature
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Company Chop

Company Name
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IMPLEMENTATION SCHEDULE

Proposed implementation plan and timeline with major milestones and deliverables. The major milestones for the project include, but are not limited to, the following tasks:

Please refer to Annex 4E – System Integration Data File (系統整合資料檔) for more information.

	Major Task *add any other tasks as needed*	**Deliverables** *add other documents as appropriate*	**Complete by End of Month**
Integration / Interface with other systems (starting from Production rollout)			
1	ECC (District Elderly Community Centre System)		
2	中醫方程式, HKMA CMS 5.0 (Clinical systems)		
3	Eat 365 (replacement system of PointSoft) / Softcube (point-of-sale systems)		
4	FOX Payroll Calculation 學員獎勵金		
5	MRB 智顧家		
6	CIS / Carys (Client Information system)		
7	System Integration and User Acceptance Test / Risk Assessment		
8	System Documentation		
9	System Nursing and Handover plan		
Total number of months required for integration with other systems			

Authorised Signature
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Telephone
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Date
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Company Chop

Company Name
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Registered Address
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STANDARD REPORTS

Please provide detailed descriptions of all standard reports from the proposed system. Explain how customized reports can be created and outline any additional costs associated with both standard and customized reporting components. Disclose these costs separately in Annex 11 – Summary of Fees.

Authorised Signature
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Title
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E–mail
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Telephone
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Date
_____   Registered Address
                                            _____

SUMMARY OF FEES (Perpetual / SaaS Solution)*

3.　　Enter 'FOC' (i.e. Free of Charge) where applicable.
4.　　Unless otherwise specified elsewhere in in Contract, all periodic payments due shall be paid in arrears.
5.　　User separate sheet or insert rows if more space is needed.
6.　　Supplementary quotations and any relevant information should be provided along with this Annex.

* Delete as appropriate. If available, please provide prices for both perpetual solution and Annual Subscription License (SaaS) Solution with a 5-year Total Cost of Ownership for comparison.

System Software & Maintenance Service

1. All purchase prices for system software shall include at least 12 months free–of–charge maintenance service after the date of acceptance. Tenderer shall state the length of free–of–charge maintenance service if it is more than 12 months.
2. The free maintenance period should be extended by the number of man–days required to fix any errors or bugs identified after acceptance testing.
3. After the free warranty period, we may choose to enroll in a maintenance service plan. There should be no penalty if we do not sign up for any maintenance plan, change to a different plan, or switch back to the original plan.

Item no.	**Mandatory Costs** (e.g., hardware, perpetual license, customization man–days)	One–off fee (HK$)			
		Quantity	Unit Price	Total Price	Remarks
1					
2					
3					
4					

Item no.	**Mandatory Costs** (Annual license, excluding warranty)	[5]Annual subscription / user license fee, if any (HK$) (Start from date of　　　　　　　　　　　　　　)						
		Quantity	Unit Price	1st Year	2nd Year	3rd Year	4th Year	5th Year
1								
2								
3								

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[5] Specify the date when charges begin.

SUMMARY OF FEES (Perpetual / SaaS Solution)*

1. Enter 'FOC' (i.e. Free of Charge) where applicable.
2. Unless otherwise specified elsewhere in in Contract, all periodic payments due shall be paid in arrears.
3. User separate sheet or insert rows if more space is needed.
4. Supplementary quotations and any relevant information should be provided along with this Annex.

* Delete as appropriate. If available, please provide prices for both perpetual solution and Annual Subscription License (SaaS) Solution with a 5-year Total Cost of Ownership for comparison.

Optional System software or function module							
Item no.	Product	One–off fee	Annual fee[6], if any (Start from)				
			1st Year	2nd Year	3rd Year	4th Year	5th Year
1							
2							

Service Charges (Implementation, Configuration, etc.) and Number and types of licenses needed for testing								
Item no.	Item Description	Unit Price	Quantity	One–off fee	Annual fee, if any (Start from)				
					1st Year	2nd Year	3rd Year	4th Year	5th Year
1	License for testing				N.A.	N.A.	N.A.	N.A.	N.A.

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6 Specify the date when charges begin.

SUMMARY OF FEES (Perpetual / SaaS Solution)*

1. Enter 'FOC' (i.e. Free of Charge) where applicable.

3 Unless otherwise specified elsewhere in in Contract, all periodic payments due shall be paid in arrears.

4 User separate sheet or insert rows if more space is needed.

5 Supplementary quotations and any relevant information should be provided along with this Annex.

* Delete as appropriate. If available, please provide prices for both perpetual solution and Annual Subscription License (SaaS) Solution with a 5-year Total Cost of Ownership for comparison.

Training
1. The training should be conducted regularly or when requested by the CFSC.
2. Free sessions, charging rate or bulk charging rate for the training must be clearly specified.
3. Target trainees include System administrators, Finance Team and frontline service units.

Content of Sessions	Duration (Days / Hours)	Target trainee	Frequency of classes to be organized	Training resources and facilities	Fee per seat

Post Warranty Maintenance fee per year (HK$)							
Item no.	**Warranty Maintenance Costs** (hardware, software)	Unit Price	1st year[7]	2nd Year	3rd Year	4th Year	5th Year
1			Free Warranty Period				
2			Free Warranty Period				
3							
4							

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[7] The first year of the post-warranty maintenance period starts from the date of installation, which is the date the ERP system moves from the testing environment to the production environment upon User Acceptance Test signoff.

SUMMARY OF FEES (Perpetual / SaaS Solution)*

1. Enter 'FOC' (i.e. Free of Charge) where applicable.
2. Unless otherwise specified elsewhere in in Contract, all periodic payments due shall be paid in arrears.
3. User separate sheet or insert rows if more space is needed.
4. Supplementary quotations and any relevant information should be provided along with this Annex.

* Delete as appropriate. If available, please provide prices for both perpetual solution and Annual Subscription License (SaaS) Solution with a 5-year Total Cost of Ownership for comparison.

Summary of Total Mandatory Cost	One–off	Annual fee[8] (Start from)				
		1st Year	2nd Year	3rd Year	4th Year	5th Year
Mandatory System Software						
Mandatory Service						
Mandatory Training						
Total Mandatory Cost						
Remarks (any relevant information)						

Authorised Signature
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Name
_____   Company Chop

Title
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E–mail
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Telephone
_____   Company Name

Date
_____   Registered Address

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[8]   Specify the date when charges begin in each relevant section

SUMMARY OF FEES (Perpetual / SaaS Solution)*

Payment Schedule

Once the Tender proposal is accepted, the contract sum will be paid according to the following schedule:

PROJECT MILESTONE / STAGE	PERCENTAGE OF CONTRACT
Project Initialization - Project Initiation Document Sign–off	5%
System Analysis and Design Completion: Finalization of User requirements and approval of functional specifications.	15%
License for testing Only the necessary types and quantities for testing will be purchased after the blueprint is confirmed.	Per Annex 11 – Summary of Fees
Functional Test Sign–off: · Confirmation that the system meets the specified functional requirements as defined in the Specification (Annex 4) · Procured items installed and certified in good condition · All agreed function modules are available and ready for unit test	15% (5% each)
System Integration and User Acceptance Test Sign–off: · No discrepancies between the actual test output and the expected output in the System Integration Test Plan and The Specification · Verification of the successful completion of UAT and any necessary system enhancements based on the results and recommendations of SRAA and PIA · Training materials accepted by CFSC; training session conducted as planned	30% (10% each)
System Live–Run: · Assurance that all system processes, features, and modules are successfully executed in a live environment. · System performance at a pre-defined acceptable level	15%
End of Nursing Period: (2 months after system rollout) · Completion of financial month-end closing, resolution of post-user acceptance testing errors and bugs, satisfactory addressing of critical issues, and ten working days without reports of bugs, errors or problems. Formal sign-off is required.	20%

*Please delete where appropriate

I/We confirm that our tender proposal *complies / does not comply fully with the payment schedule described above. Please outline the aspects that do not fully comply with the payment schedule below:

_____
Authorised Signature

_____   Company Chop
Name

_____
Title

_____   _____
E–mail   Company Name

_____   _____
Telephone

ANNEX 12

ANTI–COLLUSION DECLARATION

TO: Christian Family Service Centre (hereinafter referred to as "CFSC")

Tender Subject：Provision of Enterprise Resource Planning System
Tender Reference：FD-20250901

1. We warrant that in relation to the Technical and Fee Proposals for this Tender:
   (a) We have not have not communicated and will not communicate to any person other than CFSC, the amount of the proposed prices in the Fee Proposal or any part thereof until we have been notified by the Employer of the outcome of the bidding exercise, except when it was necessary to confidentially disclose the approximate amount of the Tender to obtain the required insurance premium quotations for its preparation;
   (b) We have not fixed and will not fix the amount of the proposed prices in the Fee Proposal or any part thereof by arrangement with any person;
   (c) We have not made and will not make any agreement or arrangement with any person to refrain from submitting Technical and Fee Proposals or to influence the amount of any Tender that will be submitted;
   (d) We have not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the bidding process.

2. We acknowledge that, in the event the anti–collusion declaration is found to be incorrect, the employer reserves the right to take appropriate actions against the tenderer. Such actions may include:

   (a) disqualifying the tenderer from the current bidding process;
   (b) terminating any existing contracts;
   (c) pursuing any legal remedies available under applicable laws, including recovering all amounts paid.
   (d) report the incident to relevant authorities, and
   (a) exclude the tenderer from participating in future procurement opportunities.

Remarks:
If the Tenderer consists of two or more persons or companies in a partnership, joint venture, or other arrangement, this section should include their respective names and addresses, and all parties must sign. Each signatory must be authorized to sign contracts on behalf of their respective entity.

Authorised Signature

Name   Company Chop

Title

	E–mail		Company Name
	Telephone		
	Date		Registered Address

DECLARATION ON CONVICTIONS TO
HONG KONG LAW OR ORDINANCE

TO: Christian Family Service Centre (hereinafter referred to as "CFSC")

Tender Subject：Provision of Enterprise Resource Planning System
Tender Reference：FD-20250901

During the last 12 months period, this company has *no/ the following/ conviction(s) to the following Law or Ordinance.

Item	Law or Ordinance	Any Conviction (Yes / No)	No. of Conviction	Details of Conviction
1	The Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region			
2	Employment Ordinance (Cap.57) and Employees Compensation Ordinance (Cap.282)			
3	Immigration Ordinance (Cap.115)			

	Authorised Signature		
	Name		Company Chop
	Title		

E–mail

Company Name

Telephone

Date

Registered Address

<u>SAMPLE</u> DEED OF CONFIDENTIALITY AND UNDERTAKING

This DEED OF UNDERTAKING is made on the _____ [day] of _____ [month][year]. BY: _____ [full name], _____ [title of representative], the authorized representative of _____, [Successful Tenderer Name] (hereinafter referred to as 'Consultant') in favor of **Christian Family Service Centre** (hereinafter referred to as 'CFSC').

Under the agreement between CFSC and (Successful Tenderer) dated (Date) (CFSC Contract No. _____) (hereinafter referred to as 'Agreement'), the Consultant shall have access to CFSC's Confidential Information as defined below.

The Consultant hereby agrees and commits to CFSC regarding the Agreement, as follows:

1.1 Confidential Information

1.1.1 All information received by the Tenderer and its authorised representatives related to CFSC and its subsidiaries, including technical, business, financial, and other data that CFSC considers proprietary or confidential, shall be deemed confidential if it:

(a) is marked as 'confidential', 'proprietary', or with a similar designation at the time of disclosure;

(b) is clearly identified as confidential or proprietary at the time of disclosure;

(c) is information that a prudent business person would typically treat as confidential.

1.1.2 Confidential Information may also include third party information, such as personal data of CFSC's service users or clients.

1.2 Personal Information

Any information related to an identified or identifiable natural person collected or held by CFSC and disclosed to the Consultant in connection with this Agreement.

1.3 Term

1.3.1 This Agreement applies to

(a) any Confidential Information and Personal Information disclosed on or after the date of signing; and

(b) any Confidential Information related to the Business Purpose and any Personal Information disclosed prior to the signing date.

1.3.2 Unless otherwise agreed in writing for specific Confidential Information, this Agreement remains in effect until CFSC issues written notice releasing the Consultant or until the Parties enter into another agreement that supersedes this Agreement.

1.4 Return of Information

Upon CFSC's written request, the Consultant will return or destroy all Confidential Information and Personal Information received (including copies) and provide

documentation confirming compliance.

1.5 Confidentiality

Consultant may use Confidential Information only to perform duties under this Agreement and shall not disclose it to any third party without CFSC's prior written consent until this agreement expires.

1.6 Duration

This Non–Disclosure Agreement remains valid until all Confidential Information has been either destroyed or returned at CFSC's written request, or upon the early termination of the Agreement.

IN WITNESS WHEREOF this Deed has been executed on the date written above.

Signed for and on behalf of the Consultant)
by its authorised representative)
In the presence of:)

_____

Representative Signature with Company Chop

_____

Witness Signature

_____

Name of Witness

_____

Title of Witness

ERP SYSTEM DEMONSTRATION INSTRUCTIONS & AGENDA

1. **Purpose** - This demonstration aims to assess how closely your proposed ERP aligns with our User Requirements.

2. **System Use** - Vendors **must** use their proposed ERP system and any related systems for the demonstration.

3. **Configurations -** Full configurations or customizations are not required; however, clear explanations and visual examples of any necessary adjustments or workarounds are essential.

4. **Demonstration Agenda –** The first round of demonstrations is expected to cover the areas listed below:

   A. Functionality – Effectiveness of core features
   1. Overview of coverage
      (a) Modularity options (Software components, finance, supply chain, relevant modules)
      (b) Software stack (Operating System, database, middleware, development tools)
      (c) Cloud-based, on-premises, or hybrid options; their difference (cost, features and maintenance)
   2. Chart of Accounts (COA)
      (a) <u>Structure and Design</u>: COA features differentiate multiple companies, service units within a company, shared funding sources among service units, and projects (both time-limited and non-time-limited) run by a service unit or across multiple units using the same funding sources.
      (b) <u>Unit-Specific Access</u>: Each unit can view only its relevant accounts, enabling COA unification across multiple business entities for consistent reporting.
      (c) <u>Access Control</u>: Restrict creation, deletion, deactivation, and activation of COA and funding sources to authorized users.
      (d) Allow multiple codes to tag transactions with additional information, such as projects, or funding sources
   3. Budget control
      (a) Define the process for handling on-demand procurement virement and extra fund requests, ensuring funds are vired only to eligible units, within valid budget periods, and for designated purposes.
      (b) Outline how the annual budget is set up, assigned to service units, and how virement and extra fund requests are approved or rejected, maintaining a log throughout the fiscal year.
      (c) Any budget planning or forecast features?
   4. Procurement-to-Pay
      (a) <u>End-to-End Flow</u>: Outline the complete process with budget control, including purchases affecting multiple service units that require cost-sharing based on a pre-agreed ratio or exact amount, back-to-back services for resale, invoice matching, e-payment / autopay.
      (b) Explain how the system ensures budget availability before procurement approval.
      (c) How the system can handle multi-level approval workflows for procurement.
      (d) The payment voucher indicates that the payment has undergone the prepare, review, and approval process by different persons.
   5. Petty Cash Claims
      (a) Show that it allow multiple funding sources and expense sharing per line item among various projects, or service units. Display the petty cash balance in real-time
      (b) How are limits enforced within the system?
      (c) What mechanisms are in place to prevent duplicate claims?

6. Inventory
   (a) What internal controls are in place for inventory movement, disposals, and adjustments? Are there reports for exceptions (e.g., missing items, abnormal adjustments)?
   (b) How does the system distinguish between make-to-order and make-to-stock products?
   (c) How does the system record finished products made from several components (including cost, quantity, and expiry date)? Does it use features like Auto-build or Bill of Materials (BOM)?
   (d) How is stocktaking conducted, including real-time on-hand balances, expiry date tracking, and searching for inventory items by attributes, categories, or keywords?
   (e) Does the system handle back-to-back services for resale and track these services as inventory (e.g., purchasing physiotherapy service hours to resell up to contracted hours)?
   (f) Does the system support custom account links for:
       i)   Buy-only items → expense accounts
       ii) Buy/sell items → expense and income accounts
       iii) Inventory → COGS and asset accounts?

7. Accounts Receivable - Workflow for Resident's Petty Cash
   (a) <u>Record a customer (resident) advance payment (not tied to a specific order)</u>: Increase the bank account and the customer deposits liability account to reflect money received but not yet earned.
   (b) <u>Apply the Prepayment (Approval Required)</u>:
       i)   To relevant invoices, reducing the resident's accounts receivable (A/R) and recognizing revenue.
       ii) To staff claims related to the resident, reducing customer deposits (A/R) and decreasing the bank account.
   (c) <u>Customer Statement</u>: Displays transactions, advance payment balances (unapplied deposits), and a net amount (total outstanding invoices minus unapplied deposits).

8. Year-end closing
   (a) Produce consolidated Balance Sheet for year ended 31/3, combining service units with different fiscal years, eliminating inter-company transactions
   (b) Income and Expenditure / Budget utilisation reports for dual accounting (both accrual basis and cash basis)
   (c) Re-open the period for further processing after period end (month / year-end) for adjustments
   (d) Any Provisional posting to allow for temporary posting of transactions to test their effects on the ledger, account and trial balance, with options to preview and adjust entries before finalizing them.

9. AI or automated bank reconciliation process

B. User Interface and User roles
   1. Any User-defined / role-based dashboard?
   2. Any real-time alerts for critical events like low stock, funding sources deadlines, budget utilisation reaches a pre-defined threshold (e.g. 70%), notifications for pending purchase requisitions via system landing page, or web apps?
   3. Show if the system can search any field within different modules by changing the search criteria, remember or reset search criteria
   4. Any Built-in tools to help users navigate process flow, or to show the next available commands, and access help content?
   5. How does the system differentiate user roles, accessible features and tailor views accordingly?

6. Can users easily switch between roles if they have multiple responsibilities (their own roles plus a delegated role, or a supervisor overseeing more than one unit)?

C. Scope of Training and Support – what resources are available? video, user manual, training programs (for system administrators, finance team, service unit users), on-going support?

5. **Demonstration Agenda** – The second round of demonstrations is expected to cover the areas listed below:

A. Overview of coverage (same as that in 1st round of demonstrations)
   1. Modularity options (Software components, finance, supply chain, relevant modules)
   2. Software stack (Operating System, database, middleware, development tools)
   3. Cloud-based, on-premises, or hybrid options; their difference (cost, features and maintenance)

B. Ability to configure / customize modules and features
   1. Explain the development tools used to tailor workflows to align with business processes (e.g., workflow engine, business process management (BPM), or other tools).
   2. How can system functions be launched, workflows initiated, alert messages sent, or tasks performed based on definable process flows, business rules, and data elements? Please provide examples.
   3. Which workflows are configurable for different processes and practices, including authorization matrix functions by users? Please provide examples.
   4. Is workflow setup and modification history recording available?
   5. Is there a mass update workflow for multiple service units? Can workflows be scheduled for updates or copied to another service unit? Please provide examples.

C. System integration experience in past projects
   1. Share your experience in similar assignments involving integration with external systems, including the solution / software involved, the date and time frame of integration, the scope of services provided, the approach used to manage stakeholder involvement.
   2. Share your experience in handling data migration from legacy accounting systems, including the legacy system name and version, as well as the date and time frame of the migration.

D. Reporting tools
   1. How do Excel-based or built-in tool define report content and layout – such as selecting, grouping, sorting and dragging-and-dropping data – for single or multiple service units? Can these reports be shared and edited among Units-in-charge's respective service units.
   2. How can users customize dashboards and analytics views?
   3. Can you show reporting and analytics features that support decision-making (e.g. cashflow forecast)?
   4. What types of standard reports can be generated (e.g., financial, operational)?
   5. Does the system support inquires and reporting functions for standard and user-defined financial statements, including drill-down/up, filtering, and multi-level sorting? Please provide examples, including drill-downs from Income and Expenditure Statements and Balance Sheets to the transaction level

E. AI / Automated Features –
   1. Automated accounts payable processes,
   2. touchless staff claims, etc.