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Christian Family Service Centre

招標簡介 線上會議注意事項

1. 避免使用公司名稱或商標作頭像。
2. 切勿在會議期間披露機密資訊，例如投標金額。
3. 請將麥克風靜音，並在需要發言時才解除靜音。
4. 發言前請做手勢，待主持人通知才發言。



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Tender Briefing Sessions For

IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING SYSTEM

Tender Reference FD-20250901

9 September 2025
10:00 am – 12:15 pm



DISCLAIMER

1. Information in this Tender briefing (including this set of PowerPoint slides) is not exhaustive and is for reference only.
2. The Tender Documents remain the sole source of authority on the provisions of this Invitation to Tender.
3. In the event of any conflict or inconsistency between the Tender Documents (including the addendum or supplementary documents, if any) and the information provided in this briefing session (including this set of PowerPoint slides), the Tender Documents shall prevail.
4. Tenderers shall refer to the Tender Documents in full.



Briefing Rundown

TIME	RUNDOWN
10:00 – 11:00	Overview of the Tender
	Service Specifications
	Monitoring Mechanism
	Payment Schedule
11:00 – 11:15	Break
11:15 – 11:45	Tender Evaluation Procedures, Assessment Criteria
	Formation of Contract
	Tender Preparation
	Tender Submission
11:45 – 12:15	Question-and-Answer Session

Overview of the Tender

OVERVIEW OF THE TENDER



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Tender Documents

- Standard Terms and Conditions (T-FD20250801)
 - Section 1 – Interpretation
 - Section 2 – Terms of Tender
 - Section 3 – Conditions of Contract
 - Section 4 – Offer to be bound
 - Section 6 – Tender Brief
- Tender Form
 - Section 7 – Annexes 1 -13
- About CFSC & Tenderer Interview
 - Section 5 – Employer Overview
 - Section 9 – Demonstration Instructions & Agenda
- Samples
 - Section 8 – Sample Deed of Confidentiality and Undertaking
 - Section 10 – Samples of Forms and Reports
- Files on Integrating Existing Systems with ERP Solutions
 - Section 11 – Payroll related files

May download from <https://www.cfsc.org.hk/tc/aboutUs/tenderNotice>

OVERVIEW OF THE TENDER



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Paragraph 1 of Section 6 – Tender Brief

Purpose

Implement an Enterprise Resource Planning System (ERP) to:

1. Replace existing systems:

- Accounting System
- Finance Management System (FMS)

2. Integrate / Interface during Implementation:

- Human Resources Information System (HRIS/EPPS) – Payroll data
- Program and Activity System (活動管理系統) – finance-related data

3. Integrate / Interface during Maintenance (up to 24 months):

- District Elderly Community Centre System (長者服務管理系統) - Income
- Eat 365, Softcube – Point-of-Sale income
- FOX 薪酬計算(學員獎勵金及生產津貼系統) – Sales, Clients' allowance
- HKMA CMS 5.0, 中醫方程式– Clinic income
- MRB 智顧家個案管理 – Sales invoices, clients' profiles
- Carys 個案系統 – Sales invoices, clients' profiles

4. Migrate data from the accounting system and FMS for the previous financial year up to the rollout date

Note: System automation is preferred for integration.

OVERVIEW OF THE TENDER



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Paragraph 4 of Section 6 – Tender Brief

Implementation Schedule

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 project kick off, whichever is later.

Service Specifications

SERVICE SPECIFICATIONS



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Paragraph 5 of Section 3 – Conditions of Contract

Paragraphs 2 & 3 of Section 6 – Tender Brief

Implementation Service (1)

1. **Install and configure** ERP and related systems per Annex 4 – Spec.

2. **Project Management**

- Submit a comprehensive **project plan**
 - ✓ Staged implementation
 - ✓ Timelines, milestones, deliverables,
 - ✓ Task assignments and resources planning
- **Monitor Change** Control Process
 - ✓ Evaluate feasibility and impact of change requests initiated by CFSC
 - ✓ Schedule approved changes for implementation
 - ✓ Rejected changes documented and closed
- **Control Quality**
 - ✓ Apply SDLC validation & verification model
 - ✓ Monitor development tasks
 - ✓ Baseline configuration items for submission, tests, and handover
 - ✓ Track changes in requirements and deliverables
 - ✓ Implement approved changes across all outputs
 - ✓ Conduct regular reviews and audits; submit reports to CFSC

SERVICE SPECIFICATIONS



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Paragraph 5 of Section 3 – Conditions of Contract

Paragraphs 2 & 3 of Section 6 – Tender Brief

Implementation Service (2)

2. Project Management & Control (continue)

- Monitor the project progress with bi-weekly meetings
 - ✓ Scope, schedule status, delays, risks,
 - ✓ Resource constraints and mitigation actions
- Collaborate with contractors for ERP system integration
- Prepare test plans and certify system integration
- Configure environment for CFSC user acceptance
- Develop Data Conversion Plan:
 - ✓ Define tasks, roles and responsibilities
 - ✓ Outline verification & validation approaches
 - ✓ Estimate effort and duration for both Tenderer and CFSC staff

3. Stage Completion and Delay Management

- Conduct end-stage assessments to validate deliverables and quality
- Foreseeable delays
 - ✓ Schedule changes to meet milestone deadline → discuss solutions
 - ✓ Contingency plans for resource allocation and timeline adjustments

SERVICE SPECIFICATIONS



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Paragraph 5 of Section 3 – Conditions of Contract

Paragraphs 2 & 3 of Section 6 – Tender Brief

Implementation Service (3)

4. System Analysis and Development

- Define System Scope : based on Annex 4 – Spec. & Requirement
- Evaluate hardware & software needs (e.g. servers, cloud services)
- Deliverables: All services, software, hardware as outlined in
 - ✓ Annex 4 (System Specifications and Requirements)
 - ✓ Annex 5 (Implementation Approach)
 - ✓ Annex 6 (Software & Hardware)
 - ✓ Annex 8 (Training Schedule)

SERVICE SPECIFICATIONS



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Paragraph 8 of Section 3 – Conditions of Contract

Paragraph 2 of Section 6 – Tender Brief

Testing and Training

1. User Acceptance Testing (UAT)

- Submit UAT specs for CFSC approval
- Make reasonable changes if specifications are deemed insufficient
- Successfully complete the UAT

2. Training and Post-Rollout Support

- Arrange adequate training for users before system rollout
- Provide system nursing and support for 2 months to ensure successful financial month-end closing
- Maintenance services:
 - ✓ Conduct Disaster recovery drills, review and activate procedures as needed
 - ✓ Fault diagnosis and enhancements
 - ✓ Extend free maintenance for days required to fix post-acceptance errors

3. Documentation include:

- Design documentation – Data Design, Process Data Interface, etc.
- User Resources –Manuals, FAQs, Training videos, data dictionary, etc.

SERVICE SPECIFICATIONS

Paragraphs 2.2 & 5.1 of Section 6 – Tender Brief



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License Proposal (1)

1. Propose suitable types and quantities of license for end users, administrators, and developers.

- Development Phase –
 - ✓ Developer & Admin license,
 - ✓ Sandbox environment access included
- UAT Phase –
 - ✓ Temporary user licenses for testers,
 - ✓ Admin license for oversight
- Rollout Phase –
 - ✓ Specify the minimum license order
 - ✓ Additional license unit price
 - ✓ a detailed breakdown of the pricing scheme including unit cost for:
additional approval / budget preparation / PR user / petty cash user /
finance or inventory or fixed asset user / vendor portal user / user for
viewing reports, and creating additional service unit / company, etc.

2. Licenses

- Perpetual or subscription-based licenses for the ERP or related systems

SERVICE SPECIFICATIONS

Paragraphs 5.1.2 of Section 6 – Tender Brief



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License Proposal (2)

1. Proposed License for Estimated users:

The tenderer should propose the number of licenses based on an estimated user count of :

- 300 concurrent users or 500 named users including:
 - ✓ 2 System Administrators (IT)
 - ✓ 3 users accessing developing tools (IT)
 - ✓ 25 users with full ERP access (Finance & Internal Audit)
 - ✓ 25 users interacting with dashboards, reports (Supervisors)
 - ✓ 20 users accessing limited functions
 - ✓ 425 Service Unit – Operator / Frontline staff (Refer to Q&A for details)

SERVICE SPECIFICATIONS

Paragraphs 5.2 of Section 6 – Tender Brief



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License Adjustments

1. Right to Adjust License Numbers

- CFSC may revise user license quantities during tender evaluation
- Annual subscription licenses may be adjusted based on budget or service needs

2. Notification of Changes

- Written notice will be issued for any license change during evaluation
- Tenderer must respond within 10 working days with updated pricing
- Annual adjustments communicated in advance at year-end

3. Revised Licensing Options

- Tenderer to propose licensing options for adjusted user counts
- Must outline pricing impact of quantity changes

SERVICE SPECIFICATIONS



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Paragraphs 6.1 of Section 6 – Tender Brief

Infrastructure set up

Choose and set up the appropriate hosting option based on the solution:

1. Cloud Hosting

- Private Cloud (e.g. Azure) – full control
- Public / Hybrid Cloud – Scalable and secure
- Features: Auto-failover, clustering, load-balancing, cloud Storage (S3, Azure Blob)
- Security: Firewall, WAF, anti-virus, anti-spam.

2. Data Center Hosting

- Dedicated facility with physical security
- Failover systems
- Clustering & load-balancing for performance

3. On-Premises Services

- Local hosting with physical & network security
- Maintain uptime locally
- Local clustering for efficiency

SERVICE SPECIFICATIONS



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Paragraphs 6.2, 7 and 9 of Section 6 – Tender Brief

Security Measures

1. Data Security

- TDE encryption, regular backups, firewalls
- ISO 27001 compliance
- Continuous data sync with other systems
- GDPR & relevant regulation compliance
- Technical support & audits

2. Internal Security

- ERP connects only via secure intranet
- All devices protected (AV, firewall)
- Password-based staff access
- Data encryption (TDE/SSL)
- Role-based access control
- Audit trails for data changes

3. Wireless LAN Security

- WPA3 encryption
- MAC address filtering

SERVICE SPECIFICATIONS



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Paragraph 8 of Section 6 – Tender Brief

Backup Strategy

1. Backup & Recovery

- Follow CFSC IT rules (RAID, firewall)
- Daily DB backup → standby server / remote storage
- Failover to standby server with last backup restore
- Data mirroring for quick recovery

2. Backup Strategy

- Daily full backups (retain 30 days)
- Weekly system backups (retain 4 weeks)
- Disaster recovery plan & manual
- Archiving function + rights to download backups

Monitoring Mechanism

Monitoring Mechanism



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Paragraph 4 of Section 3 – Conditions of Contract,

Paragraph 12 of Section 6 – Tender brief

Acceptance of Service

1. All deliverables subject to CFSC testing

- Acceptance date based on test completion & issue resolution

2. Security & Privacy Assessments – performed by independent third party

- Prior to rollout, CFSC will conduct:
 - ✓ Security Risk Assessment & Audit (SRAA)
 - ✓ Privacy Impact Assessment (PIA)
- Tenderer must enhance ERP system based on findings at no cost

3. Acceptance Conditions – CSFC will accept services only if:

- Deliverables in Annexes 4,5,6 and 8 (system spec, implementation, software and hardware, training) are fulfilled
- SRAA/PIA enhancements completed
- Training materials accepted; sessions completed; documentation and sign-off provided
- No defects; successful month-end closing during nursing period
- System performance meets Finance & service unit needs

Payment Schedule

PAYMENT SCHEDULE

Paragraph 9 of Section 3 – Conditions of Contract



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Milestone	Percentage of Contract	Payment Timeline
		Within 30 days after receipt of Contractor's invoice
Project Initialization	5%	After document Sign-off
System Analysis & Design Completion	15%	After approval of functional specifications
Functional Test Sign-off	15%	Upon confirmation of functional requirements; Modules ready for unit test
System Integration & UAT Sign-off	30%	After successful UAT and training; Training materials accepted
System Live-Run	15%	Performance meets predefined level after live-run
End of Nursing Period	20%	After 2 months post-rollout; Successful month-end closing; No issues reported for 10 working days

Tender Evaluation Procedures and Assessment Criteria

EVALUATION PROCEDURES



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Paragraphs 11 & 14 of Section 6 – Tender Brief

Evaluation Flow

1. Additional Evaluation Criteria

- The implementation company's latest audited financial statements will be reviewed to assess financial sustainability, particularly if the company :
 - ✓ Has not recently completed projects of similar scale

2. Compliance Requirements

- Must meet mandatory requirements in Part A of Annex 4 – *System Specifications and Requirements Compliance Table*
- Enhancement / customisation (marked as “2” in the compliance column) or workaround solutions (marked as “1”) are acceptable.
- Any non-compliance (marked as “0”) will result in disqualification.

3. Technical Assessment

- Proposals scoring $\geq 60\%$, along with the top 3-4 highest-scoring tenderers, will proceed to the second-round demonstration

4. Final Recommendation - Proposal with the highest combined score (Technical + Price) will be recommended for acceptance

EVALUATION PROCEDURES



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Paragraphs 11 & 14 of Section 6 – Tender Brief

Demonstration

1. Demonstration Overview

- Evaluation based on Part A of Annex 4 – *System Specifications and Requirements Compliance Table*
- Tenderers must use the proposed ERP solution during demonstration
- Refer to Section 9 – ERP Demo Instructions & Agenda for coverage areas

2. Demonstration Requirements

- Demonstration must be conducted by the implementation company, using their own equipment
- All demonstration costs borne by Tenderer / the implementation company
- Must complete demo within CFSC's specified period

ASSESSMENT CRITERIA



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Paragraphs 11 & 14 of Section 6 – Tender Brief

Formula

1. Payment Term Assessment (5%)

- Assesses alignment with project milestones and deliverables

SCORE	DESCRIPTION
5	Fully aligned with paragraph 9.1 of Section 3, milestone-based
4	Mostly aligned; minor upfront ($\leq 10\%$)
3	Partially aligned; moderate upfront (10–30%)
2	Minimally aligned; front-loaded ($> 30\%$)
1	Not aligned; time-based or fixed schedule.

2. Price Assessment (25%)

$25\% \times (\text{Lowest Tender Price} \div \text{Tenderer's Price})$

ASSESSMENT CRITERIA



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Paragraphs 11 & 14 of Section 6 – Tender Brief

Formula

3. Technical Assessment (70%)

$70\% \times (\text{Tenderer's Technical Score} \div \text{Highest Technical Score})$

Technical criteria	Weighting
Product Functionalities and Features <ul style="list-style-type: none">- Degree of compliance with Annex 4A – Spec & Requirements- Level of customization	55%
Implementation & Methodology <ul style="list-style-type: none">- incl. Proposed scope, timeline, and migration approach	17.5%
Integration approach and Product <ul style="list-style-type: none">- Security, Performance, Automated Features,- Range and Effective of core features	14%
Service Range	3.5%
Proven Experience <ul style="list-style-type: none">- Expertise of team; record in providing similar services	10%
Total	100%

Formation of Contract

FORMATION OF CONTRACT



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Paragraph 9 of Section 2 – Terms of Tender

Counter-Proposals

1. Tenderers must not modify:

- Essential requirements in Tender Documents – Examples
 - ✓ Mandatory requirements in Part A of Annex 4 – *System Specifications and Requirements Compliance Table*
 - ✓ Security Measures
- Provisions on preparation, submission, evaluation, or contract award

2. Must not limit or override any instructions or requirements

3. Evaluation & Negotiation

- CFSC may negotiate, but is not obliged to accept any counter-proposal
- Accepted counter-proposals become binding if contract is awarded
- If negotiation fails, tender may be excluded

FORMATION OF CONTRACT



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Paragraph 8 of Section 2 – Terms of Tender

Paragraph 6.6 of Section 3 – Conditions of Contract

The successful Tenderer will be notified of acceptance of Tender within the Tender Validity Period (i.e. 90 days after the Tender Closing Date)

1. A binding contract includes:

- Tender Acceptance letter
- Conditions of Contract
- Tender Brief
- Annexes to Tender
- Terms of Tender
- Tenderer's proposals (incl. counter-proposal accepted by CFSC)
- All representations by the Successful Tenderer (whether of fact or performance, and whether set out in the Tender or otherwise) are included as warranties in contract

2. Indemnity & Exceptions:

- CFSC may seek compensation for breach warranties or claims not caused by its own negligence.
- Tenderers must specify any statements not intended as warranties to avoid legal risk

Tender Preparation

TENDER PREPARATION



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Paragraph 15 of Section 6 –Tender Brief

Documents to be submitted

1. Price Proposal

- Annex 11 – Summary of Fees
- Supplementary quotations with a 5-year Total Cost of Ownership

2. Technical Proposal

- A copy of Business Registration Certificate
- Technical spec / user manual, etc (max. 50 pages in A4 size for text)
- Offer to be Bound (Section 4)
- Annex 1 to 3 – Company Overview, Assignments conducted, Services to be provide by CFSC
- Part A to B of Annex 4 – System Specifications and Requirements Compliance Table, Forms and Reports List
- Annex 5 to 10 – Implementation Approach, Software & Hardware, Performance Metrics, Training & Implementation Schedules, Standard Reports
- Annex 12 – Anti-Collusion Declaration
- Annex 13 – Declaration on Convictions to HK Law or Ordinance
- Implementation company's latest audited financial statements

Tender Submission

TENDER PREPARATION

Paragraph 15 of Section 6 –Tender Brief



Paper-based



Soft copy

- Be deposited in the Tender Box
10/F, 3 Tsui Ping Road
- Price Proposal: Envelope A
- Technical Proposal: Envelope B

- Submit to fdtender@cfsc.org.hk
- Price Proposal: price.pdf or price.docx
- Technical Proposal: technical.pdf or technical.docx
- (or other file names except “price.pdf” or “price.docx”)

**Submission must be completed before Tender Closing Time:
5:00 pm, 22 September 2025 (Hong Kong Time)**

If Typhoon Signal no. 8 or above or Black Rainstorm Warning is hoisted on the closing date, the deadline will be extended to 5pm on the next working day.

Enquires – Submit in writing & reach fdtender@cfsc.org.hk by 5pm, 15 Sep 2025

CFSC shall decide at its sole discretion whether or not to answer any enquiries or a part thereof. If answers are to be given, they will be placed on CFSC's tender website at <https://www.cfsc.org.hk/tc/aboutUs/tenderNotice>

Question-and-Answer Session



Questions & Answers

Frequently Asked Questions

1. Part E of Annex 4 - List of System Integration Data (系統整合資料)

Q1. Some areas marked as “TBC”, any updates?

- File has been updated and will be posted to tender website today.

Q2. What does “database to database” mean

- Currently, the HRIS (payroll system) and FMS (財務管理系統) database servers are on the same network, allowing FMS to link directly to HRIS via stored procedures.
- However, HRIS/ESSP data is not directly integrated with Epicor.
- Manual uploads are required:
 - Cheque payments and MPF/PF contributions → Epicor AP Module
 - Autopay data → Epicor GL
- For the new ERP system, a proper integration interface is required to automate data exchange with the HR database



Questions & Answers

Frequently Asked Questions

1. Part E of Annex 4 - List of System Integration Data (系統整合資料)

Q3. Do HRIS and PA systems have standard APIs?

- No, there are no standard APIs.
- Critical financial reports (e.g., Program Expenditure Report, Program Income & Expenditure Report) rely on combined data from HRIS/ESSP (payroll systems) and Epicor (Accounting System). The new system must maintain or enhance this reporting capability.

Q4. What payroll data is transferred to Epicor? Are reports included?

- Detailed payroll data is transferred to Epicor, not just lump sums.
- A unit may have 70+ employees, each with multiple payroll items (e.g., leave pay, allowances, gratuity, MPF).
- Vendor must work with Finance and HR teams to ensure accurate data transfer (see Appendix 36: COA HRIS_ESSP).



Questions & Answers

Frequently Asked Questions

1. Part E of Annex 4 - List of System Integration Data (系統整合資料)

Q4. What payroll data is transferred to Epicor? Are reports included?

(continue)

- Payroll-related reports include:
 - Provision Report
 - Exception Report
 - Program Income & Expenditure Report (Appendix 2 & 31)
- No PE reports are auto-generated. Finance manually prepares Excel files using HR and ESSP data, then uploads to PE Automation System (PEAS).
- Epicor GL follows a similar manual process. Adjustments (e.g., MPF provisions, inflation) are handled outside HRIS.



Questions & Answers

Frequently Asked Questions

1. Part E of Annex 4 - List of System Integration Data (系統整合資料)

Q5. Any additional details available for integration information?

- Current HRIS payroll integration is designed for Epicor (see Appendix 29). Since the new system may differ, the vendor must collaborate with Finance and HR to define requirements and provide an interface that supports accurate payroll data transfer.
- Future integration must address:
 - Rounding differences from cross-unit allocations
 - Entries across legal entities (e.g., CFSC/DS, CFSC/CMC)
 - Manual adjustments (e.g., unit requests, fixed allocations)
 - Mixed payment methods (autopay + cheque)
 - Inflation adjustments not supported by HRIS
- Data integration involves account code mapping and MPF logic—vendors must gather requirements from HR and Finance to ensure templates support these needs.



Questions & Answers

Frequently Asked Questions

1. Part E of Annex 4 - List of System Integration Data (系統整合資料)

Q6. Is Excel upload acceptable for integration?

- Yes, but automation is preferred to reduce manual effort.
- Due to HRIS limitations, Excel uploads to Epicor and PEAS are currently necessary. These limitations are unlikely to be resolved soon, so the new ERP must offer a robust solution.

Q7. Will IT staff assist with integration?

- The new system should provide a user-friendly interface for HR and Finance, minimizing IT involvement.
- Automation is preferred to reduce manual handling.



Questions & Answers

Frequently Asked Questions

2. Item 4.4.7 of Part A of Annex 4 - System Specifications and Requirements Compliance Table : Generate QR codes on invoices

Q8. What is the full process for handling QR codes via FPS?

- FPS Process - Clients scan QR code & pay via bank apps
 - Finance downloads payment report from the bank and imports it into the system
 - System marks invoice as paid, generates receipt, and records bank-in
- 7-Eleven Payment Process - Clients pay at 7-Eleven stores
 - Finance downloads payment report and imports it into the system
 - System marks invoice as paid, generates receipt, and records bank-in
- Tracking Payments
 - QR codes contain invoice numbers
 - Upon importing the bank report, the system identifies the payer, invoice, and amount



Questions & Answers

Frequently Asked Questions

2. Item 4.4.7 of Part A of Annex 4 - System Specifications and Requirements Compliance Table : Generate QR codes on invoices

Q9. Any Credit Card Processing Vendor information?

- Current Set up
 - Payments are accepted via terminal devices or web gateways
- For more information, please contact vendors:
 - GlobalPayments
 - HKT



Questions & Answers

Frequently Asked Questions

3. Item 1.2.2/1.2.3/1.2.4 of Part A of Annex 4 - System Specifications and Requirements Compliance Table : Data Migration

Q10. For “Service units with a financial period from Apr 1 to Mar 31, all detailed transactions and historical data up to 31 Aug; must be migrated”, Only GL transactions?

- Migrate historical data at a detailed (transactional) level in GL

4. Paragraph 6.5 of Section 3 – Conditions of Contract: 12 months free-of-charge maintenance service after date of acceptance.

Q11. Do you mean software-level maintenance service?

- Yes, we expect the vendor to provide software-level maintenance, ensuring the software is free from defects.
- We also expect any hardware provided to be free from defects.



Questions & Answers

Frequently Asked Questions

5. Item 8 of Part A of Annex 4 - System Specifications and Requirements Compliance Table : Fixed Asset

Q12. How many assets does CFSC have, and how much is added each year?

- Current Assets: 25,500 pieces as of 31/3/2025
- Annual Addition: Approximately 2,600 pieces per year

Q13. How many users will utilise Fixed Asset Features?

- We estimate that 94 frontline users accessing all fixed asset features
- 13 supervisors (11 from core services, 2 from HR & Adm) for:
 - Approving asset disposal or adjustment requests
 - Viewing asset-related reports



Questions & Answers

Frequently Asked Questions

5. Item 10 of Part A of Annex 4 - System Specifications and Requirements Compliance Table : Inventory

Q14. How many users will utilise Inventory Features?

We estimate that:

- 10 frontline users accessing all fixed asset features
- 10 supervisors from 10 service units for:
 - Approving inventory disposal or adjustment requests
 - Viewing inventory-related reports

Note: Frontline users and supervisors are the same individuals accessing fixed asset features.

Q.15. How many service units involved?

4 Production shelters

1 Café

1 Public Pharmacy

4 Elderly Day Training / Day Care / Resources Centre / D&O Centre



Questions & Answers

Frequently Asked Questions

5. Paragraph 5 of Section 6 – Tender Brief: Number of Users and Licenses

Q16. How many user will utilise petty cash, revenue collection, and refunds?

We estimate that:

- 62 users accessing AR, revenue and refunds features;
- 71 users handling petty cash claims and cheque applications
- Of these, 44 users also handle petty cash claims

THANK YOU