



**The Society of Rehabilitation and
Crime Prevention, Hong Kong**

**THE SOCIETY OF REHABILITATION AND CRIME PREVENTION, HONG KONG
(SRACP)**

Tender Document

FOR

HALFWAY HOUSE MANAGEMENT SYSTEM

PART I - INSTRUCTION TO TENDERERS ON THE LODGING OF TENDER

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PART II - INTERPRETATION

Tender No. SRACP/2020/1101

16 November 2020

SRACP is a registered charitable institution incorporated in Hong Kong with limited liability by guarantee.

PART I

INSTRUCTION TO TENDERERS ON THE LODGING OF TENDER

1. This Tender Document (Tender No. SRACP/2020/1101) is issued by The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP" or the "Society") for inviting potential tenderers to supply, design, install, configure, test, commission and maintain the Halfway House Management System ("HwHMS") for the Society (collectively the "Project").
2. This Tender Document is comprising of the following parts:
 - Part I : Instruction to Tenderers on the Lodging of Tender
 - Part II : Interpretation
 - Part III : Terms of Tender
 - Part IV : Request for Proposal
 - Part V : Functional Requirement Form
 - Part VI : Technical Proposal Proforma
 - Part VII : Tenderer's Information
 - Part VIII : Tender Schedules
 - Part IX : Statement of Compliance
 - Part X : Proposal Sheet
3. Expressions and abbreviations used in this Tender Document shall have the meanings ascribed to them in Part II - Interpretation or other provisions in this Tender Document.
4. **Lodging of Tender**
 - 4.1 Tenders shall be completed legibly in permanent ink or typescript and properly signed, stamped with company chop and dated.
 - 4.2 The following documents or information are required to be submitted together with the tender:
 - Completed Functional Requirement Form (Part V)
 - Technical Proposal as described in Technical Proposal Proforma in Part VI
 - Tenderer's Information (Part VII)
 - Tender Schedules (Part VIII)
 - Statement of Compliance (Part IX)

- 4.3 Tenders must be submitted in duplicate and enclosed in a sealed plain envelope with the words **"Tender for Halfway House Management System"** clearly marked on the envelope. Apart from the hardcopy, the Tenderer should also submit a CDROM or USB containing softcopies of the Tenderer's Information, Technical Proposal, completed Functional Requirement Form and Tender Schedules, in Microsoft Excel/Word 2003 or above format. In the event of conflict between the versions of hardcopy and softcopy, the hardcopy version shall prevail. Tenders must be deposited in the Tender Box situated at Room 603, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong on or **before 12:00 noon (Hong Kong time) on 30th November 2020 (Monday)** ("Tender Closing Date").
- 4.4 If tropical cyclone signal No. 8 or above is hoisted, or a black rainstorm warning signal or "extreme conditions after super typhoons" announced by the Government is/are in force at any time between 9:00 a.m. and 12:00 noon (Hong Kong Time) on the Tender Closing Date, the tender closing time will be postponed to 12:00 noon (Hong Kong Time) on the first working day after the tropical cyclone signal No. 8 is lowered, or the black rainstorm warning signal or the "extreme conditions after super typhoon" announced by the Government has/have ceased to be in force.
- 4.5 In case of blockage of the public access to the locations of the Tender Box at any time between 9:00 a.m. and 12:00 noon (Hong Kong time) on the Tender Closing Date, SRACP will announce extension of the tender closing time until further notice. Following removal of the blockage, SRACP will announce the extended tender closing time as soon as practicable. The above announcements will be made on the website of SRACP (<https://sracp.org.hk/en/tender.html>).
- 4.6 SRACP may at any time before the original tender closing date and at its sole discretion extend or amend the Tender Closing Date
- 4.7 Late or electronic submission of tender will not be accepted or considered.
- 4.8 Any tender not submitted in accordance with the stipulated manner will not be accepted.
- 4.9 All submitted materials to SRACP will not be returned.
- 4.10 If you are unable or do not wish to submit tender, please submit a "NIL RETURN" for our record and destroy the Tender Document received from SRACP.

PART II**INTERPRETATION**

1. In the Tender Document and the Contract, the following words and expressions shall have the respective meanings hereby assigned to them unless otherwise stated:

<i>Word / Expression</i>	<i>Meaning</i>
Central Management	Head Office staff and senior manager of the halfway house service
Contractor	The Tenderer whose tender is accepted by SRACP through the issue of the Letter of Acceptance.
GUI	Graphical User Interface.
Hong Kong or HKSAR	The Hong Kong Special Administrative Region of the People's Republic of China.
Halfway House	Halfway house of SRACP
HwHMS	The new Halfway House Management System for SRACP, i.e. the tender subject matter of this Project, which include the hardware and software and/or customized programmes in combination one with the others and any and every part thereof.
Intellectual Property Rights or IPR	Any of the following in any part of the world: (i) patents, trademarks, trade names, service marks, internet domain names, registered designs, copyrights, database rights, topography rights or design rights or any rights similar or analogous to any of the foregoing whether registered or unregistered or any right or any application for registration of the same or interest of any kind arising out of or created in respect of any of the foregoing together with rights in logos, symbols, emblems, insignia, trade dress, know-how and other identifying material; or (ii) any right to bring an action for passing off or breach of confidence (whether equitable, contractual or otherwise) or any similar or analogous proceeding howsoever termed.
IRD	Inland Revenue Department.
IT team	Staff under FITD responsible for system maintenance and enhancement.
FITD	Finance and Information Technology Division of SRACP.
NGO	Non-governmental organization.
Project	The Project comprises of the supply, design, delivery, installation, configuration, testing, commissioning, implementing, training and maintenance of the HwHMS for SRACP. References to "the Project" or "this Project" shall mean the same Contract as defined above.
Proposal	Any proposal to be submitted pursuant to this Tender.

Word / Expression	Meaning
Services	All services, duties, and obligations to be provided, performed and complied with by the Contractor under the Contract, details of which are set out in the Request for Proposal, Technical Proposal and the Tender Schedules;
SRACP or the Society	The Society of Rehabilitation and Crime Prevention, Hong Kong is a registered charitable institution incorporated in Hong Kong with limited liability by guarantee.
SWD	Social Welfare Department of HKSAR
The Society's Representative	The Chief Executive of SRACP or any duly authorized officer for the time being performing his duties
Tender	A tender to be submitted by a Tenderer in response to this Invitation to Tender.
Tender Document	This Tender comprising of the documents as listed under Clause 2 of Part I – Instruction to Tenderers on the Lodging of Tender.
Tenderer	The person, firm or company that submits to this Tender.
UAT	User Acceptance Test.
Working Day	Monday to Friday, other than a public holiday (as defined in the Interpretation and General Clauses Ordinance (Chapter 1 of the Laws of Hong Kong)), or a day on which Tropical Cyclone Warning Signal No. 8 or above is hoisted, or Black Rainstorm Warning Signal or “extreme conditions after super typhoons” announced by the Government is/are in force, for any time during the normal business hours.

2. Unless otherwise expressly stated to the contrary, the following rules of interpretation shall apply to the Tender Document and the Contract:
- a. references to statutes or statutory provisions shall be construed as references to those statutes or statutory provisions as replaced, amended, modified or re-enacted from time to time; and shall include all subordinate legislation made under those statutes;
 - b. words importing the singular shall include the plural and vice versa; words importing a gender shall include all other genders; references to any person shall include any individual, firm, body corporate or unincorporate (wherever established or incorporated);
 - c. headings are inserted for ease of reference only and shall not affect the construction of the Tender Document or the Contract;
 - d. references to a document shall:
 - (i) include all schedules, appendices, annexures and other materials attached to such document; and
 - (ii) mean the same as from time to time amended or supplemented;
 - e. references to “Tenderer” or “Contractor” shall include its permitted assigns, successors-

- in-title, or any persons deriving title under them;
- f. references to “SRACP” or “the Society” shall include its assigns, successors-in-title and persons deriving title under them, regardless of whether or not any of these persons are mentioned separately in the relevant provisions;
 - g. references to a Clause, Sub-clause, Section or Paragraph in or a Schedule, Appendix or any other attachment to a document are to a clause, sub-clause, section or paragraph in or a schedule, appendix or attachment to that document;
 - h. references to “laws” and “regulations” shall include any constitutional provisions, treaties, conventions, ordinances, subsidiary legislation, orders, rules and regulations having the force of law and rules of civil and common law and equity, regardless of the jurisdiction;
 - i. any word or expression to which a specific meaning has been attached in any part of the Tender Document shall bear such meaning whenever it appears in the same and other parts of the Tender Document;
 - j. a time of a day shall be construed as a reference to Hong Kong time;
 - k. references to “normal business hours” mean 0900 to 1800 hours;
 - l. references to a day mean a calendar day;
 - m. references to a month mean a calendar month;
 - n. any negative obligation imposed on any Party shall be construed as if it was also an obligation not to permit or suffer the act or thing in question, and any positive obligation imposed on any Party shall be construed as if it was also an obligation to procure that the act or thing in question be done;
 - o. any act, default, neglect or omission of any employee, officer, licensee, agent or sub-contractor of the Contractor shall be deemed to be the act, default, neglect or omission of the Contractor;
 - p. words importing the whole shall be treated as including a reference to any part of the whole;
 - q. the expressions “include” and “including” shall be construed without limitation to the words following;
 - r. words and expressions extend to their grammatical variations and cognate expressions where those words and expressions are defined in the Tender Document or by reference to any other definition;
 - s. references to “writing” include typewriting, printing, lithography, photography, facsimile and the printed out version of a communication by electronic mail and other modes of representing and reproducing words in a legible form; and
 - t. where a general obligation in the Tender Document or the Contract is followed by more specific obligations, the general obligation shall not be construed restrictively by reference to the specific obligations or deemed to be fully performed by reason only that the specific obligations have been performed.

3. Nothing in the Contract shall be taken to restrict, derogate from or otherwise interfere with any power or duty, or the exercise or performance of any power or duty conferred or imposed by or under any law upon the Society or any person in the service of the Society.
4. All rights and powers of the Society under the Contract may be exercised by the Society's Representative. If any provision of the Contract provides for a determination of any matter by the Society or the Society's Representative, the determination made by the Society or the Society's Representative (as the case may be) shall, in the absence of manifest error, be final and conclusive.



**The Society of Rehabilitation and
Crime Prevention, Hong Kong**

**THE SOCIETY OF REHABILITATION AND CRIME PREVENTION, HONG KONG
(SRACP)**

Tender Document

FOR

HALFWAY HOUSE MANAGEMENT SYSTEM

PART III

Terms of Tender

Tender No. SRACP/2020/1101

16 November 2020

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ALL TENDERERS ARE ADVISED TO READ THE TENDER DOCUMENT CAREFULLY PRIOR TO PREPARING THEIR SUBMISSION. ANY SUBMISSION WHICH DOES NOT FOLLOW THE INSTRUCTIONS CONTAINED IN THE TENDER DOCUMENT WILL BE CONSIDERED INCOMPLETE AND MAY BE DISQUALIFIED.

PART I

TERMS OF TENDER

1. **Background**

- 1.1 The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP" or the "Society") is a non-governmental organization ("NGO") of over 380 staff with about 40 service units across the territory of Hong Kong. SRACP provides quality rehabilitation and multifarious services for the betterment of ex-offenders, for the prevention of crimes and the mental wellness of persons in need.
- 1.2 Further information about SRACP can be found <https://www.sracp.org.hk>.
- 1.3 There is no halfway house management system in use along the four halfway houses under SRACP. Data between halfway houses in the Society cannot be shared and managed by central management. All reports are compiled and prepared manually. Without an automation system, more manpower is needed to ensure data accuracy and integrity.

2. **Invitation to Tender**

- 2.1 Tender submissions are invited from Tenderers for the supply and maintenance of Halfway House Management System ("HwHMS") subject to and in accordance with the requirements / specifications under this Tender Document.
- 2.2 Tenderers shall be solely responsible for the fees, costs and expenses incurred in preparing and submitting their tenders, or subsequent responses or initiatives on the part of the Tenderers. SRACP will under no circumstances be liable to the Tenderers for any such fees, costs, expenses, loss or damage whatsoever arising out of or in connection with this tendering process, whether before or after the Tender Closing Date.

3. **General**

- 3.1 The tender submission must be lodged in accordance with the "Lodging of Tender" under Part I of this Tender Document.
- 3.2 Any unauthorized alteration or erasure to the text of the Tender Document or any qualification to the tender may cause the tender to be disqualified.
- 3.3 When considering the Microsoft products, please be reminded that SRACP is an NGO, which is eligible to use charity licence copy in Hong Kong.

3.4 A Tenderer shall not participate in more than one tender. The Tenderer shall ensure that directly or indirectly not to either participate or not be involved with multiple tenders which will lead to disqualification of all tenders in which the Tenderer is involved.

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

4. **Tender Prices**

4.1 Tenderers must quote pricing in Hong Kong Dollars.

4.2 Tenderers should make certain that prices quoted are accurate before tender submission. Under no circumstances will SRACP accept any request for price adjustment on the ground that a mistake has been made in the tender prices.

5. **Period of Validity**

5.1 The Tender must remain valid for a minimum of 120 days after the Tender Closing Day. The period of validity of the Tenders may be extended by mutual agreement between SRACP and the relevant Tenderers.

6. **Completeness and Accuracy of Tender**

6.1 All information provided in the tender is warranted by the Tenderer to be complete, true and accurate in all material respects. By submitting a tender, the Tenderer also warrants to SRACP that the provision of information to SRACP, and the use of it by SRACP for the evaluation of tender and for the negotiation of any resulting contractual agreement, will not breach any third party's Intellectual Property Rights. In the event of a Tenderer discovering a genuine error in its tender after it has been deposited, the Tenderer should immediately notify SRACP and submit an amendment before the Tender Closing Date.

7. **Disclosure and Use of Tender Information**

7.1 Notwithstanding any copyright or other Intellectual Property Rights that may subsist in the tenders, SRACP can reproduce the whole or any portion of the tenders for the purposes of the tendering process.

7.2 All tenders after submission shall become the property of SRACP.

7.3 The personal data provided by Tenderers / Contractor would be used for purposes relating to the Project, which may be disclosed to the parties responsible for overseeing the tendering process and performance of the Contract, evaluating the Contractor in relation to the Contract, and to comply with legal obligations on SRACP.

8. **Addenda or Supplementary Information**

8.1 All addenda or supplementary information to this Tender will be in writing with content and page numbers and forwarded to all Tenderers in electronic copy format and forwarded by email to all Tenderers known to be in receipt of this tender. Tenderers are requested to acknowledge receipt of any such addenda.

9. **Enquiries**

9.1 Should the Tenderer for any reason whatsoever be in doubt about the precise meaning of any item or figure contained in the Tender Document, he shall seek clarification from SRACP in writing in order that the correct meaning may be decided before the Tender Closing Date.

9.2 All enquiries or requests for additional information, clarification, or requests for meeting(s) regarding any matters related to this Project shall be emailed to sup_cshwh@sracp.org.hk and it.team@sracp.org.hk **at or before 12:00 noon (Hong Kong time) on Monday, 30th November 2020**. Verbal enquires and late enquiries will not be entertained.

9.3 SRACP will deal with enquiries in the following manner:

- a. Responses will be provided only to the extent that it is considered necessary for the purpose of enabling the completion of tender or for clarifying any matter for the Project;
- b. Responses will be provided to all Tenderers, known to be in receipt of this Tender, in writing;
- c. If a meeting has been requested and/or is considered to be necessary or appropriate, the offer of any such meeting will be extended to all Tenderers if known to be in receipt of this Tender; and
- d. Responses to enquiries are not guaranteed.

9.4 It is the responsibility of the Tenderer to confirm the receipt of the queries to SRACP.

10. **Company/Business Organization Status**

10.1 The Tenderer must provide the following details and documents relating to itself in the Tenderer's Information (Part VII):

- a. Name and principal place of business of the Tenderer
- b. Year of establishment
- c. Company background
- d. Company infrastructure and organizational chart
- e. Contact details of the responsible personnel
- f. A copy of its current business registration certificate
- g. the Tenderer should provide copies of its audited accounts/financial statements for the past two years. The audited accounts/financial statements must include

Director's report, Auditor's report, Profit and loss statement/Statement of comprehensive income, Balance sheet/Statement of financial position, Statement of cash flow and Notes to the Accounts/financial statements;

- h. If the Tenderer is not the software developer of the proposed HWHMS, the Tenderer should provide documentary evidence that it is legally licensed or authorized to perform and/or supply the HWHMS and related software and products as listed in Tender Schedules (Part VIII); and
- i. Any information deemed appropriate.

10.2 To safeguard the Society's interest, the Society will need to be satisfied that a Tenderer has sufficient financial capability to undertake and fulfil its obligations under the Contract before such Tenderer can be considered for the award of the Contract. As a result, the Society may require information in addition to that requested in Sub-Clause 12.1 above in order to conduct a financial assessment of any Tenderer.

10.3 The Society reserves the right to reject any tender submission or impose further requirements for the award of the Contract if in the opinion of the Society (i) the result of the financial assessment is not satisfactory or (ii) a Tenderer fails to provide adequate information requested by the Society for the financial assessment.

11. **Information and Descriptive Literature**

11.1 A complete set of information about the proposed HWHMS, including relevant technical and descriptive literature of its hardware and software, should be submitted with each copy of the tender.

12. **Selection of Tenders**

12.1 Only complete tenders will be considered. SRACP may at its discretion reject a tender that does not include all the information required or is not in the format required.

12.2 SRACP shall be entitled to request such additional information from any Tenderer as it may reasonably require in connection with its tender. If the Tenderer fails, refuses or omits to comply with such request, the tender may not be considered.

12.3 Shortlisted Tenderers will be invited for interview and presentation of their tenders and system live demo matching on the functional requirements of SRACP.

13. **Evaluation Criteria**

13.1 SRACP will use a structured process to evaluate all tenders. The high-level evaluation criteria are described in Annex 1 of Part III of this Tender Document.

13.2 SRACP is not bound to accept the lowest or any tender and reserves the rights to reject any or all tenders without assigning any reason thereof at any time. SRACP also reserves the right to accept all or any item of any tender submission. The award will be made to the Tenderer who is determined by SRACP to be fully capable of undertaking this Project and whose tender is determined by SRACP to be most advantageous.

13.3 SRACP reserves the right to negotiate with any Tenderer on the terms of the offer

14. **The incorporation of proposals into Contract signed with SRACP**

14.1 Any proposals and responses to the Society's enquiries submitted by the Tenderer may form part of the Contract made between the Society and the successful Tenderer.

14.2 Every representation by the Tenderer (whether of fact or performance, and whether set out in the proposal or otherwise) will be incorporated as warranties in the Contract between SRACP and the successful Tenderer. Therefore, any statement of fact or performance that the Tenderer does not wish to be treated as a warranty should be clearly indicated.

15. **Negotiation and Award of Contract**

15.1 Selection as a successful Tenderer does not give rise to a contract between the successful Tenderer and SRACP. No legal relationship will exist between the parties until the Contract is executed.

15.2 SRACP is under no obligation to enter into a contract with a successful Tenderer or any other person. SRACP is under no obligation to appoint a successful Tenderer.

15.3 This Tender Document does not constitute an offer.

15.4 SRACP retains the right to amend any provision of this Tender Document. Any amendments will be in writing and will be provided to the recipients of this Tender Document.

15.5 SRACP may at any time by notice in writing cancel or suspend, in whole or in part, this Tender.

15.6 SRACP does not warrant the adequacy, accuracy, or completeness of the information contained in this Tender Document and shall not be liable for any omission from this Tender Document.

15.7 Tenderers shall make and be deemed to have made all necessary investigations and enquiries to satisfy themselves of all relevant information before submitting their tenders.

15.8 The submission of a tender by a Tenderer shall be taken to be an acceptance of the terms and conditions of this Tender Document.

15.9 This tender and any disputes arising from this tender shall be subject to and construed in accordance with the laws for the time being in force in the HKSAR.

15.10 The successful Tenderer will receive written notification from SRACP in the form of the Letter of Acceptance which constitutes a binding Contract between the SRACP and the successful Tenderer.

15.11 Throughout the Project Period, the Contractor should immediately notify SRACP in writing in case of any change of its management staff team, project staff team, company name, directorship, shareholding or consortium or joint venture arrangement.

15.12 Tenderers who do not receive any such notification within the Tender Validity Period should assume that their Tender Submissions have not been accepted.

16. **Licence**

16.1 The Contractor will grant for the benefits of the Society and its authorized users a perpetual irrevocable non-exclusive licence and will procure to grant the same for any third-party software the following rights:

- a. Use the HWHMS and third-party software for all purposes meant under this Contract;
- b. Make as many copies as are reasonably necessary for backup / development / testing / clustering / failover on physical or virtual servers and Applications.
- c. The proposed HWHMS / software licenses should state clearly if it is necessary to depend on the Core or CPU model of the machine (Physical or Virtual).

17. **Warranties and Undertakings**

17.1 The Contractor acknowledges and agrees that when entering into the Contract, it has been supplied with sufficient information to enable it to provide to the Society the Services, which shall comply fully with the requirements set out in the Functional Requirements and other provisions of the Contract.

17.2 The Contractor warrants and undertakes to the Society that:

- a. the Contractor and its employees shall have the necessary skills, experience and expertise to carry out the Project on the terms and conditions as set out in the Contract;
- b. the Contractor shall carry out the Project with all due and reasonable diligence and in a proper, skilful and workmanlike manner and shall use its best endeavours to implement and complete the Project to the reasonable satisfaction of the Society's Representative(s);
- c. the Contractor shall comply with the laws of all applicable jurisdictions in performing the Project; and obtain all requisite licences and approvals required for performing the Project;
- d. all information and documents supplied, and statements and representations from time to time made by or on behalf of the Contractor in or in relation to its Tender and the Contract are genuine, true, accurate and complete;
- e. prior to award of the Contract and throughout the Project Period, no claim is being made and no litigation, arbitration or administrative proceeding is presently in progress, or to the best of the Contractor's knowledge and belief, pending or threatened against it or any of its assets which will or might have a material adverse effect on its ability to perform its obligations under the Contract;
- f. prior to award of the Contract and throughout the Project Period, it is not subject to any contractual obligation, or court judgment or ruling order or arbitration decision, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;

- g. prior to award of the Contract and throughout the Project Period, no proceedings or other steps have been taken and not discharged (nor to the best of its knowledge, are threatened) for the winding up or bankruptcy of the Contractor or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar office in relation to any of the Contractor's assets or revenue; and
 - h. prior to award of the Contract and throughout the Project Period, it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or on its ability to fulfil its obligations under the Contract.
- 17.3 The Contractor shall, through the Society's Representative(s), keep the Society informed of all matters related to the Contract within the actual or constructive knowledge of the Contractor and shall answer all enquiries received from the Society's Representative(s).
- 17.4 The Contractor shall pay all taxes, duties, fees, charges, assessments of any nature levied by relevant governmental authorities and to pay the fines and penalties imposed for any offence or infringement by the Contractor under any laws or regulations in connection with the performance of the Contract.
- 18. **Recovery of Sums Due**
- 18.1 Whenever under the Contract any sum of money shall be recoverable from or payable by the Contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the Contractor under the Contract.
- 19. **Confidentiality and Non-Disclosure Undertaking**
- 19.1 The Contractor undertakes that the Contractor and its employees, officers, sub-contractors and agents will keep in confidence and not disclose to any third party, use or reproduce without SRACP's prior written consent any materials, drawings, design or information (whether of a commercial or technical nature or otherwise) acquired from SRACP in connection with the Contract other than disclosure to those persons to whom it is necessary to supply such information or such use necessary to enable performance of the Contract.
- 19.2 This Clause shall survive the expiry or early termination of this Contract.
- 20. **Personal Data Privacy**
- 20.1 The Contractor shall and shall procure its employees, officers, agents or representatives to comply with the provisions of the Personal Data (Privacy) Ordinance ("PDPO") (including any amendments thereon from time to time), and any applicable codes of practice, guidance notes or regulations in the handling of personal data (as defined in the PDPO from time to time) ("Personal Data") collected by and provided to the Contractor for the purpose of this Contract.
- 20.2 The Contractor shall not keep Personal Data longer than is necessary for the fulfilment of the purpose (including any directly related purpose) for which the same are or to be

used. The Contractor shall:

- a. return, destroy or permanently erase all such Personal Data;
- b. destroy or permanently erase all copies of such Personal Data made by the Contractor; and
- c. use all reasonable endeavours to ensure that anyone who has received any such Personal Data destroys or permanently erases such Personal Data and any copies made by it or him,

in each case, save to the extent that the Contractor or the recipients are required to retain any such Personal Data by any applicable law, rule or regulation or by any competent judicial, governmental, supervisory or regulatory body.

20.3 The Contractor shall take all practical steps and have in place and maintain appropriate security measures to prevent unauthorized or accidental access, processing erasure, loss or use of Personal Data collected by or transferred to it having particular regard to:

- a. the kind of Personal Data and the harm that could result if any of those things should occur;
- b. the physical location where the Personal Data are stored;
- c. any security measures incorporated (whether by automated means or otherwise) into any equipment in which the Personal Data are stored;
- d. any measures taken for ensuring the integrity, prudence and competence of persons having access to Personal Data; and
- e. any measures taken for ensuring the secure transmission of Personal Data.

21. **Insurance**

21.1 The successful Tenderer will be required to provide documentation reasonably requested by SRACP to show that such Tenderer maintains professional liability insurance of a coverage level satisfactory to SRACP.

22. **Liability**

22.1 The Contractor shall, among other things, indemnify SRACP against all liabilities which arise directly or indirectly, from any act, omission, default or negligence of the Contractor, or any sub-contractor of the Contractor and/or their respective employees, officers or agents, provided that the Contractor shall not be liable for any liabilities to the extent that they result from any negligent act or omission of SRACP or its employees.

23. **Termination of the Contract**

23.1 The Contractor shall use its best endeavours to perform the Contract with such due care and skill as is expected of a provider of similar services and of comparable standing in the industry but if for whatever reason, the Society its opinion, concluded that the Contractor has failed to meet its expectations or if the Contractor should

breach any terms of the Contract, the Society shall have the right to give two months' notice in writing to terminate the Contract.

23.2 The Contract may be terminated forthwith by the Society on giving notice in writing to the Contractor if the Contractor shall have a receiver or liquidator appointed or shall pass a resolution for winding-up (otherwise than for the purpose of amalgamation or reconstruction) or a court shall make an order to that effect or being a partnership shall be dissolved or being an individual shall commit any act of bankruptcy or shall die or if the Contractor (whether a company or not) shall enter into any composition or arrangement with its creditors or shall become insolvent.

23.3 Any termination under sub-clause 20.1 and 20.2 shall discharge the parties from any liability for further performance of the Contract and shall entitle SRACP to be repaid forthwith any sums previously paid under the Contract (whether paid by way of deposit or otherwise) and to recover from the Contractor the amount of any loss or damage sustained or incurred by the Society as a consequence of such termination.

24. **Notice**

24.1 Any notices in connection with this Contract shall be in writing and shall be delivered by facsimile to the fax number or by hand or by post to the address of the recipient set out in this Contract or to another address subsequently notified by one party to the other under the provisions of this Clause.

25. **Assignment and Sub-contacting**

25.1 The Contractor shall not assign the Contract and/or sub-contract the performance of any part of the Contract to any other person, without the prior written consent of SRACP. The Contractor shall not be relieved of any of its obligations under the Contract by entering into such a sub-contract, and if so requested by SRACP, shall promptly provide SRACP with copies of any such sub-contracts.

25.2 Without limiting SRACP's liability at law or in equity to assign or sub-licence its rights under the Contract and have its obligations under the Contract assumed by another person or subcontract or otherwise delegate its obligations under the Contract, the Contractor shall agree that SRACP may assign the whole or any part of its rights in the Contract to (and have the whole or any part of its obligations under the Contract assumed by (whether by novation or otherwise) any person nominated by SRACP provided that the person is able in the reasonable opinion of SRACP to perform the obligations of SRACP under the Contract. At the request of SRACP, the Contractor shall enter into a deed of novation with SRACP and such third party and any all other documents in connection therewith.

26. **Severability**

26.1 If any clause of this Contract not being of a fundamental nature is held to be invalid or unenforceable under any applicable statute or rule of law, they are to that extent to be deemed omitted and the validity of the remainder of the Contract shall not be affected.

27. Conflict of Interest

- 27.1 The Tenderer is required to declare any potential or actual conflict of interest will, or might, arise in the performance of their obligations under the Contract and the details of such conflict. If at any time prior to entering into the Contract with SRACP, a potential or actual conflict of interest arises or may arise for any Tenderer, such Tenderer should immediately notify SRACP in writing.
- 27.2 SRACP reserves the right to reject any tender submission or take any other action it considers appropriate if, in the opinion of SRACP, any conflict of interest will or might arise in respect of any Tenderer. However, identification of a potential or actual conflict of interest does not necessary preclude a tender submission from consideration. SRACP will carefully consider the circumstances surrounding the conflict of interest to determine whether the tender submission should be rejected on this basis.
- 27.3 The successful Tenderer is required to observe and avoid any potential or actual conflict of interest will or may arise in the performance of their obligations under the Contract, and should immediately notify SRACP in writing in case of any potential or actual conflict of interest arises or may arise .

28. Warning against Bribery

- 28.1 SRACP does not permit any of its employees, consultants and agents to accept any advantage in connection with the award of the Contract. The offer of an advantage to any employee, consultant and agent of SRACP with a view to influencing the award of the Contract may constitute an offence under the Prevention of Bribery Ordinance (Cap 201). Any such offence committed by the Tenderer or any of its Affiliates or any of their respective directors, employees, consultants, advisers, agents, servants, sub-contractors will render its tender null and void and result in its disqualification.
- 28.2 If the Contract has already been signed, the Contract may be terminated without compensation, claims, liability, costs and/or expenses against SRACP. SRACP may also terminate this tender process and/or declare the process null and void and the relevant Tenderer shall fully and effectively indemnify, and keep SRACP fully and effectively indemnified, from and against all claims from any parties as a result of the termination of the process and/or declaration that the process is null and void.

29. Right of Third Parties

- 29.1 No one other than the parties to the Contract will have any right to enforce any term of the Contract pursuant to the Contracts (Right of Third Parties) Ordinance (Cap 623).

PART III : Annex 1 – Evaluation Criteria

The intention of SRACP is to acquire a reliable, economically practicable and fully featured Halfway House Management System (“HWHMS”).

SRACP will use a structured process to evaluate all tenders and to select the Tenderers shortlist. Many attributes will be evaluated and weighted during the review process. However, high-level criteria that will be used in the evaluation include:

1. Quality of Proposal – Comprehensive and Automatic HWHMS

- System functionality – including how well the HWHMS meets the overall requirements mentioned in this Tender Document (both mandatory and optional).
- Overall system and technical description – including the maturity of the software solution, the use of current technology that is in line with SRACP’s capabilities, the proposed environment and the overall architecture.
- Software maintenance, updates and support – including the process and methodologies for software maintenance and updates, as well as the Tenderer’s methodology, experience and infrastructure for providing technical support.
- Company background and experience – including the Tenderer’s organization stability, as well as the experience in performing work of a nature similar to that procured in this tender.

2. Quality of Proposal – Implementation Services

- Project understanding – including how well the Tenderer demonstrates its understanding of the Project.
- Project staffing and organization – including the experience level and competence of the proposed project team in performing similar work for other clients and the comparability of that experience to the business of SRACP.
- Project work plan and schedule – including the Tenderer’s demonstrated understanding of the overall scope of work, the proposed project approach and methodology, as well as the thoroughness and completeness of the implementation, integration, testing, training and deployment plans.
- Client reference – including the quality and timeliness of work performed by the Tenderer and its proposed consultants for previous projects comparable to this tender.

3. Pricing of Tender

Tenderers are required to provide the cost details under the Tender Schedules (Part VIII). All items not defined in the scope must be shown separately as optional modules or tasks, and priced separately.



**The Society of Rehabilitation and
Crime Prevention, Hong Kong**

**THE SOCIETY OF REHABILITATION AND CRIME PREVENTION, HONG KONG
(SRACP)**

Tender Document

FOR

HALFWAY HOUSE MANAGMENT SYSTEM

PART IV

Request for Proposal

Tender No. SRACP/2020/1101

16 November 2020

SRACP is a registered charitable institution incorporated in Hong Kong with limited liability by guarantee.

PART IV

REQUEST FOR PROPOSAL

Section A – Project Outline

1 Current Situation

- 1.1 There is no halfway house management system for drug and medicine management in use along the four halfway houses under SRACP. Data between halfway houses in the Society cannot be shared and managed by central management. All reports are compiled and prepared manually. Without an automation system, more manpower is needed to ensure data accuracy and integrity.

2 Objective of this Request For Proposal

- 2.1 In consideration of the development of latest information and cloud technology and the application of mobile devices, as well as to provide informative reports and analysis on staff costs, SRACP plans to acquire a new reliable, economically practicable and fully featured Halfway House Management System ("HwHMS") to help to facilitate the care workers of halfway houses in giving prescribed drugs, checking and taking record.
- 2.2 Tenderers are invited to submit proposals for this Project based on the functional requirements in this document. The Project is tentatively **to be completed within 12 months** upon signing of the Letter of Acceptance.
- 2.3 Proposed system could be a ready-made software package with or without add-on customization to best suit the operational needs and management efficiency of SRACP. But the software package to be implemented and the customization areas made have to be explicitly specified in the Functional Requirement Form and the Tender Schedules provided.
- 2.4 In addition, a thorough Technical Proposal is required to provide the information of the proposed HwHMS and implementation approach, which clearly indicates the development methodology, project management technique, project plan and etc as described in the Technical Proposal Proforma.

3 Project Requirements and Scope

- 3.1 The Contractor should be able to provide professional services and sufficient development capacity for carrying out the project to best suit the operational needs and management efficiency of SRACP, as well as for full compliance to legal requirements.
- 3.2 During the system setup and implementation period, the Contractor should provide technical support and tools to map, convert and migrate data from the existing situation.
- 3.3 The new HwHMS should be in Chinese interface, be able to help manage the halfway house operations, medicine distribution to service users and provide a graphical user interface for data export and import. Users can also make use of the reporting tools under the HwHMS to provide various kind of management reports, which can be easily

interacted with the latest office software e.g. Microsoft Power-BI, Microsoft Office.

3.4 General Scope of Functions Required

- a. General Functions
- b. Service user Personal Record Functions
- c. Service user Criminal Record Functions
- d. Halfway House Service User Intake and Leaving Functions
- e. Staff and Relatives Contact Record Functions
- f. Service User Employment and Economic Status Functions
- g. Service User Service Referral Record Functions
- h. Service User Health, Hospitalization Record Functions
- i. Service User Mental Health Follow-up Record Functions
- j. Halfway House Medicine Distribution Record Functions
- k. Halfway House Journal and Follow-up Functions
- l. Security Control and System Administration
- m. Reporting Management and Tools
- n. Data Import and Export Functions
- o. User Training
- p. Other Functions / Value-Added Functions to be proposed

3.5 General Scope of Services Required

- a. Performing functional system requirement study
- b. System development / customization
- c. Supply, installation and implementation of HwHMS
- d. Testing
- e. Data conversion and migration
- f. User training
- g. Production rollout
- h. System maintenance and conclusion
- i. Technical advice and support to SRACP facilitating the implementation of this Project

4 User Data Information

4.1 Demographic data of SRACP

4.1.1 The proposed HwHMS should cover all the staff in SRACP Halfway Houses and head office, and reserve sufficient data capacity for future expansion in number of service units and staff. As the system performance and the user licence fee may depend on the total number of staff and also vary from the number of system users, Tenderers should base on the following demographic data to make good estimation on the sizing of this Project and specify the assumption and the expansion path in their proposal.

4.1.2 All the existing and outgoing service user information (about 1,000 existing records) are expected to be converting into the new HwHMS as far as practicable.

4.2 Estimation number of system users

Halfway House Management System	No.	Remarks
No. of halfway house users	70	All halfway house staff
No. of halfway house supervisors	20	All halfway house supervisors and wardens
No. of central management users	5	Central management
No. of IT team users	5	IT staff and IT consultant

Section B – Functional Requirements of the HwHMS

All the requirements stated in this Section are mandatory unless otherwise stated.

1. General Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
1.1	Support Traditional Chinese on all user interfaces with fields included but not limited to input, display, print, etc	Mandatory
1.2	Support English on all user interfaces with fields included but not limited to input, display, print, etc	Optional
1.3	Support input and output of Hong Kong characters	Mandatory
1.4	Support multi halfway houses or service units within one single organization	Mandatory
1.5	System should allow authorized user to change any title / object name within the system (without program coding)	Optional

1.6	System should have flexibility for users to set and amend the authority level according to the unique requirements of service units/halfway houses, such as staff with same rank / job type may have different authority level among different halfway houses / service units	Mandatory
1.7	System should support multi-user concurrent updates and access to the database with different rights	Mandatory
1.8	System should support each halfway house / service unit to operate independently, the data would not be shared with other halfway houses / service units	Mandatory
1.9	System should support the central management on monitoring and report generating across different halfway houses / service units	Mandatory
1.10	System should support the halfway houses / service units and central management to generate reports and data analysis, and fulfil the requirements of SWD reports.	Mandatory
1.11	To support running in popular browsers	Mandatory
1.12	To support secured connection (e.g. https)	Mandatory
1.13	To support at least 256-bit SSL/TLS-encryption for sensitive data transmission; web-based	Mandatory
1.14	To ensure firewall protection/software control on system	Mandatory
1.15	System should allow the role shadow of approvers (cover) when they are on leave	Mandatory
1.16	System should allow upload supporting documents (e.g. image, pdf file), preview, download or print out the document in accordance with the defined access right	Mandatory
1.17	SRACP IT team can achieve the raw data of the system for further data analysis	Mandatory
1.18	System should provide daily backup without affecting the system service quality and fluency	Mandatory
1.19	System would record the data records create, edit staff and time for monitoring	Mandatory
1.20	A simulation account for IT staff to simulate any staff's view to help troubleshooting	Optional
1.21	A calendar view with alerts to show and monitor the schedule of the following functions	Mandatory

2. Service user Personal Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
2.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>舍友個人資料 舍友姓名(中) (text), 床號 (text), 舍友姓名(英) (text), 名字(稱呼) (text), 電話 1 (text), 電話 2 (text), 電話 3 (text), 身份證號碼 (text), CRSRehab 號碼 (text), 出生日期 (date), 年齡 (Generation), 出生地點 (text), 來港年份 (multiple choice), 籍貫 (text), 教育程度 (multiple choice), 婚姻狀況 (multiple choice), 濫藥習慣 (multiple choice), 需列印覆診日誌姓名標籤 (multiple choice), 入住狀況 (multiple choice), 遷出計劃 (text), 身體特徵 (text), 相片 (image)</p>	Mandatory
2.2	Service users' records can be filtered and sorted by 入住狀況, 入宿日期 and 床號	Mandatory

3. Service user Criminal Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
3.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>犯罪紀錄 (Multiple Choice), 最後一次犯罪年份 (multiple choice), 1 - 毒品罪行(Multiple Choice), 2 - 違反合法權力(Multiple Choice), 3 - 違反公眾道德(Multiple Choice), 4 - 侵害人身(Multiple Choice), 5 - 侵害財產(Multiple Choice), 6 - 違反本地法律(Multiple Choice), 7 - 違反刑事法(Multiple Choice), 8 - 其他法例(Multiple Choice)</p>	Mandatory

4. Halfway House Service User Intake and Leaving Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
4.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>入住中途宿舍紀錄 (multiple records for each service user) 登記冊(text), 檔案編號(text), 舍友來源(text, dynamic data from “入住中途宿舍紀錄”), 入宿日期(date), 遷出日期(date), 住宿天數(integer), 遷出原因 (中) (text)</p>	Mandatory

5. Staff and Relatives Contact Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
5.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>同工聯絡資料(multiple records for each service user) 姓名 / 稱呼 (text), 職位(text), 電話(text), 電話 2(text), 備註(text)</p>	Mandatory
5.2	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>親友聯絡資料(multiple records for each service user) 姓名 / 稱呼 (text), 關係(multiple choice), 聯絡電話(text), 聯絡電話 2(text), 主要親友(boolean), 有否來往(boolean), 詳細地址(text), 聯絡方法(text), 居住區域(multiple choice), 頻密(text), 備註(text)</p>	Mandatory

6. Service User Employment and Economic Status

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
6.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>工作經濟資料(multiple records for each service user) 工作能力 (multiple choice), 工作動機(multiple choice), 領取 CSSA (multiple choice),就業跟進同工(text), 保障部編號(text), 主要經濟來源/CSSA 類別(multiple choice), 所屬機構單位(text), 保障部同工(text), 綜援金領款日 (multiple choice), 所屬機構聯絡電話(text), 保障部聯絡電話(text), 綜援金金額(平均) (text), 負責舍監助理(dynamic fields), 綜援金到期日(date), 出長期補助金月份(multiple choice), 資訊取得日期(date)</p>	Mandatory
6.2	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>個人就業資料紀錄(multiple records for each service user) 工作狀況(multiple choice), 申請 / 開始工作日期 (date), 完成 / 離職日期(date), 工作類別(multiple choice), 工作性質(multiple choice), 工作內容或職位(multiple choice), 工資(multiple choice) (text), 公司名稱(text), 公司負責人(text), 聯絡電話(text), 每月發放工資日 (multiple choice), 離職原因 (text), 備註 (text)</p>	Mandatory
6.3	<p>“負責舍監助理” should be added by staff and the data is the dynamic data in “工作經濟資料”</p>	Mandatory

7. Service User Service Referral Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
7.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 轉介及申請相關復康服務紀錄 (multiple records for each service user) 服務類別(multiple choice), 轉介 / 申請日期(date), 現階段情況(multiple choice), 完成 / 獲派日期(date), 申請結果(multiple choice), 獲派服務單位(text), 聯絡人(text), 聯絡電話(text), 備註(text)	Mandatory

8. Service User Health, Hospitalization Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
8.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 住院紀錄 (multiple records for each service user) 醫院名稱 (dynamic), 科類(dynamic), 入住日期(date), 離院日期 (date), 摘要 (text)	Mandatory
8.2	“醫院名稱” and “科類” should be added by staff and the data is the dynamic data in “住院紀錄”	Mandatory
8.3	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 服藥訓練 (multiple records for each service user) 服藥訓練階段(multiple choice), 提升日期 (date), 摘要 (text)	Mandatory
8.4	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 個案討論 (multiple records for each service user) 個案討論(text), 負責醫生/同工(text), 日期 (date), 討論事項(text), 聯絡人(text), 聯絡電話(text), 傳真電話(text)	Mandatory
8.5	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 疾病紀錄 (multiple records for each service user) 何種疾病(text), 發病年份(multiple choice), 現況 (text)	Mandatory

9. Service User Mental Health Follow-up Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
9.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>精神病資料 智商數值 (text), 智力障礙 精神病類別(multiple choice), 精神病類別 (如其他) (text), 精神病名稱(dynamic), 患病年份(multiple choice), PFU 分類(multiple choice), C.D. 個案(boolean), OPD 號碼(text), 過敏藥物或物質(text), CPT 個案(boolean), 主診醫生(text)</p>	Mandatory
9.2	<p>“精神病名稱” should be added by staff and the data is the dynamic data in “精神病資料”</p>	Mandatory
9.3	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>精神科覆診紀錄(multiple records for each service user), 日期(date), 時間(multiple choice), 科目(text), 覆診醫院/診所 (dynamic), 地點(text), 診症醫生(text), 藥物轉變(multiple choice), 備註(text)</p>	Mandatory
9.4	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>其他科目覆診紀錄(multiple records for each service user), 日期(date), 時間(multiple choice), 科目(text), 覆診醫院/診所(dynamic), 診症醫生(text), 藥物轉變(boolean), 備註(text)</p>	Mandatory
9.5	<p>“覆診醫院/診所” should be added by staff and the data is the dynamic data in “精神科覆診紀錄” &其他科目覆診紀錄</p>	Mandatory

10. Halfway House Medicine Distribution Record Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
10.1	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>藥物資料(multiple records for each service user) 是否現時服用藥物(boolean), 藥物名稱(dynamic), 藥物來源(dynamic), 處方日期(date), 不詳(multiple choice), 停用日期(date), 次數(學名) (multiple choice), 次數(multiple choice), 藥物劑型(multiple choice), 藥物劑量 (multiple choice), 藥物粒數/格數 (text), 時間-早 (multiple choice), 時間-午 (multiple choice),時間-昏(multiple choice), 時間-晚 (multiple choice), 備註 及 最後修改時間 (text)</p>	Mandatory
10.2	<p>Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete:</p> <p>針藥資料(multiple records for each service user) 是否現時服用針藥(multiple choice), 針藥名稱(dynamic), 針藥來源(dynamic), 處方日期(date), 不詳(multiple choice), 停用日期(date), 藥物劑量 (text), 藥物針藥週期(multiple choice), 時段(text), 備註 及 最後修改時間 (text)</p>	Mandatory
10.3	<p>“藥物名稱” and “藥物來源” should be added by staff and the data is the dynamic data in “藥物資料”</p>	Mandatory
10.4	<p>The contractor may propose a better solution to enhance the medicine distribution process</p>	Mandatory

11. Halfway House Journal and Follow-up Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
11.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 日誌紀錄(multiple records for each service user) 日期(date), 分類(multiple choice), 舍友(dynamic), 填寫人(dynamic), 狀態(dynamic), 跟進職員(dynamic), 日誌內容(text), 訪客分類(multiple choice), 訪客總人數 (integer)	Mandatory
11.2	The contractor may propose a better solution to enhance the journal record and follow-up process	Mandatory

12. Security Control and System Administration

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
12.1	User authentication and group control specification are in place	Mandatory
12.2	Regular system and data backup	Mandatory
12.3	System data and Backup should be in file base structure	Mandatory
12.4	Support audit trail function for data fields, login, logout, user name, timestamp, action and change value must be kept	Mandatory
12.5	Provide audit trail report	Mandatory
12.6	Concerning on privacy of sensitive data (such as name, telephone number, email and address) must be protected. The systems are required to encrypt data during network transmission to ensure data is secured, and access to it is restricted to authorized personnel only. The data also require at least field level encryption and highly appreciate with a self-manageable key. Expired sensitive data should be purged or masked.	Mandatory
12.7	Allow system administrator to setup privacy policy imposed on individual users within the system	Mandatory
12.8	To setup system security policy such that user will be confined to access certain sets of functions within the system and/or across different modules	Mandatory

12.9	To separate different access level to prevent the sensitive information leakage and differentiate operation authorization level	Mandatory
12.10	All passwords for the system shall be encrypted and masked on the screen when typing in	Mandatory
12.11	System shall be able to automatically close sessions that have been idled for a period of time as specified by the system administrator	Mandatory
12.12	System shall provide automatic suspension and locking of user accounts if the number of unsuccessful sign on has exceeded the limit defined by the system administrator, and alert will be sent to IT team	Mandatory
12.13	Input control and data validity checks should be implemented where appropriate	Mandatory
12.14	System shall provide facilities or scripts to perform backup / retrieval of the data to / from external media, e.g. backup tape, backup server, etc	Mandatory
12.15	To provide data archiving process whenever the database become slow by data size inflating or moving data that is no longer actively used	Mandatory
12.16	Each halfway house / service unit will not be able to view the data of other halfway houses / service units. Only the central management can view the data of all halfway houses / service units	Mandatory
12.17	IT team can create halfway house / service unit account and staff account and assign the staff account to corresponsive halfway house / service unit / central management / IT team account	Mandatory
12.18	Service users' data records over specified years would be erased in SRACP. The contractor has to provide a solution to perform the data deletion	Mandatory

13. Reporting Management Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
13.1	System should generate periodical reports based on the SRACP and SWD's standard	Mandatory
13.2	Provide report tool for user to build own ad-hoc reports or add new selection criteria	Mandatory
13.3	Provide rich built-in reports and the reports can be output to editable Excel, Word, PDF, HTML and graphical format directly	Mandatory
13.4	Provide facility to generate report in pivot table design so that user can drag and drop filter to adjust content and layout	Optional

14. Data Import and Export Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
14.1	<p>The system should provide the following reports:</p> <p>ALL_覆診紀錄 HWH25(藥紙)_舍友精神科藥物資料 HWH25(藥紙)_舍友藥物資料_OTHER CPT 個案討論名單 舍友刑事及濫藥查詢 舍友工作分類統計 舍友工作資料能力 舍友生日日期年齡 舍友精神病分類統計 舍友精神病類別資料 宿舍舍友分類表 新舍友入宿時_頁面重要聯絡資料 舍友普通科覆診資料_月 舍友精神科覆診資料_月 舍友每月之日誌數量 職員填補記錄次數 列印舍友日誌記錄_每月列印一次 Client Profile_查詢_年齡、教育、婚姻等 Client Profile_查詢_主要聯絡親友 舍友住宿年期_查詢 舍友年度遷出名單 舍友年度入宿名單</p>	Mandatory

14.2	Provide appropriate platform/template for data migration when building the system	Mandatory
14.3	To provide facility to export all system data to Excel and/or Word file in editable format	Mandatory
14.4	Only authorised users would be allowed to export reports into Excel file and other common file format, while the exported Excel file content should be ready for calculation purposes	Mandatory
14.5	System allow user to import and export data by pre-defined Excel/Word templates	Mandatory

15. User Training

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
15.1	The contractor provides appropriate user training sessions for all the system users	Mandatory
15.2	The contractor provides appropriate skill transfer sessions to the system users to be able to provide training for new system users	Mandatory

16. Application of Mobile Devices / Other Functions / Value-Added Functions

Item No.	Functional Requirements	Criticality (Mandatory / Optional)
16.1	Fulfil hostel service standard	Optional
16.2	Application of Artificial Intelligence (AI) to enhance the service and operation efficiency	Optional
16.3	Application of external devices (e.g. RFID, Barcode, etc) to enhance the service and operation efficiency	Optional
16.4	Use of Internet of Things (IoT) to enhance the service and operation efficiency	Optional
16.5	Contains Application Programming Interface (API) to connect other systems of SRACP	Optional

Other value-added functions or application of mobile devices to be proposed by Tenderer for advancement of the objectives of the Project

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PART V - FUNCTIONAL REQUIREMENT FORM FOR HALFWAY HOUSE MANAGEMENT SYSTEM ("HwHMS")			Full compliance without need for customization	Full compliance with customization	Partially complies with the requirements by adopting alternate proposal without customization (please provide detailed explanation)	Non-compliance without workaround		
Item No.	Functional Requirements							
1. General Functions								
1.1	Support both Traditional Chinese on all user interfaces (including Employee and Supervisor Self-Service Functions) with fields include but not limited to input, display, print, etc	Mandatory						
1.2	Support both English on all user interfaces (including Employee and Supervisor Self-Service Functions) with fields include but not limited to input, display, print, etc	Optional						
1.3	Support input and output of Hong Kong characters	Mandatory						
1.4	Support multi halfway houses or service units within one single organization	Mandatory						
1.5	System should allow authorized user to change any title / object name within the system (without program coding)	Optional						
1.6	System should have flexibility for users to set and amend the authority level according to the unique requirements of service units/halfway houses, such as staff with same rank / job type may have different authority level among different halfway houses / service units	Mandatory						
1.7	System should support multi-user concurrent updates and access to the database with different rights	Mandatory						
1.8	System should support each halfway house / service unit to operate independently, the data would not be shared with other halfway houses / service units	Mandatory						
1.9	System should support the central management on monitoring and report generating across different halfway houses / service units	Mandatory						
1.10	System should support the halfway houses / service units and central management to generate reports and data analysis, and fulfil the requirements of SWD reports.	Mandatory						
1.11	To support running in popular browsers	Mandatory						
1.12	To support secured connection (e.g. https)	Mandatory						

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Item No.	Functional Requirements							
1.13	To support at least 256-bit SSL/TLS-encryption for sensitive data transmission; web-based	Mandatory						
1.14	To ensure firewall protection/software control on system	Mandatory						
1.15	System should allow the role shadow of approvers (cover) when they are on leave	Mandatory						
1.16	System should allow upload supporting documents (e.g. image, pdf file), preview, download or print out the document in accordance with the defined access right	Mandatory						
1.17	SRACP IT team can achieve the raw data of the system for further data analysis	Mandatory						
1.18	System should provide daily backup without affecting the system service quality and fluency	Mandatory						
1.19	System would record the data records create, edit staff and time for monitoring	Mandatory						
1.20	A simulation account for IT staff to simulate any staff's view to help troubleshooting	Optional						
1.21	A calendar view with alerts to show and monitor the schedule of the following functions	Mandatory						
2. Service user Personal Record Functions								
2.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 舍友個人資料 舍友姓名(中) (text), 床號 (text), 舍友姓名(英) (text), 名字 (稱呼) (text), 電話 1 (text), 電話 2 (text), 電話 3 (text), 身份證號碼 (text), CRSRehab 號碼 (text), 出生日期 (date), 年齡 (Generation), 出生地點 (text), 來港年份 (text), 籍貫 (text), 教育程度 (multiple choice), 婚姻狀況 (multiple choice), 濫藥習慣 (multiple choice), 需列印覆診日誌姓名標籤 (multiple choice), 入住狀況 (multiple choice), 遷出計劃 (text), 身體特徵 (text), 相片 (image)	Mandatory						

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PART V - FUNCTIONAL REQUIREMENT FORM FOR HALFWAY HOUSE MANAGEMENT SYSTEM ("HwHMS")			Full compliance without need for customization	Full compliance with customization	Partially complies with the requirements by adopting alternate proposal without customization <i>(please provide detailed explanation)</i>	Non-compliance without workaround		
Item No.	Functional Requirements							
2.2	Service users' records can be filtered and sorted by 入住狀況, 入宿日期 and 床號	Mandatory						
3. Service user Criminal Record Functions								
3.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 犯罪紀錄 (Multiple Choice), 最後一次犯罪年份 (Multiple choice), 1 - 毒品罪行 (Multiple Choice), 2 - 違反合法權力 (Multiple Choice), 3 - 違反公眾道德 (Multiple Choice), 4 - 侵害人身 (Multiple Choice), 5 - 侵害財產 (Multiple Choice), 6 - 違反本地法律 (Multiple Choice), 7 - 違反刑事法 (Multiple Choice), 8 - 其他法例 (Multiple Choice)	Mandatory						
4. Halfway House Service User Intake and Leaving Functions								
4.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 入住中途宿舍紀錄 (multiple records for each service user) 登記冊 (text), 檔案編號 (text), 舍友來源 (text, dynamic data from "入住中途宿舍紀錄"), 入宿日期 (date), 遷出日期 (date), 住宿天數 (integer), 遷出原因 (中) (text)	Mandatory						
5. Staff and Relatives Contact Record Functions								
5.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 同工聯絡資料 (multiple records for each service user) 姓名 / 稱呼 (text), 職位 (text), 電話 (text), 電話 2 (text), 備註 (text)	Mandatory						

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Item No.	Functional Requirements							
5.2	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 親友聯絡資料(multiple records for each service user) 姓名 / 稱呼 (text), 關係(multiple choice), 聯絡電話(text), 聯絡電話 2(text), 主要親友(boolean), 有否來往(boolean), 詳細地址(text), 聯絡方法(text), 居住區域(multiple choice), 頻密(text), 備註(text)	Mandatory						
6. Service User Employment and Economic Status								
6.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 工作經濟資料(multiple records for each service user) 工作能力 (multiple choice), 工作動機(multiple choice), 領取 CSSA (multiple choice),就業跟進同工(text), 保障部編號(text), 主要經濟來源/CSSA 類別(multiple choice), 所屬機構單位(text), 保障部同工(text), 綜援金領款日 (multiple choice), 所屬機構聯絡電話(text), 保障部聯絡電話(text), 綜援金金額(平均) (text), 負責舍監助理(dynamic fields), 綜援金到期日(date), 出長期補助金月份(multiple choice), 資訊取得日期(date)	Mandatory						
6.2	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for z to delete: 個人就業資料紀錄(multiple records for each service user) 工作狀況(multiple choice), 申請 / 開始工作日期 (date), 完成 / 離職日期(date), 工作類別(multiple choice), 工作性質(multiple choice), 工作內容或職位(multiple choice), 工資(multiple choice) (text), 公司名稱(text), 公司負責人(text), 聯絡電話(text), 每月發放工資日 (multiple choice), 離職原因 (text), 備註 (text)	Mandatory						
6.3	“負責舍監助理” should be added by staff and the data is the dynamic data in “工作經濟資料”	Mandatory						
7. Service User Service Referral Record Functions								

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PART V - FUNCTIONAL REQUIREMENT FORM FOR HALFWAY HOUSE MANAGEMENT SYSTEM ("HwHMS")		Criticality (Mandatory/Optional)	Full compliance without need for customization	Full compliance with customization	Partially complies with the requirements by adopting alternate proposal without customization (please provide detailed explanation)		
Item No.	Functional Requirements						
7.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 轉介及申請相關復康服務紀錄 (multiple records for each service user) 服務類別(multiple choice), 轉介 / 申請日期(date), 現階段情況(multiple choice), 完成 / 獲派日期(date), 申請結果(multiple choice), 獲派服務單位(text), 聯絡人(text), 聯絡電話(text), 備註(text)	Mandatory					
8. Service User Health, Hospitalization Record Functions							
8.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 住院紀錄 (multiple records for each service user) 醫院名稱 (dynamic), 科類(dynamic), 入住日期(date), 離院日期 (date), 摘要 (text)	Mandatory					
8.2	醫院名稱 and 科類 should be added by staff and the data is the dynamic data in 住院紀錄	Mandatory					
8.3	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 服藥訓練 (multiple records for each service user) 服藥訓練階段(multiple choice), 提升日期 (date), 摘要 (text)	Mandatory					
8.4	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 個案討論 (multiple records for each service user) 個案討論(text), 負責醫生/同工(text), 日期 (date), 討論事項(text), 聯絡人(text), 聯絡電話(text), 傳真電話(text)	Mandatory					
8.5	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 疾病紀錄 (multiple records for each service user) 何種疾病(text), 發病年份(multiple choice), 現況 (text)	Mandatory					
9. Service User Mental Health Follow-up Record Functions							

The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP")		Criticality (Mandatory/Optional)	Tenderer should indicate the compliance of their HwHMS with the requirements of SRACP by completing the following column(s)				Man-days proposed if customisation is required	Tenderer's Module and Remarks (if applicable)
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Item No.	Functional Requirements							
9.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 精神病資料 智商數值 (text), 智力障礙 精神病類別(multiple choice), 精神病類別 (如其他) (text), 精神病名稱(dynamic), 患病年份(multiple choice), PFU 分類(multiple choice), C.D. 個案(boolean), OPD 號碼(text), 過敏藥物或物質(text), CPT 個案(boolean), 主診醫生(text)	Mandatory						
9.2	“精神病名稱” should be added by staff and the data is the dynamic data in “精神病資料”	Mandatory						
9.3	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 精神科覆診紀錄(multiple records for each service user), 日期(date), 時間(multiple choice), 科目(text), 覆診醫院/診所(dynamic), 地點(text), 診症醫生(text), 藥物轉變(multiple choice), 備註(text)	Mandatory						
9.4	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 其他科目覆診紀錄(multiple records for each service user), 日期(date), 時間(multiple choice), 科目(text), 覆診醫院/診所(dynamic), 診症醫生(text), 藥物轉變(boolean), 備註(text)	Mandatory						
9.5	“覆診醫院/診所” should be added by staff and the data is the dynamic data in “精神科覆診紀錄” & 其他科目覆診紀錄	Mandatory						
10. Halfway House Medicine Distribution Record Functions								
10.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 藥物資料(multiple records for each service user) 是否現時服用藥物(boolean), 藥物名稱(dynamic), 藥物來源(dynamic), 處方日期(date), 不詳(multiple choice), 停用日期(date), 次數(學名) (multiple choice), 次數(multiple choice), 藥物劑型(multiple choice), 藥物劑量 (multiple choice), 藥物粒數/格數 (text), 時間-早 (multiple choice), 時間-午 (multiple choice), 時間-昏(multiple choice), 時間-晚 (multiple choice), 備註 及 最後修改時間 (text)	Mandatory						

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Item No.	Functional Requirements							
10.2	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 針藥資料(multiple records for each service user) 是否現時服用針藥(multiple choice), 針藥名稱(dynamic), 針藥來源(dynamic), 處方日期(date), 不詳(multiple choice), 停用日期(date), 藥物劑量 (text), 藥物針藥週期(multiple choice), 時段(text), 備註 及 最後修改時間 (text)	Mandatory						
10.3	“藥物名稱” 和 “藥物來源” should be added by staff and the data is the dynamic data in “藥物資料”	Mandatory						
10.4	The contractor may propose a better solution to enhance the medicine distribution process	Mandatory						
11. Halfway House Journal and Follow-up Functions								
11.1	Following data fields would have to be included in the functions with correct datatype for halfway house staff and supervisors to insert and edit, and for supervisors to delete: 日誌紀錄(multiple records for each service user) 日期(date), 分類(multiple choice), 舍友(dynamic), 填寫人(dynamic), 狀態(dynamic), 跟進職員(dynamic), 日誌內容(text), 訪客分類(multiple choice), 訪客總人數 (integer)	Mandatory						
11.2	The contractor may propose a better solution to enhance the journal record and follow-up process	Mandatory						
12. Security Control and System Administration								
12.1	User authentication and group control specification are in place	Mandatory						
12.2	Regular system and data backup	Mandatory						
12.3	System data and Backup should be in file base structure	Mandatory						
12.4	Support audit trail function for data fields, login, logout, user name, timestamp, action and change value must be kept	Mandatory						

PART V - FUNCTIONAL REQUIREMENT FORM FOR HALFWAY HOUSE MANAGEMENT SYSTEM ("HwHMS")

Item No.		Functional Requirements	Criticality (Mandatory/Optional)	Tenderer should indicate the compliance of their HwHMS with the requirements of SRACP by completing the following column(s)				Man-days proposed if customisation is required	Tenderer's Module and Remarks (if applicable)
				Full compliance without need for customization	Full compliance with customization	Partially complies with the requirements by adopting alternate proposal without customization (please provide detailed explanation)	Non-compliance without workaround		
12.5		Provide audit trail report	Mandatory						
12.6		Concerning on privacy of sensitive data (such as name, telephone number, email and address) must be protected. The systems are required to encrypt data during network transmission to ensure data is secured, and access to it is restricted to authorized personnel only. The data also require at least field level encryption and highly appreciate with a self-manageable key. Expired sensitive data should be purged or masked.	Mandatory						
12.7		Allow system administrator to setup privacy policy imposed on individual users within the system	Mandatory						
12.8		To setup system security policy such that user will be confined to access certain sets of functions within the system and/or across different modules	Mandatory						
12.9		To separate different access level to prevent the sensitive information leakage and differentiate operation authorization level	Mandatory						
12.10		All passwords for the system shall be encrypted and masked on the screen when typing in	Mandatory						
12.11		System shall be able to automatically close sessions that have been idle for a period of time as specified by the system administrator	Mandatory						
12.12		System shall provide automatic suspension and locking of user accounts if the number of unsuccessful sign on has exceeded the limit defined by the system administrator, and alert will be sent to IT team	Mandatory						
12.13		Input control and data validity checks should be implemented where appropriate	Mandatory						
12.14		System shall provide facilities or scripts to perform backup / retrieval of the data to / from external media, e.g. backup tape, backup server, etc	Mandatory						
12.15		To provide data archiving process whenever the database become slow by data size inflating or moving data that is no longer actively used	Mandatory						
12.16		Each halfway house / service unit will not be able to view the data of other halfway houses / service units. Only the central management can view the data of all halfway houses / service units	Mandatory						
12.17		IT team can create halfway house / service unit account and staff account and assign the staff account to corresponsive halfway house / service unit / central management / IT team account	Mandatory						

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Item No.	Functional Requirements							
12.18	Service users' data records over specified years would be erased in SRACP. The contractor has to provide a solution to perform the data deletion	Mandatory						
13. Reporting Management Functions								
13.1	System should generate periodical reports based on the SRACP and SWD's standard	Mandatory						
13.2	Provide report tool for user to build own ad-hoc reports or add new selection criteria	Mandatory						
13.3	Provide rich built-in reports and the reports can be output to editable Excel, Word, PDF, HTML and graphical format directly	Mandatory						
13.4	Provide facility to generate report in pivot table design so that user can drag and drop filter to adjust content and layout	Optional						
14. Data Import and Export Functions								

The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP")		Criticality (Mandatory/Optional)	Tenderer should indicate the compliance of their HwHMS with the requirements of SRACP by completing the following column(s)				Man-days proposed if customisation is required	Tenderer's Module and Remarks (if applicable)
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Item No.	Functional Requirements							
14.1	The system should provide the following reports: ALL_覆診紀錄 HWH25(藥紙)_舍友精神科藥物資料 HWH25(藥紙)_舍友藥物資料_OTHER CPT個案討論名單 舍友刑事及濫藥查詢 舍友工作分類統計 舍友工作資料能力 舍友生日日期年齡 舍友精神病分類統計 舍友精神病類別資料 宿舍舍友分類表 新舍友入宿時_頁面重要聯絡資料 舍友普通科覆診資料_月 舍友精神科覆診資料_月 舍友每月之日誌數量 職員填補記錄次數 列印舍友日誌記錄_每月列印一次 Client Profile_查詢_年齡、教育、婚姻等 Client Profile_查詢_主要聯絡親友 舍友住宿年期_查詢 舍友年度遷出名單 舍友年度入宿名單	Mandatory						
14.1	Provide appropriate platform/template for data migration when building the system	Mandatory						
14.2	To provide facility to export all system data to Excel and/or Word file in editable format	Mandatory						
14.3	Only authorised users would be allowed to export reports into Excel file and other common file format, while the exported Excel file content should be ready for calculation purposes	Mandatory						
14.4	System allow user to import and export data by pre-defined Excel/Word templates	Mandatory						
15. User Training								
15.1	The contractor provides appropriate user training sessions for all the system users	Mandatory						

The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP")		Criticality (Mandatory/Optional)	Tenderer should indicate the compliance of their HwHMS with the requirements of SRACP by completing the following column(s)				Man-days proposed if customisation is required	Tenderer's Module and Remarks (if applicable)
PART V - FUNCTIONAL REQUIREMENT FORM FOR HALFWAY HOUSE MANAGEMENT SYSTEM ("HwHMS")			Full compliance without need for customization	Full compliance with customization	Partially complies with the requirements by adopting alternate proposal without customization (<i>please provide detailed explanation</i>)	Non-compliance without workaround		
Item No.	Functional Requirements							
15.2	The contractor provides appropriate skill transfer sessions to the system users to be able to provide training for new system users	Mandatory						
16. Application of Mobile Devices / Other Functions / Value-Added Functions								
16.1	Fulfil hostel service standard	Optional						
16.2	Application of Artificial Intelligence (AI) to enhance the service and operation efficiency	Optional						
16.3	Application of external devices (e.g. RFID, Barcode, etc) to enhance the service and operation efficiency	Optional						
16.4	Use of Internet of Things (IoT) to enhance the service and operation efficiency	Optional						
16.5	Contains Application Programming Interface (API) to connect other systems of SRACP	Optional						



**The Society of Rehabilitation and
Crime Prevention, Hong Kong**

**THE SOCIETY OF REHABILITATION AND CRIME PREVENTION, HONG KONG
(SRACP)**

Tender Document

FOR

HALFWAY HOUSE MANAGEMENT SYSTEM

PART VI

Technical Proposal Proforma

Tender No. SRACP/2020/1101

16 November 2020

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1 Content Requirements of Technical Proposal

- 1.1 The scope of this Project comprises the supply, design, delivery, installation, configuration, testing, commissioning, implementing, training and maintenance of the Halfway House Management System ("HWHMS") for the Society of Rehabilitation and Crime Prevention, Hong Kong "SRACP").
- 1.2 This Project is tentatively to be completed within 12 months upon signing of Letter of Acceptance. Tenderers are required to submit a thorough Technical Proposal which indicates the development methodology, project management technique, project plan, etc. for consideration of SRACP.
- 1.3 In response to the functional requirements, cost breakdown of each function / functional module should be completed in the Tender Schedules (Part VI). Tenderers are required to fill in the Functional Requirement Form (Part V) to indicate that whether the proposed solution can meet SRACP's functional requirements.
- 1.4 Tenderers shall submit their Technical Proposal in accordance with the information and documents required in this proforma; failing which, SRACP reserves the right to disqualify the submitted tender(s).

2 Project Scope of Work

- 2.1 The Contractor is required to conduct detailed requirement study and go through system analysis, system design, system development and implementation process for the proposed solution. Detailed documentation with respect to the online and mobile app functions, batch functions and system input and output functions are required.
- 2.2 The proposed solution can be a ready-made system and Tenderers are required to provide customisation services (if required), implementation and maintenance of the entire system.
- 2.3 The Contractor is required to fulfil the following project activities under the contracted scope of work:
 - a. Carry out project management meeting and monitor the project progress;
 - b. Define the detailed user requirements and specifications;
 - c. Design and build for the system including the prototyping and user training;
 - d. Assist users to carry out user acceptance test;
 - e. Provide user training with appropriate user guide and documentation;
 - f. Setup and Installation of the relevant hardware and system software;;
 - g. Assist users to carry out data migration in data migration process
 - h. Update the project status and prepare the production roll-out;
 - i. Provide technical advice and support to SRACP in order to accomplish the project; and
 - j. Provide maintenance support services and system trouble shooting during the warranty period.
- 2.4 Tenderers are also required to develop system integration between the proposed HWHMS with other in-house IT systems or user applications of SRACP (e.g. O365, Flex Financial System, Stakeholder Management System, etc).

3 Implementation Plan

3.1 Tenderers are required to draw up a detailed implementation plan with associated deliverables. A sample implementation plan is given below. However, Tenderers may propose an alternative implementation plan for this project, subject to the target date for project completion not later than November 2021.

	Description	Tenderer's Deliverables	Proposed Schedule (From – To)
1.	Project Initialization	NA	(target before mid-December 2020)
2.	Prepare Project Plan	Project Plan	
3.	Collect and Confirm User Requirements	User Requirements or Use Case	
4.	Analysis and design	System Design Document	
5.	Customization and configuration of all Modules	Completed Modules	
6.	Server Configuration and Software Installation	Installation Guide	
7.	User Training	User Guide, System Operation and Administration Guide, Backup & Recovery Procedures	
8.	Data migration for user acceptance test ("UAT")	Data Migration Plan, Conversion Programme, UAT Data	
9.	Full system test	System Test Result	
10.	User acceptance test	UAT Test Plan and Test Results	
11.	Data migration for production	Production Data	
12.	Parallel run	Deployment Guide	
13.	System production	Launched System	
14.	Project completion	Project Completion Report	(target not later than November 2021)

4 System Acceptance Criteria

- 4.1 The Contractor is responsible for setting up the testing environment and preparing the initial test plan to ensure the HWHMS meets all functional requirements as expected. Acceptance criteria will be mutually agreed by both end users of SRACP and the Contractor. Bugs will be fixed by the Contractor within a reasonable time frame and allow sufficient time for user to retest the scenarios.
- 4.2 SRACP shall accept the services only if the Contractor produces all agreed deliverables within the agreed timeframe specified in the Contract for the services required, which shall adhere to industrial standards and to the satisfaction of SRACP. The Contractor is required to provide adequate documentation and sign-off procedure based on the Project scope.

5 Outline of Technical Proposal Required

5.1 Company profile

- ◆ business areas, total no. of direct employed staff and total no. of IT and service support staff in Hong Kong, years of experience in HWHMS, implementation and NGO experience respectively, etc

5.2 Reference clients

- ◆ relevant experience of similar projects, relevant clients, no. of active clients in Hong Kong, and reference client's contact information within past 3 years (organisation name, contact person, post title, telephone and e-mail)
- ◆ By submission of the Tender the Tenderer authorizes the Society to contact its clients for reference checking, and for its clients to disclose information to the Society relating to the Tenderer without reference to or approval from the Tenderer.

5.3 Assumptions and constraints

- ◆ identification of key issues, project constraints and other special requirements

5.4 Proposed development approach

- ◆ development and implementation methodology
- ◆ project management technique to be applied

5.5 Proposed project team structure

- ◆ proposed resource allocation
- ◆ qualifications and work experience of the proposed key personnel and other staff

5.6 Project plan and implementation schedule

- ◆ state the deliverables and documentation per each stage
- ◆ UAT and user training plan, quality assurance plan

5.7 Infrastructure and network requirements

- ◆ firewall and security devices arrangement for both hosting and cloud environment
- ◆ hardware and software specifications of the application server
- ◆ third party software including the GNU product and freeware etc.

- 5.8 Application hosting / cloud service (if any)
 - ◆ data hosting service or cloud Service
 - ◆ subscription fee and service level agreement
 - 5.9 Data migration plan
 - ◆ proposed methods and tools for the data migration
 - ◆ resources and assistance from the Contractor
 - 5.10 Skill transfer arrangement
 - ◆ minor modification can be handled by SRACP
 - ◆ list of standard reports (with samples of reports to be attached to the Technical Proposal) available for operation needs and management analysis
 - 5.11 reporting tools available for data analysis
 - 5.12 System security and access control
 - ◆ security policies and standards
 - ◆ protection of the database and data security measures for the application hosting / cloud service, mobile app, etc
 - ◆ flexibility to assign access right according to different dimensions
 - ◆ enforcing user to set non-trivial password
 - ◆ encrypting user password in database storage and transmission over the network
 - 5.13 System / data backup and recovery plan
 - ◆ backup strategy for system and the capacity planning for the coming 3 years
 - ◆ data backup operation and restoration plan
 - ◆ retention, housekeeping and retrieval of data
 - ◆ disaster recovery plan
 - ◆ copyright, user licence and Intellectual property rights
 - ◆ licence to use or modification, ownership of the source code and no. of user licence, etc.
 - 5.14 Warranty and maintenance services
 - ◆ details of warranty and service level agreement under the maintenance service contract for the first five years
 - 5.15 Payment schedule, terms and conditions
 - 5.16 Special feature highlights
 - ◆ screen shots and special features that addressed to our functional requirements and system workflow details.
 - 5.17 Other information as deemed appropriate for this Project
- 6 Warranty Period and Support**
- 6.1 The Contractor is required to provide **at least 12 months free warranty and maintenance support service** after the signoff of the system user acceptance of the project. The Services should include help-desk / remote access support and troubleshooting on both

the hardware and software in order to ensure the HWHMS is running smoothly (please refer to the Maintenance and Support Requirement hereinafter)

7 Maintenance and Support Requirements

7.1 The Contractor shall provide the following maintenance services in respect of the HWHMS the terms and conditions as set out hereunder.

a. Software Update

The Contractor shall provide timely delivery of software

b. Error Correction

If SRACP discover that the system fails to fulfil any part of the functional requirements, the Contractor shall begin work on correcting such defect or errors not later than the first working day thereafter and shall diligently continue the work until the work is accepted by SRACP as completed satisfactorily. If SRACP requests support in an emergency, the Contractor shall use its best endeavours to fulfil the request as quickly as possible.

c. Fixing of Corrupted Data

In case the error or defect of the system cause corruption of data, the Contractor shall be responsible for fixing the data to resume integrity.

7.2 The Contractor is required to provide help-desk / remote access support within a reasonable response time (say within two hours) from Mondays to Fridays, except Saturdays and public holidays. The scope of service includes:

a. Telephone and remote access support on application problems during office hours

b. Bug fixing and system tuning on the application system

c. Upgrade and renew of the latest version and bug patches of the HWHMS

d. Upgrade the system to fit the latest browser and labour, taxation and MPF/ORSO legislation

e. Perform monthly backup of the application data and health check of the system, if deemed necessary

8 Hardware and Software Requirements

- 8.1 Tenderers are required to provide the hardware and software specifications of the HWHMS including the application server side for both hosting and cloud-based environment, printers and end-user's device requirements. The specification should be able to perform and meet the case load after the launching of the HWHMS.
- 8.2 Tenderers must state the no. of user licence and the software to be applied in the system whether using of its own software or the software licence supplied by customer (e.g. GNU product like Joomla, Drupal, PHP, MYSQL, and MSSQL, Window Server, Exchange, Sharepoint, and propriety software, etc).

9 Application Hosting Services

- 9.1 The hosting services should include infrastructure and network supporting services e.g. firewall and VPN setting, backup and recovery, performance, and activity report to SRACP. It should have a full range of support and maintenance services to protect the data and HWHMS from unauthorized access and attacks from hackers.
- 9.2 The desirable data centre must be able to maintain the services and support 24 hours a day and 7 days a week. It should have resilience server arrangement to maintain the continuity of the system.

10 Statement of Services

- 10.1 Hosting / cloud service arrangement and configuration provided and Service Level Agreement between the data / cloud centre and the system owner for the implementation of system modules.
- 10.2 SRACP has the final decision to choose or use other hosting / cloud service provided by the market, the Contractor is required to install the application system and necessary software for the system implementation (please indicate the setup cost in the Tender Schedules (Part VIII) if any).

11 Data Migration Service

- 11.1 The Contractor should provide Data Migration plan and tools for the data transferring from the existing system to the proposed HWHMS. If the solution or effort requires significant development efforts, please explicitly indicate in your proposal and the Tender Schedules (Part VI) for our consideration.

12 Data Backup, Retention and Housekeeping

- 12.1 The Contractor shall provide utilities or scripts to perform backup / retrieval of the data to / from external media, e.g. backup tape, backup server, etc
- 12.2 Different records will be maintained in the system for different periods of time. For example, data related for the compilation of the tax returns, will have to be maintained for at least seven years in accordance with statutory requirements. For resigned staff, the system will clear the detailed record of the staff at defined period after the resignation of the staff, though summary information of the staff will be maintained.
- 12.3 Periodic clearance of selected data, with the period covered to be defined by the HR staff, and the timing for the execution to be controlled by the system administrator.
- 12.4 Strict control should be built in the systems to ensure that the records will not be cleared accidentally.

13 Copyrights and Intellectual Property Rights

- 13.1 If the Contractor is not the software developer of the proposed HWHMS, the Tenderer should provide documentary evidence that it is legally licensed or authorized to perform and/or supply the HWHMS and related software and products as listed in Tender Schedules (Part VIII).
- 13.2 It is the responsibility of the Contractor to undertake and warrant to SRACP that the licence to use of any deliverables. The Contractor shall indemnify SRACP against all claims, proceedings, actions, damages and losses incurred or sustained by SRACP arising from the use of the Deliverables and the intellectual property rights subsisting therein.
- 13.3 The costs of any software and user licences must be included within the prices given in the Tender Schedules (Part VIII).

14 Source Code

- 14.1 The tailor-made functions are owned by SRACP. The Contractor must provide a copy of customized source code to SRACP after the completion of UAT of the HWHMS. SRACP has all rights to use and modify the source code for the internal use in the organization. For the package and propriety system, the Contractor must provide a copy of the application software to SRACP for backup and restoration.

15 Confidentiality and Non-Disclosure

- 15.1 The Contractor and its employees, officers, sub-contractors and agents will keep in confidence and not disclose to any third party, use or reproduce without SRACP's prior written consent any materials, drawings, design or information (whether of a commercial or technical nature or otherwise) acquired from SRACP in connection with the Tender / Contract other than disclosure to those persons to whom it is necessary to supply such information or such use necessary to enable performance of the Contract.

16 Payment Schedule

- 16.1 Payment will be made upon the acceptance of the whole Project/all required deliverables in each milestone according to the acceptance criteria as set out in the Contract Document. The Contractor should submit a payment schedule showing contract milestones and associated payments by SRACP. Sample of Payment Schedule as below:

No.	Stage of Deliverables	Percentage of fee payable per stage
a.	One month after kick-off meeting	30%
b.	Installation and delivery of UAT system	20%
c.	Signoff of User Acceptance Test	30%
d.	Completion of Full System Test, User Training and Operation guidelines	10%
e.	One month after production or the Completion Date - delivery of system documentation and software copy	10%
f.	Subscription fee / other fees	

PART VII

TENDERER'S INFORMATION

1. Information and documents required under Clause 10 of Part III – Terms of Tender of the Tender Document:

a. Name of the Tenderer	
b. Principal place of business of the Tenderer	
c. Year of establishment	
d. Company Background	
e. Company infrastructure and organizational chart	
f. Contact details of the responsible personnel	

- 2. Please attach the following documents:
 - a. A copy of the current Business Registration Certificate of the Tenderer;
 - b. the Tenderer should provide copies of its audited accounts/financial statements for the past two years. The audited accounts/financial statements must include Director’s report, Auditor’s report, Profit and loss statement/Statement of comprehensive income, Balance sheet/Statement of financial position, Statement of cash flow and Notes to the Accounts/financial statements;
 - c. If the Tenderer is not the software developer of the proposed HwHMS, the Tenderer should provide documentary evidence that it is legally licensed or authorized to perform and/or supply the HwHMS and related software and products as listed in Tender Schedules (Part VIII); and
 - d. Any information deemed appropriate.
- 3. Should there be any change to the above information after the tender submission, the Tenderer should immediately notify SRACP of such change(s) in writing.

Name of Tenderer:	_____	Name and Title of Authorized Signatory	_____
Tel No:	_____	Email Address:	_____
Fax No:	_____		
Date:	_____	Company Chop:	_____

PART VIII**TENDER SCHEDULES**

To : The Society of Rehabilitation and Crime Prevention, Hong Kong ("SRACP")

Schedule 1 : Offer Pricing

Tenderer should provide the cost breakdowns in Schedule 1:

- i. **One-time costs of the Halfway House Management System ("HwHMS") and customizations to meet project requirements:**

Item Breakdown	Brief Description <i>(Fill in Quotation Nos. of Tenderer is acceptable)</i>	One-time Costs Amount (HK\$)
<u>Mandatory Items</u>		
1. General Functions		
2. Service user Personal Record Functions		
3. Service user Criminal Record Functions		
4. Halfway House Service User Intake and Leaving Functions		
5. Staff and Relatives Contact Record Functions		
6. Service User Employment and Economic Status		
7. Service User Service Referral Record Functions		
8. Service User Health, Hospitalization Record Functions		
9. Service User Mental Health Follow-up Record Functions		
10. Halfway House Medicine Distribution Record Functions		

Item Breakdown	Brief Description <i>(Fill in Quotation Nos. of Tenderer is acceptable)</i>	One-time Costs Amount (HK\$)
11. Halfway House Journal and Follow-up Functions		
12. Security Control and System Administration		
13. Reporting Management Functions		
14. Data Import and Export Functions		
15. User Training		
Total amount (i):		
<u>Optional Items</u>		
Application of Mobile Devices / Other Functions / Value-Added Functions <i>(please provide itemized breakdown)</i>		

Item Breakdown	Brief Description <i>(Fill in Quotation Nos. of Tenderer is acceptable)</i>	One-time Costs Amount (HK\$)

- a) Free warranty period of the HWHMS included in the above quoted price: _____
- b) Number and type of user licences included in the above quoted price: _____
- c) Please indicate any relevant user licence fee required for adding of new user/staff/service unit/company: _____
- _____

ii. One-time costs of installation and implementation services:

Item Breakdown	Amount (HK\$)
Mandatory Items: a) Infrastructure and network hardware b) Third party software c) Others <i>(please specify)</i>	
Data migration cost if required	
Server Configuration and Setup Cost	
Provide User Training to system administrators, operation users and end users (staff and supervisors)	
Others <i>(please specify)</i>	
Total amount (ii):	

Optional Items	
Other value added functions / optional items proposed by the Tenderer (please provide itemized breakdown)	

- iii. Other one-time costs to meet project requirements (e.g. client side equipment, reporting tools and other licences)

Item Breakdown	Amount (HK\$)
Total amount (iii):	

- iv. A total lump sum price (excluding the annual recurring costs and optional items proposed by the Tenderer) for the entire Project:

Cost Breakdown	Amount (HK\$)
HwHMS and customizations (i)	
Installation and implementation (ii)	
Other one-time costs (iii)	
Total Project Cost (iv) = (i)+(ii)+(iii):	

- v. Annual recurring costs for the HwHMS will be incurred in the first five years. (Assume the system acceptance date is September/October 2021.)

Item Breakdown	Payable from date	Post Warranty Annual Maintenance and Support Fee for the 1st to 5th year (HK\$)				
		1st	2nd	3rd	4th	5th
Support and Maintenance Services						
Software and User Licence subscription required						
Data Hosting and/or Cloud Service if any						
Hardware warranty service if any						
Others (<i>please specify</i>)						

Schedule 2 : System Platform

- i. Tenderer should provide the reference pricing information for the system platform cost estimation, including the hardware, network, operating system, database and other necessary software for the running of the HWHMS.

Item (<i>Please provide brand name, model and brief configuration for reference</i>)	Estimated Cost (HK\$)

Item <i>(Please provide brand name, model and brief configuration for reference)</i>	Estimated Cost (HK\$)

ii. Tenderer should provide the client side computer requirements for using the HwHMS.

User Role	Client Side Hardware & Software Requirements
End Users (Staff)	
Operation Users (Halfway House Supervisors and Senior Managers)	
Administrators (Head Office Management Staff and IT Staff)	

Name of Tenderer: _____	Name and Title of Authorized Signatory _____
Tel No.: _____	Email Address: _____
Fax No.: _____	
Date: _____	Company Chop: _____

PART IX

STATEMENT OF COMPLIANCE

Each tender shall be accompanied with the following statement signed by an authorized representative of the Tenderer:

- 1. I, the undersigned, hold the position of _____ with the Tenderer and I am duly authorized to make this statement on its behalf.
- 2. On behalf of the Tenderer, I confirm as follows:
 - (a) The information provided in the Tender and the appended document(s) is accurate, true, complete and not misleading;
 - (b) The Tenderer understands and accepts all the terms and conditions of the Tender Document;
 - (c) The Tenderer is technically competent and financially capable of carrying out the works and providing services quoted under the Tender; and
 - (d) The Tender is submitted with the full authority of and on behalf of the Tenderer.
- 3. In the event of any queries relating to the Tender, please contact the Tenderer as follows:

Tel No: _____
 Fax No: _____
 Email Address: _____
 Contact Person: _____
 Position: _____

Name of Tenderer: _____
 Registered Address: _____

Signed by Authorized Signatory:

Company Chop:

Full Name of Authorized Signatory:

Date:

PART X

Proposal Sheet

To: The Society of Rehabilitation and Crime Prevention, Hong Kong

Dear Sir/Madam,

Proposal Sheet

We, the undersigned, having read and examined in detail the specifications and all proposal documents in respect of “Request for Proposal for Halfway House Management System” against bid no. SRACP/2020/1101 and do hereby propose to provide the services as per scope of work mentioned in the bid document. We agree to unconditionally accept all the terms and conditions set out in the bid document.

Price and Validity: All the prices mentioned in our proposal are in accordance with the terms as specified in bid document. We do hereby confirm that our proposal includes all taxes, duties, charges for destination etc.

Deviations: We declare that all the services shall be performed strictly in accordance with scope of work and other conditions of the bid documents. No deviations are proposed in our bid proposal.

Time Schedule: We further declare that we will start and complete various tasks as per time schedule given by us in the prescribed format.

Eligibility/Mandatory criteria: We confirm having submitted eligibility/mandatory criteria documents as required in bid document.

In case you require any further information/documentary proof in this regard before evaluation of our proposal, we agree to furnish the same.

Agreement Performance Security: We hereby declare that our proposal is made in good faith, without collusion or fraud, the information contained in the proposal is true and correct to the best of our knowledge and belief, and nothing is concealed. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead SRACP as to any material fact.

We understand that you are not bound to accept the lowest or any proposal you may receive.

We also agree that you reserve the right in absolute sense to reject all or any of the service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation / company / firm / organization / consortium and empowered to sign this document as well as such other documents, which may be required in this connection. Thanking you.

Yours faithfully

Authorized Signature & Company Chop : _____

Name of Person Authorized to Sign (in Block Letters) : _____

Position of the Signatory (in Block Letters) : _____

Name of Tenderer in English (in Block Letters) : _____

Date : _____