

The Girls' Brigade Hong Kong E-platform System Development Request for Proposal (RFP)

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1. INTRODUCTION

Girls' Brigade (G.B.) is an international organization. It is a uniformed group started in Ireland in 1893 and now G.B. has companies in more than seventy countries in the five continents. In 1962, The Girls' Brigade Hong Kong set up its First Company in YMCA center of Hong Kong, and in 1977 the Hong Kong Council was established to develop the Girls' Brigade movement. Later, in 1997, we have also started the Navigator Section for senior women. Our companies are in different Christian churches, community centers and schools, to nurture and serve more female beloved by the Lord. Our headquarter is located in Ko Yee Estate, Yau Tong, Kowloon, with 10 staff serving 40 companies. GBHK has about 2,600 members, aged from 6 to 99. GBHK offers members with leadership training, serving, overseas exchange, mental & psychological supporting services, family activities and basic administrative support.

2. BACKGROUND

With the rapid and fast development on IT & online integration in Social service units in Hong Kong, especially after COVID-19 spread, The Girls' Brigade Hong Kong (GBHK) finds that we need a general development on membership system and e-platform for events, training courses and activities enrolment for our members.

Currently, GBHK does not have a system to support the backstage and to members. Thus, a new system is needed to enhance the service quality and have better service management to re-connect with our members as internet and online is definitely a vital way to replace mailing or hardcopies enrolment after these years in pandemic situation.

3. PROJECT GOALS AND OBJECTIVES

3.1 GOALS

Establishing a holistic new e-platform system to incorporate high in-house mobility, flexibility and efficiency on administrative support for activities, regular meetings, buying uniforms, calculating statistics and updating membership information, targeted to serve both headquarter staff as well as members with user permission. The whole project is expected to be completed in 1 year.

3.2 OBJECTIVES

To Establish the whole new system include 2 main parts: internal system for headquarter administrative support, and external platform for members to login in. All features are listed in project requirement (refer to Section 8 – Appendix 1).

To investigate and understand the environment and operation of the whole system.

To detail the user and technical requirements of the proposed system.

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To specify and design the proposed system for use of GBHK staff, our stakeholders and the public.

To carry out the physical system design, develop programs, test and install the system and proceed to live implementation.

To provide ongoing support and maintenance of the system and implement change requests till the end of the Project Period.

The response time of the system should be nearly real time (i.e. ≤ 100 s delay). We exclude the factor of network delay ONLY IF service provider doesn't provide hosting services.

And the new system should be high availability which provides $\geq 99.5\%$ availability in a year. We exclude the factor of physical/hardware unavailability ONLY IF service provider doesn't provide hosting services.

The completion date of solution/product launch should not later than 30th Jun 2023; more details on proposed project timeline can be referred to Section 9.

4. PURPOSE OF THIS INVITATION AND POLICY

The purpose of this document is to invite service provider to provide the feature & system compliance list (in Section 8 Appendix 1), detailed design; use of technology, proposal, implementation plan/schedule, system development methodology & cost for the establishment of the whole system in order to fulfil the compliance items. To response this RFP, please refer to later sections.

The proposal to be submitted shall be enclosed in sealed enveloped as specified below –

- a. One envelope containing 5 identical paper copies and one soft copy of Price Proposal stored in a CD-ROM, in the format of **Annex 2-Price Part** duly completed, signed and dated. This envelope shall be marked 'Price Proposal for the E-platform system'. The price proposal shall cover the total fee to be charged for both implementation and maintenance services throughout the Project Period.
- b. One envelope containing 5 identical paper copies and one soft copy of Technical proposal stored in a CD-ROM, in the format of **Annex 7-Technical Part** duly completed, signed and dated. The envelope shall be marked 'Technical Proposal for the e-platform system'.
- c. The items in a. & b. shall then be enclosed in a covering envelope marked 'Tender Submission for e-platform system'.
- d. For any discrepancy found between hardcopy & softcopy, the former version shall prevail.
- e. The tenderers may be required, at their own expenses and costs, to arrange for nominated project team members to meet the panel to present their proposal and clarify any point made in the submission.

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- f. The bid with the highest score will be selected to implement the e-platform system. However, GBHK is under no obligation to discuss the proposal assessment result with any service provider.

5. SUB-CONTRACTING

The service provider shall provide all professional services required for the satisfactory completion of the Project. GBHK will not pay any additional fees or expenses for the provision of the services other than those contacted in response to this tender invitation.

In case of sub-contracting, the service provider must obtain the prior written consent of GBHK before it happens. If any part of the Project is sub-contracted to any person with GBHK's approval, the service provider shall remain liable for any act or omission of any act omission as if these are its own.

6. QUOTATION SCHEDULE, EVALUATION AND PROJECT TEAM

6.1 QUOTATION SCHEDULE, EVALUATION

The procurement process will be closed on 31st May 2022 and evaluation will begin on 1st June 2022. After that, there is an internal evaluation process. The selection criteria are the overall cost, project, system & functional compliances and service provider reliabilities. The selected service provider may not fulfill all items listed in Section 8 Appendix 1, but service provider should comply the items which they response as complied.

The service providers maybe required, at their own costs and expenses, to arrange for the nominated project team members to meet the panel to present their proposal and clarify any point made in their submissions on 10th June 2022 afternoon. The awarder service provider will be contacted between 11th June 2022 and 20th June 2022.

The service provider shall propose a detailed timetable with reference from the phases show in Section 8 Appendix 1 for the Project and ensure that they are able to develop and implement the e-platform and work closely with GBHK according to the timeframe below in section 9.

6.2 PROJECT TEAM

GBHK setup a project team for this project. The members of this team include representative at centers, center in charges and IT representative. This team keeps track of project progress and review deliverables from service provider. For acceptance test, this team arranges testing members from GBHK side. This project team reports to the steering team of this project.

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7. SCOPE, SCALE AND PROPOSAL ASSESSMENTS OF SYSTEMS

7.1 SCOPE

The new system is not only covering the current features which the existing is running, it should also support PC browsers. The number of staff for using the new system at headquarter are <12. Service provider is reminded all actions/tasks throughout this project, e.g. migration, should cover all service centers and her sub-bases. For service centers details, please refer to Section 7.2. The performance, system & feature requirement is listed in separate documents under Section 8.

During anytime of the project, service provider may need further complementary information from GBHK. Each given information may be changed throughout the whole project by GBHK but limited to <=3 times. No extra cost should be charged or claimed to GBHK. GBHK project team will put the best efforts to minimum no. of changes.

Service provider should have detailed plan and feasible schedule to complete all milestones for this project. The milestones include, but not limited to, user requirement, design, implementation, pre-UAT, migration and UAT.

Since user involvement is a key to succeed, service provider should propose number of sufficient deliverables in different milestones. Service provider should have, but not limited to, prototypes for user look-and -feel tests under test bed, documentation in design phase [web layout, system flow diagram, and system sequence diagram], pre-UAT test plan, migration plan, UAT, user documentation, Operation & management documentation. Service provider are required having their own test bed server during any period of project timeline.

As the new system is developed with new requirements and functions, service provider is required to provide onsite training, training video clips and sufficient training documents to GBHK staffs and users. The purpose is to ensure knowledge transfer and smooth operation. GBHK project team shall provide any assistance to service provider in organizing the onsite training.

Service provider are required to fulfil security policy defined by GBHK. The details can be found in Chapter 13.

7.2 SCALE

Service provider should propose a scalability design which system expansion is easily projected and implemented.

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And the target center are CYT and GBHK under GBHK. The number of staff for using the new system at the center is <20 while there are 30 active service end users in each service centers a year.

The estimated transaction should be as follows:

Active service units: 40

Active system users: about 10

Active service and users (average number in a year): 50 (they will take attendance/voting features via new system)

Estimated minimum concurrent session should be supported in new system should be: ≥ 30 users

Estimated minimum transaction (e.g. take attendance) should be supported in new system ≥ 2000

The new system should be able to archive previous year transactions for more than 10 years. And this does not affect the performance for all features. For the project performance requirement, please refer to Section 8 – Appendix 1.

7.3 PROPOSAL ASSESSMENT

Evaluation Criteria and Process

The proposal for each conforming bid will be assessed by the GBHK tender committee.

A set of detailed criteria will be used by GBHK in evaluating the vendor solution. All the information received in the Annex Documents will be used for evaluation. The Evaluation criteria will be based upon following 4 aspects and percentage of the Service providers' proposals:

- Company Background and Experience 10%
 - Previous Project
 - History
 - Work Experience

- Competitive price 30%
 - Price comparing to competitors
 - Items

- Implementation Service Quality 20%
 - Previous experience
 - Work approach

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- Industrial standards
 - Technical skills and Support
 - Project management
 - Additional features and values
- Level of Compliance 40%
- Compliance of requirements
 - Reason of non-compliance
 - Technical specification proposal

The bid with the highest combined score will be selected to implement the e-platform system. However, the GBHK is under no obligation to discuss the proposal assessment result with any service providers.

You are reminded that throughout the process GBHK will continually assess Service providers including compliance to the process, project, news, presentations and on-site representatives. GBHK reserves the right at its sole discretion to disqualify without further consideration any submission that does not satisfy this basic requirement.

For payment schedule included in 5 phases, GBHK will pay for 5% of the total amount after sign off contract, for the remaining, it depends on the proposal of project management, GBHK will provide more details in contract. In general, the payment flow will be as follow:

Phase 1- Initial (5%) → Phase 2 (20%) → Phase 3 (25%) → Phase 4 & 5 (50%)

GBHK will send email to officially confirm status. Without our confirmation, service provider/vendors cannot claim for payment.

8. DETAILED PROJECT AND PERFORMANCE REQUIREMENTS

In this chapter, service provider is invited to response each of the items. For details please refer to Appendix 1 – Project requirement.

9. MILESTONES, IMPLEMENTATION SCHEDULE & PAYMENT SCHEDULE

The Project will tentatively commence in start of June 2022 and last till the end of May 2023. The Service provider shall propose a detailed timetable for the project and ensure that they are able to develop & implement the e-platform system and work closely with GBHK by the timeframe below:

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Phase	Milestone	GBHK proposed duration	Examples of deliverables	Payment Schedule <small>(at the end of each phase)</small>
Phase 1	Project initiation	2 weeks	<ul style="list-style-type: none"> - Project initiation document - Project plan & milestones confirmed - Presentation session 	5%
Phase 2	E-platform – Activities/courses management system (活動管理系統) + website management system (網頁管理系統) (from hq users level to member users level)	3 months	<ul style="list-style-type: none"> - Completion according to the needs mentioned in project requirement lists, by different users level. - Link up with website for member enrollment. - Result for UAT for Phase 2 - System documentation for Phase 2 - Training materials prepared for phase 2 	20%
Phase 3	E-platform - Membership System (會員資料管理系統)	3 months	<ul style="list-style-type: none"> - Data migration from old system. - Completion according to the needs mentioned in project requirement lists, by different users level. - Result for UAT for Phase 3 - System documentation for Phase 3 - Training materials prepared for phase 3 	25%
Phase 4	E-platform – Membership platform (會員平台) and link up with Phase 2 & 3 development	3 months	<ul style="list-style-type: none"> - Completion according to the needs mentioned in project requirement lists, by different users level. - Result for UAT for Phase 4, especially for link up between systems & platform. - System documentation for Phase 4 - Training materials prepared for 	---

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			phase 4	
Phase 5	On-going support, remaining E-platform amendments, maintenance and project closure.	3 months Till 30 th June, 2023	<ul style="list-style-type: none"> - Problem log and statistics for bugs revising - Project evaluation report - Training to staff for the whole link-up system - Trial test for member users level and bugs fixing found in all user levels. 	50% *After the end of the project period, the service provider shall quote the on-going annual maintenance fee for GBHK reference.

10. PROPOSAL, COST & OTHER INFORMATION REQUIRED

To response this RFP, service provider is invited to provide following information

- 1) A proposal should be included. The proposal covers project timelines, proposed phases & its elaborations, deliverables for each phases, introduction of the proposed system, detailed solution design, use of technology, service provider's implementation team, implementation plan/schedule, system development methodology or any other information to response this RFP, by filling in **Annex documents**.
- 2) Service provider should response each compliance items listed in Section 8 and respond the basic plan Project Plan by filling in **Annex 1 – Project Plan**.
- 3) Service provider should provide cost information: Implementation cost for the whole solution in order to fulfil all compliance items in Section 8 (should include maintenance cost in 1st year), configurations, training & recurrent maintenance cost for another 1 or 3 years. The cost information should be endorsed by service provider's company chop with authorized representative contact and its title in the proposal, by filling in **Annex 2: Price Part**.
- 4) Service provider should include information such as contact details, title, registered company address, web address, name and address of bankers, name of ultimate holding company, organization chart, etc., by filling in **Annex 5: Basic Company Information & Staff Resources**.
- 5) Service provider can include details of ownership and financial backing, copies of published and audited accounts over three financial years, statement of turnover, etc.
- 6) Service provider can include experiences gained of dealing with similar contracts Details on average size of contracts undertaken previously. Details of reference sites of comparable size and sector type.

11 PROBITY AND ANTI-COLLUSION

To comply with the Prevention of Bribery Ordinance (PBO) of Hong Kong, all GBHK employees are prohibited from soliciting or accepting an advantage in relation to the business of his principal without his principal's permission. Otherwise, the organization should handle the case by principles of impartial and unbiased. The organization also reserves right to report to the Hong Kong ICAC.

To comply with the Prevention of Bribery Ordinance (Cap. 201) of Hong Kong, all employees of the service provider's company are prohibited from offering, giving, soliciting or accepting an advantage in relation to the business of his principal without his principal's permission. Otherwise, the organization should handle the case by principles of impartial and unbiased. The organization also reserves right to report to the Hong Kong ICAC.

Upon the submission of the proposal, the service provider shall submit to GBHK a Confirmation Letter for Compliance with the Anti-Collusion Requirements by filling in **Annex 3 & 4 – Declaration of Interest & Confirmation Letter**, duly signed by an authorized person on behalf of the service provider.

12. CONFIDENTIALITY AND THE FREEDOM OF INFORMATION ACT

GBHK subject to the terms of the Freedom of Information (FOI) Act, therefore should your quotation be accepted, GBHK cannot guarantee that your quotation price(s) or any other information will remain confidential. If the service provider considers that any information supplied is either commercially sensitive or confidential in nature, this should be highlighted at the time of procurement and the reasons for its sensitivity given. In such cases, the relevant material in response to FOI requests will be examined in the light of the exemptions provided for in the FOI Act.

13. SECURITY AND PERSONAL DATA PRIVACY

GBHK applies different security schemes according to data classifications. Service provider is required to align with our schemes. The required procedures will be given in contract. In general, all sensitive information includes any service users data should be always protected and controlled. We do not accept service provider discloses such data to other contractors/partners.

All personal data as defined in the Personal Data (Privacy) Ordinance (Cap 486) provided in the proposal will be used for proposal evaluation and contract award purposes. If insufficient and/or inaccurate information is provided, the GBHK reserves the right to not considering the proposal concerned and ask for indemnity for any loss due to this.

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Service Provider have the right of access and correction with respect to the personal data stipulated in and in accordance with Sections 18 & 22 , and principle 6 of Schedule 1 in the Personal Data (Privacy) Ordinance (Cap. 486).

Upon the submission of the proposal, the service provider shall submit to GBHK a Confirmation Letter for Personal Data (Privacy) handling by filling in **Annex 3 – Confirmation Letter**, duly signed by an authorized person on behalf of the service provider.

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