

Form of Tender
for
Provision of Financial Management System
For Evangelical Lutheran Church Social Service – Hong Kong

Name : Evangelical Lutheran Church Social Service – Hong Kong
Address: 1/F, Lutheran Building, 50A Waterloo Road, Kowloon, Hong Kong
Tender No. : ELCHK-HO-FIN/T201601
Tender Closing Date and Time : 12:00 noon, Wednesday, 24th February 2016

Offer to be Bound

1. It is acknowledged that I/We, the undersigned/the legal entity hereunder mentioned do hereby agree to supply all or any portion of the items and services specified in the Tender Requirements provided by Evangelical Lutheran Church Social Service – Hong Kong at the prices quoted therein against all orders placed during the Contract Period, subject to and in accordance with the Tender's Terms and Conditions provided by Evangelical Lutheran Church Social Service – Hong Kong of Invitation To Tender, the General Conditions of Contract and (if any) the Special Conditions of Contract herein unless otherwise counter-proposed in the Tenderer's Tender Proposal and negotiations (if any) consequently thereon.
2. I/We, hereby warrant that the sale and/or supply of the items or services or any of them by me/us will not infringe any patent.
3. This tender is submitted with the authority and on behalf of (insert name of Company)

whose registered office is situated at

4. The number of my/our Company's Business Registration Certificate is _____ which is still valid until _____
5. My/our answer to Clause 10.8, Conflict of Interest, of Terms and Conditions of Invitation To Tender is _____
(Please indicate YES or NONE, if YES, please give details below.)
Name _____ Identity Card No. _____ Relationship _____
6. Name and designation of person signing :
Name in Block Letter : _____
Designation : _____

<p>Authorized Signature :</p> <p>Date :</p> <p>Tender Ref. :</p> <p>Tel No. : FAX No. :</p>	<p>Company Chop</p>
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1. Overview

Evangelical Lutheran Church Social Service – Hong Kong was established in 1976, and is now one of the large-scale integrated social service agencies in Hong Kong. Evangelical Lutheran Church Social Service – Hong Kong has been providing various services, including Children and Youth, Rehabilitation, Elderly, Nursery, etc, to the people in the society with care and love.

Functions of existing system did not meet our users' requirements. In order to improve operation efficiency, Evangelical Lutheran Church Social Service – Hong Kong decided to implement a new Financial Management System.

2. The Computer Solution

Suppliers should demonstrate a history of similar project successes and be able to provide the resources for the full project life cycle, requirements gathering and analysis, system analysis and design, development, integration and testing, implementation, and handover through to nursing period.

2.1. Aims

As Evangelical Lutheran Church Social Service – Hong Kong continues to expand its service, it is seeking to acquire and implement an integrated Financial Management System (FMS). The system should be affordable, reliable, flexible for growing needs, and easy to use that simplifies the management of service records and operations so that the association can better serve our stakeholders in the community.

The primary goals associated with obtaining a new FMS are as follows:

- Provides a secure, reliable and easy-to-use integrated platform to enhance service provision to the community.
- Increase efficiency by providing the most efficient means of entering and managing service data in the system.
- Improves performance and timeliness of information available to management by providing standardized reporting, better database structure, and accurate information.
- Provides flexible reporting capabilities with a report writer.

2.2. Existing problem

Functions of the legacy system did not fulfill the existing requirements and it is hard to maintain. Accuracy of the service and user information is also very important for service planning and monitoring of service quality. At present, most of the reports are handled manually. Human effort is required to input, calculate and reconcile the figures in order to produce reports.

2.3. Existing IT facilities

ELCSS has been hosting servers and equipments in one full rack located at the data centre rented from a service provider. Rack spaces, fixed IPs, network ports, power supply have been reserved for systems of ELCSS, and the Suppliers are to propose the resources of data centre required for supporting their solutions in order to facilitate the infrastructure planning of ELCSS.

Approximate half of the working premises are installed with 100Mbps/ 100Mbps broadband, while rest of the working premises are installed with 16Mbps/ 1.6Mbps or lower broadband. Most of the working premises (~80%) have been inter-connected via Virtual Private Network (VPN).

2.4. New system overview

Tailor made functions are required to facilitate the daily operation of service centres. The supplier has to deliver the scheduled backup job accordingly.

Suppliers must address the needs of the following aspects:

- Data backup (Full backups and off site backups)
- Resilience (synchronization and switch over)
- Security (data encryption)
- Contingency

2.5. Major components

The new computer solution should include the following major components:

1. General requirement
2. General ledger
3. Account Payable
4. Account Receivable
5. Budget Management
6. Decentralization modules for service units
7. Reports and Reporting tool
8. Interfaces with other systems
9. Access Control
10. System Administration
11. System Security
12. Cash Management (optional item)
13. Fixed Asset Register (optional item)
14. Inventory Register (optional item)

2.6. Functional specification

1.	General requirement	
1.1.	The system should possess an integrated data repository so that users are able to read and update relevant information concurrently.	
1.2.	The system should record critical transactions in the audit log including changes of accounts, changes details of system administrative settings and provide a readable audit trail with reports.	
1.3.	User interface mainly in English, supporting multi-language has advantages, but the input data and reports must support Unicode, i.e. English, Traditional Chinese and Simplified Chinese.	
1.4.	The system should provide online password security. When a user fails to log in several times, the system should lock the user account. The system should allow users to change the parameter, i.e. number of failure login.	
1.5.	The system should remind and allow users to change their passwords in a specified period of time, say for every 6 months. The system should allow users to change the parameter.	
1.6.	The system should automatically time out users when no activity is detected.	
2.	General Ledger	
2.1.	The system should be able to handle ledgers of multiple service units.	
2.2.	The system should allow users to create ledger for new service units.	
2.3.	The system should provide an efficient way for users to create different sets of chart of accounts and other parameter setups for new service units.	
2.4.	Some analysis codes are applicable to particular service units. The system should allow users of headquarter to map and maintain the table of analysis codes.	
2.5.	The system should be able to handle multiple currencies. It includes ledgers of multiple currencies and transactions of multiple currencies.	
2.6.	The system should be able to keep journal voucher information and ensure the journal vouchers are balanced.	
2.7.	The system should be able to avoid duplicate	

	entries/invoices and unbalance ledgers.	
2.8.	<p>The system needs to provide multiple ways in order to speed up data input, including but not limit to:</p> <ul style="list-style-type: none"> • Allow input of single entry for account transactions and the system will generate other entries • Auto fill in and drop down menus • Use of templates and copy functions for recurring transactions • Import from excel files. For import functions, validation and checking would be applied. • Headquarters' reimbursement • Use of templates and copy functions to allocate income and expenses to service units base on pre-determined cost allocation methods • User need not to logout and login when users of headquarter post entries to different accounts within the book of different service units 	
2.9.	The system should be able to process and post all accounting transactions including accounts payable and account receivable transactions.	
2.10.	The system should support financial data consolidation including Income and Expenditure Statement and Balance Sheet for ledgers of multiple service units. Individual account balance of each service unit should be shown in the consolidated statement.	
2.11.	The system should allow users to make adjustments after consolidation and to determine whether figures would be presented in group consolidation.	
2.12.	The system should be able to keep additional information such as source of fund, project for each journal voucher.	
2.13.	The system should provide functions to generate current account transactions at period end for balancing analysis balance of different dimensions such as source of fund, project, activity nature and intercom.	
2.14.	Analysis balance of the information should be reflected in retained earning account (i.e. accumulated surplus) for profit and loss accounts.	
2.15.	The system should provide interfaces for enquiries of accounts in different dimensions within user prescribed period of time.	

2.16.	The system should provide interfaces to show monthly and year end closing entries.	
2.17.	The system should show all details of movements.	
2.18.	The system should support 13 accounting periods each year (12 periods for 12 months and 1 adjustment period). All companies would share the same financial year end date.	
2.19.	The system should allow users make amendments before year end closing and allow re-opening period/ year when adjustments are required.	
2.20.	The system should be able to perform bank reconciliation by making reconciliation of ledger transactions against bank statement transactions. The system should provide a report to show unreconciled ledger transactions (i.e. ledger transactions that could not be reconciled to bank statement).	
2.21.	The system should handle inter-units transactions with current account separately in respective service units.	
2.22.	For payments on behalf of other service units, the system should provide functions to generate a single debit note voucher for each related current account at month end for billing those service units.	
2.23.	The system should allow users to print debit notes and memo notes for billing other service units.	
2.24.	The system should provide reports for showing monthly and year end closing balance and all details of movements.	
2.25.	The system should allow users to export ledgers to MS excel or other formats.	
2.26.	The system should allow users to define the cost allocation methods. The methods including but not limited to: <ul style="list-style-type: none"> • Absolute amount • Percentages 	
2.27.	The system should allow users to reverse allocations where required by simply selecting the original allocation and flagging it for reversal with a user-defined apply date.	
2.28.	The system should allow users to reverse debit and credit of a particular or a batch of journal entry.	
2.29.	The system needs to provide multiple ways in order to speed up cost allocations for different dimensions such as source of fund, project, activity nature and intercom.	
2.30.	The system should allow users to maintain a table so that	

	different users may select from a different list of source of fund.	
3.	Account Payable	
3.1.	The system should allow users to maintain supplier information in the system. Supplier code will be automatically generated by the system. The system should support users to search suppliers by different supplier master data, such as category and first character of supplier's name.	
3.2.	The system should allow users to record account payable transactions and direct payment. The system should also provide functions to handle recurring entries and import voucher.	
3.3.	The system should allow users to attach scanned documents such as quotations and invoices to payable transactions.	
3.4.	The system should be able to record and post all payables transactions.	
3.5.	The system should search records with different searching criteria.	
3.6.	The system should allow users to create templates for payment requests.	
3.7.	The system should provide inquiry functions and reports for users to enquire account payable transactions and direct payment, such as creditor inquiry, outstanding invoices, creditor aging and payments with payment amount over certain amount of money.	
3.8.	The system should allow users to allocate cost across multiple services, centers or projects.	
3.9.	The system should allow users to define and maintain different sets of charge ratios by different dimensions such as account code, effective and expiry date, source of fund, project, activity nature and service unit.	
3.10.	The system should allow users to apply charge ratios upon voucher entry and payment transaction entry. Default amount should be allocated according to the preset charge ratios and users should be able to amend the value if necessary. The same mechanism will also apply to P&L accounts	
3.11.	The system should allow users to print payment request	

	form.	
3.12.	The system should provide functions for users to preview, print and void cheque. There are at least 3 different formats of cheque.	
3.13.	The system should be able to handle payment through internet banking.	
3.14.	The system should provide interfaces or reports for users to view invoices (by due date range, payment date and AP batch numbers) and to analyses costs (by suppliers and by items).	
3.15.	The system should provide interfaces for users to enquire details of invoices and payments. For example, total amount of invoices for each supplier or payment amount which over certain amount of money.	
3.16.	For payments on behalf of other centres, the system should allow users to select debtor code and input payment expenses	
3.17.	The system should allow users to export raw data to MS excel or other formats.	
4.	Account Receivable	
4.1.	The system should allow users to maintain debtor information in the system. Debtor code will be automatically generated by the system. The system should support users to search debtors by different debtor master data, such as category and first character of debtor's name.	
4.2.	The system should allow users to record account receivable transactions and direct receipt. The system should also provide functions to handle recurring entries and import voucher.	
4.3.	The system should allow users to attach scanned documents such as contracts to receivable transactions.	
4.4.	The system should allow users to create and print debit note. Debit note number will be automatically generated by the system.	
4.5.	The system should provide interfaces for users to enquire details of debit notes and receipts. For example, total amount of invoices for each debtor or receipt amount which over certain amount of money.	
4.6.	The system should provide inquiry functions and reports for users to enquire transactions and aging information.	

4.7.	The system should allow users to export raw data to MS excel or other formats.	
5.	Budget management	
5.1.	The system should allow users to define and maintain account budgets and analysis budgets with version control. Budgets including but not limited to: - annual budgets, - project based budgets - grant budgets	
5.2.	The system should provide functions to export and import all budgets.	
5.3.	The system should allow authorized person of service unit to input budgets.	
5.4.	The system should allow users to define projects and sub-projects.	
5.5.	The system should be able to compare year-to-date figures of budget vs actual with variance in value and percentage. There are more than 100 funding and some of the funding would be allocated in different financial years.	
5.6.	The system should keep grant registration and changes of grant agreement.	
5.7.	The system should provide over budget alert against expense transactions upon voucher transaction entry and payment transaction entry.	
5.8.	The system should provide budget alert for different budget type which defined in different budget type. The budget type should define checking method which could be accounts only, all accounts and individual analysis, individual accounts with analysis or group of accounts or analysis for current financial year or cross financial year.	
5.9.	The system should provide tolerance level percentage for the budget alert.	
5.10.	The system should be able to handle project base IE analysis across fiscal years	
5.11.	The system should be able to export expenditures including project based expenditures to MS Excel or other formats.	
6.	Decentralization modules for service units	
6.1.	Request for payment, claim and advance cash	
6.1.1.	The system should allow users to input details of payment	

	requests and claims and advance cash.	
6.1.2.	The system should allow users to submit paid transactions.	
6.1.3.	The system should allow users to attach supporting documents.	
6.1.4.	The system should allow users to select payment methods such as cheque and petty cash of service units and bulk settlement through headquarter.	
6.1.5.	The system should be able to show advance cash balance by staff.	
6.1.6.	The system should allow users to set up logic of cost allocation.	
6.1.7.	Users of service units are allowed to request for create new suppliers in the centralized supplier master list. Users of headquarters are allowed to endorse the request. The record will become active after endorsement.	
6.1.8.	The system should allow users to save and submit requests for payment, claim and advance cash.	
6.1.9.	The system should provide security setting so that users might be assigned to access different service units.	
6.1.10.	The system should provide setting so that authorized users might be assigned to be an approver.	
6.1.11.	The system should be able to handle at least 3 levels of approval hierarchy. Different approval amounts may require different levels of approval.	
6.1.12.	When requests are being approved, all payment information should upload to GL or AP.	
6.1.13.	The system should be able to handle print cheque.	
6.1.14.	The system should be able to show petty cash balance on hand.	
6.1.15.	The system should be able to show bank balance.	
6.1.16.	The system should be able to handle bank reconciliation.	Optional item
6.2.	Program management	
6.2.1.	The system should allow users to input plan and budget of a program.	
6.2.2.	The system should allow users to set up logic of cost allocation.	
6.2.3.	For those service units which have been deployed Service/Program Management System, interfaces between two systems are required.	

6.2.4.	Users of service unit maintain program codes and program master file. The system should be able to generate program code base on the agency's format. The master file should include details of the program e.g. program name, program period, responsible staff, funding source, clearing date, settlement date...	
6.2.5.	The system should be able to handle subsequent amendment to program details including the change of cost allocation and source of fund.	
6.2.6.	The system should allow users to save and submit program applications.	
6.2.7.	The system should be able to handle advance cash applications and payment request.	
6.2.8.	The system should be able to show the advance cash balance by staff.	
6.2.9.	The system should allow users to submit paid transactions.	
6.2.10.	The system should provide security setting so that users might be assigned to access different service units.	
6.2.11.	The system should provide setting so that authorized users might be assigned to be an approver.	
6.2.12.	When requests are being approved, all payment information should upload to GL or AP.	
6.2.13.	The system should able to view and print variance analysis reports.	
6.3.	Reports	
6.3.1.	Service unit users should be allow to view standard financial reports.	
6.4.	Procurement management	Optional item
6.4.1.	The system should allow users to make purchases and expenses application and handle approval.	
6.4.2.	The system should be able to handle quotation approval.	
6.4.3.	The system should maintain details of quotation, purchases and expenses.	
6.4.4.	The system should search records with different searching criteria.	
6.5.	Receipt management	Optional item
6.5.1.	The system should allow users to prepare and print receipt.	
6.5.2.	The system should allow users to generate receipt	

	summary.	
6.5.3.	The system should allow users to generate debit notes.	
6.5.4.	Receipt information should upload to GL or AR.	
6.6.	Assets management	Optional item
7.	Reports and Reporting Tool	
7.1.	It was estimated that there are around 50 reports for this system.	
7.2.	For standard financial reports, the company may adopt existing financial reports.	
7.3.	Among the reports mentioned above, it was estimated that around 10% of those reports were tailor made reports.	
7.4.	A reporting/ enquiry tool is required for retrieving the raw data (in a presentable format) for data analysis, plotting graphical charts and reporting.	
7.5.	Functions for data formatting/analysis should be provided, such as sorting, calculation by formula, pivot table, plotting chart, statistics, total/sub-total, etc.	
7.6.	Data can be retrieved across multiple data domain and multiple ledgers.	
7.7.	<p>Standard financial reports may at least include:</p> <ol style="list-style-type: none"> 1. Balance Sheet <ul style="list-style-type: none"> • By supervisor and by unit • By service and by unit • By analysis code and by unit • By analysis code • By supervisor, by analysis code and by unit • By supervisor and by analysis code • By analysis code and by more than one accounting period • By supervisor, by analysis code and by more than one accounting period 2. Income Statement <ul style="list-style-type: none"> • By supervisor and by unit • By service and by unit • By analysis code and by unit • By analysis code • By supervisor, by analysis code and by unit • By supervisor and by analysis code • By analysis code and by more than one accounting period • By supervisor, by analysis code and by more than one 	

	<p>accounting period</p> <p>3. Trial Balance</p> <ul style="list-style-type: none"> • By supervisor and by unit • By service and by unit • By analysis code and by unit • By analysis code • By supervisor, by analysis code and by unit • By supervisor and by analysis code • By analysis code and by more than one accounting period • By supervisor, by analysis code and by more than one accounting period <p>4. Inter-unit balance</p> <p>5. Inter-unit transaction</p> <p>6. Creditor list</p> <p>7. Debit list</p> <p>8. Ledger</p> <p>9. Balance sheet item breakdown</p> <p>10. Program code listing</p> <p>11. Debit note listing</p> <p>12. Budget</p>	
7.8.	Data and reports can be viewed through mobile devices.	Optional item
8.	Interfaces with other systems	
8.1.	<p>The system should be able to interfaces with other systems including but not limited to:</p> <ul style="list-style-type: none"> • Human Resource Management System • eShop • Point of Sales • Service Management System • Online payments (for Visa card) • Other payments via Visa card, Master card, Octopus, PPS, eBPP, Purchasing Card <p>The system should be able to fetch input files from external systems and generate output files to external systems.</p>	
8.2.	The system should be able to read electronic statements and provide functions for reconciliation.	
9.	Access control	
9.1.	<p>Users / groups permissions / roles management</p> <p>The system may create multiple levels of groups. Each individual user might be assigned to these groups.</p> <p>The system should allow users to define roles. Each role</p>	

	may access all or part of the functions.	
10.	System Administration	
10.1.	One of the roles is the system administrator. The System Administrator should be able to maintain user accounts and its access right.	
10.2.	The system shall ask users to change the password the first time they log in.	
11.	System Security	
11.1.	Database level security should be provided, such as user logon, database encryption, etc.	
11.2.	The system should provide access control on the functions/files according to the access rights of users	
12.	Cash management	Optional item
12.1.	The system should allow users to perform cash forecasting. The system should be able to show reserved funds and calculate available funds.	
12.2.	The system should provide controls and functions to handle outbound and inbound cash movements.	
12.3.	The system should allow users to compare cash vs accruals in figures and in percentage. For such enquires, the system should allow users to print out the results.	
12.4.	For cash accounts of projects, the system should check against budget allowances. If the accumulated amount exceeds the budget allowance, the system should alert users. The system should allow users to enquire balance and budget of projects/ activities.	
13.	Fixed Asset Register	optional item
13.1.	The system should keep details such as date of purchase, value, source of fund, project, rates of depreciation, disposals, locations, custodian, etc.	
13.2.	The system should calculate the depreciation and generate transactions for posting.	
14.	Inventory Register	Optional item
14.1.	The system should keep records of stock in and stock out.	
14.2.	The system should be able to calculate costs. Users are allowed to select calculation methods such as: <ul style="list-style-type: none"> • First in first out 	

	<ul style="list-style-type: none"> • Moving average • Weighted average 	
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2.7. System Requirements

The computer solution proposed by the supplier must comply with the following system requirements:

1. Web-based or Server-Client-based system is preferable.
2. User interface mainly in English, supporting multi-language has advantages, but the input data and reports must support Unicode, i.e. English, Traditional Chinese and Simplified Chinese.
3. Support Client Side OS Platform : MS Windows XP, MS Windows Vista, MS Windows 7 (32-bit and 64-bit), and latest versions of MS Windows.
4. Support Client Side Web Browser : Chrome and Internet Explorer.

2.8. Capacity

Number of users (using full functions): ~15

Number of Service Units: ~70

Number of management staff in service units:~100

Number of social workers and clerks in service units:~350

Number of concurrent users for decentralized modules: ~90

Number of Reports:~ 50 (If supplier has developed standard financial reports, the company may consider to adopt these reports; it is estimated that around 10% of estimate reports are tailor made reports. Report may have various versions to cater different scenarios)

Number of FMS instances: 1 for Production, 1 for UAT/ Development; 1 for Disaster Recovery

2.9. Infrastructure Specification

The infrastructure would be set up as follow:

Production Site (Data Centre):

1. Server virtualization by VMware, with High Availability feature
2. Two physical servers with resilience:
 - 2.1. Rack Mount Server
 - 2.2. CPU: Intel Xeon E5-2609 (2.40GHz/4-core) x 2, i.e. dual processors
 - 2.3. RAM: 64GB Memory
 - 2.4. Hard Drive: 4 x 1TB SAS with RAID 5 and hot spare configuration
 - 2.5. Support RAID5 and hot-spare
 - 2.6. Gigabit Ethernet Port x 2, i.e. with redundancy
 - 2.7. UltraSlim Enhanced SATA DVD-ROM Combo
 - 2.8. Power Supply x2, i.e. with redundancy
 - 2.9. Remote console and administration, e.g. iLo

- 2.10. 5 years 7x24x4 On-site support
- 3. One SAN storage for storing the Virtual Machine data
 - 3.1. Hard-disks: 4 x 2TB SAS with RAID 5 and hot spare configuration
- 4. Network Attached Storage (NAS) for data backup
 - 4.1. Rack mounted
 - 4.2. Support Gigabit Ethernet, USB3.0
 - 4.3. Hard-disks: 3 x 3TB SATA with RAID 5 configuration
- 5. Backup software for supporting Virtual Machine level backup, File-level backup, Database backup and hot backup
- 6. The entire infrastructure of the Production Site must support at least 4 Virtual Machines: Production Application Server; Production Database Server; UAT/ Development Application Server; UAT/ Development Database Server

Disaster Recovery Site (Headquarters of ELCSS):

- 1. One physical server for off-site backup and disaster recovery drill:
 - 1.1. Tower-case Server
 - 1.2. CPU: Intel Xeon E5-2609 (2.40GHz/4-core) x 2, i.e. dual processors
 - 1.3. RAM: 32GB Memory
 - 1.4. Hard Drive: 4 x 1TB SAS with RAID 5 and hot spare configuration
 - 1.5. Support RAID5 and hot-spare
 - 1.6. Gigabit Ethernet Port x 2, i.e. with redundancy
 - 1.7. UltraSlim Enhanced SATA DVD-ROM Combo
 - 1.8. Power Supply x2, i.e. with redundancy
 - 1.9. Remote console and administration, e.g. iLo
 - 1.10. 5 years 5x8x4 On-site support
- 2. Server virtualization by VMware
- 3. The entire infrastructure of the Disaster Recovery Site must support at least 2 Virtual Machines: Disaster Recovery Application Server; Disaster Recovery Database Server
- 4. Data are copied from the Production Site via the VPN of ELCSS for the Disaster Recovery drill exercises.

Please note that ELCSS will not provide the development environment.

Software:

- 1. Windows Server 2012 Standard License
- 2. Windows Server User CAL
- 3. MS SQL Server 2008 Standard License (per 2 Cores)
- 4. Anti-virus software
- 5. VMWare with supporting High Availability
- 6. Backup software

Suppliers would need to make a fair assessment on such hardware and software configuration to ensure

that the proposed solution/software product is compatible and with sufficient capacity. Besides, suppliers would also need to ensure that such hardware/software configuration supports proper data backup (even for hot backup) and security control.

Suppliers must follow the existing backup solution of FMS. It includes:

- Data Backup
- System Backup
- Hardware Backup
- Offsite backup

If additional software or device is required for the backup solution, suppliers should provide quotation.

Suppliers need to perform compatibility test, provide a Disaster Recovery (DR) Plan and conduct a DR drill during the implementation period upon the user's request.

Suppliers need to provide briefing for the operation of maintaining the infrastructure:

- Data backup and restore
- Backup solution administration

Suppliers should counter-propose the hardware/software configuration required if they find that there is deficiency.

3. Risk Management

The Computer Solution will quickly evolve into integral mission-critical components of the operation of Evangelical Lutheran Church Social Service – Hong Kong. Suppliers must consider risk management seriously to make adequate and justifiable proposals in this connection. Suppliers' proposals must at least cover the following areas:-

1. Transaction Data Backup
 - Full backups and off site backups are preferred.
 - The approach, including the media, tool, frequency, retention period, etc., is to be proposed.
2. Solution Backup
 - Suppliers are to propose how to recover a crashed System in the most effective manner.
3. Resilience
 - Suppliers should propose the way to recover the system in case of any incident.
 - Please note that the approach, required equipment and how they should be configured are to be proposed.
 - The Systems, in their entirety, must not allow single points of failure to stop them from service outage.

4. Security

- Virtual Private Network (VPN) will be established in Evangelical Lutheran Church Social Service – Hong Kong to help protect the Computer Solution from unexpected intrusion and information leakage.
- Suppliers are to propose other effective means, possibly including data encryption, user authentication, etc., to protect against unauthorized access to the Computer Solution and the stored information.
- Suppliers are to propose an effective and appropriate anti-virus protection mechanism.

5. Contingency

- Suppliers must design alternative (manual) operation procedures so that in any unfortunate events of system failure, Evangelical Lutheran Church Social Service – Hong Kong could adopt the alternative procedures to continue its business.
- Suppliers must also detail the approach for recovering the Systems in case of failure. The maximum downtime to be expected must be specified.
- Clearly documented procedures, guidelines and training must be included as part of the project deliverables.
- Evangelical Lutheran Church Social Service – Hong Kong may request the Suppliers to demonstrate that their proposed approach works as expected by performing a recovery drill.

6. Personal Data Handling

- Evangelical Lutheran Church Social Service – Hong Kong respects personal data privacy seriously. Suppliers must demonstrate their proposed solutions have adequately taken care of the relevant requirements in this connection, with reference to the Personal Data (Privacy) Ordinance.

The objectives of all the measures requested in this Section are to ensure business continuity and at the same time, to prevent unauthorized access to privileged information. Suppliers are to propose justifiable, cost-effective approaches that would prevent system mal-functioning and minimize business disruption in case the Systems do fail. Control of access to information maintained in the Systems should not be compromised. Only authorized personnel would be allowed to access the information they are granted the privileges.

Suppliers are to design the relevant procedures, provide the documentation describing the approaches, train Evangelical Lutheran Church Social Service – Hong Kong and most important of all, ensure that their proposed approaches can actually achieve the purpose.

4. Data Migration

Suppliers should provide data migration service for properly transferring data maintained in the existing systems into the new proposed Systems as part of the system preparation exercise before the new Systems start to operate. Suppliers must describe the migration plan including details of duration, preparation work required from Evangelical Lutheran Church Social Service – Hong Kong, approach (for instance, automatic versus manual procedures), etc.

5. User Training and Documentation

Adequate user training sessions should be provided to all relevant users in Evangelical Lutheran Church Social Service – Hong Kong to help them master the required skills in using the proposed Systems.

Suppliers must provide relevant manuals specific to the context of Evangelical Lutheran Church Social Service – Hong Kong for the training. The documents should include at least the (a) User Manual, and (b) System Administration Manual.

These documents should be updated whenever the details have been modified due to changes to the Systems or the associated operation procedures.

6. Project Monitoring

Suppliers must adopt a well-recognized and generally-accepted project management methodology for managing the Projects so as to ensure that the Projects would be delivered successfully. Appropriate, regular and effective reporting to Evangelical Lutheran Church Social service – Hong Kong is expected. Details of all such control measures are to be fine-tuned and agreed at the project initiation stage but base on the proposals of the Suppliers as stated in their tender response.

The project management methodology should emphasize on how the Suppliers would manage deviations from agreed project plans. Proper project monitoring is to ensure that the proposed Systems would be implemented within the project budgets with reasonable quality in the pre-defined timeframe.

All major project variations must be pre-approved mutually between the Supplier and Evangelical Lutheran Church Social Service – Hong Kong or else it would be solely the responsibility of the Supplier to rectify the situation at its costs.

7. Project Evaluation

Suppliers are expected to submit project completion/evaluation reports when the Projects complete. Evaluation of the Projects will involve whether the Projects are delivered on time, whether all the spelt-out requirements have been met, whether the project costs have been managed properly, and whether the project objectives have been met, etc.

More importantly, the evaluation reports should recommend positive ways to raise further the effectiveness in using the Systems and lessons learnt during the implementation of the Systems.

8. System Support and Maintenance

Since most of the equipment would be housed at the data centre rented from a service provider, Suppliers may assume that Evangelical Lutheran Church Social Service - Hong Kong would manage the daily routines of performing backup.

Suppliers are to make proposals regarding long-term system support and system maintenance. Although such services are to be handled separately from this Tender, the offers would be marked and counted during the evaluation of this Tender. Evangelical Lutheran Church Social Service - Hong Kong reserves the right to subscribe to the service in this connection with the terms and conditions as described by the Suppliers after the implementation project finishes.

Specific items should at least include the followings:-

1. Access to helpdesk during office hours for general enquiries and assistance. Response time of calls should be specified.
2. Bug-fixing.
3. Free version upgrade and installation of bug-fixing patches, and the corresponding documentation.
4. Refreshment courses on how to use the Systems.
5. Offers regarding out-scope services.

9. Free Warranty Period

The Suppliers must offer an at least 1-year free warranty period from the date the Systems are declared as running live, with the service content as described in Section 8 above.

10. Terms and Conditions

10.1. Preparation of Tender

The Tender requirements issued with this Invitation to Tender must not be altered by the Suppliers for any reasons.

Tenders are to be completed by the Suppliers in ink or typescript.

Tenders may not be considered if any particulars and data asked for in the Tender Requirements, or in the follow-up clarification of the details described in the Tenders, are not furnished in full, rendering it impossible for evaluating the submitted responses.

Quotation Breakdown and Implementation Plan in Section 11 must be included in the Suppliers' Proposals.

Evangelical Lutheran Church Social Service – Hong Kong may not consider any received proposals if any of the above is not met satisfactorily and Evangelical Lutheran Church Social Service - Hong Kong is not obliged to explain to the concerned Supplier of such decision.

10.2. Validity

Tenders shall remain open for acceptance by Evangelical Lutheran Church Social Service - Hong Kong for a period of not less than 90 days after the Tender Closing Date.

10.3. Outsourcing

Outsourcing of system development work should be reported to Evangelical Lutheran Church Social Service - Hong Kong.

In any case, the Supplier remains solely responsible for the delivery of the awarded Contracts.

10.4. The Project Team

Suppliers must submit the resumes of their major project team members for reference.

Suppliers are to propose their project team structure, with an estimate of how much resources, of various seniority and position, would be committed to the Project. Suppliers must ensure that it will be a relatively stable structure throughout the project duration. Evangelical Lutheran Church Social Service – Hong Kong will not be responsible for any resources required due to staff turnover in the Supplier’s project team.

Evangelical Lutheran Church Social Service – Hong Kong reserves the right to request for changing any member in the Supplier’s project team, without the need to give any explicit reason.

The resource plan is for reference only. The Suppliers would be responsible for monitoring their own resources to deliver all the agreed project deliverables.

10.5. Reference Site Visit

Suppliers should provide information of reference projects in its Proposals, and arrange site visits within a reasonable timeframe and free-of-charge, if requested by Evangelical Lutheran Church Social Service – Hong Kong.

10.6. Interview

Suppliers must attend the interviews requested by Evangelical Lutheran Church Social Service – Hong Kong in the tendering process, demonstration and/or presentation of its Proposal may be required at the expenses of the Suppliers.

If necessary, suppliers interview will be conducted in March 2016 but the timetable may be revised according to actual needs.

10.7. Consideration of Offers

Evangelical Lutheran Church Social Service – Hong Kong reserves the right to accept all or any part of any Tender at any time within the period during which the Tenders remain open.

Evangelical Lutheran Church Social Service – Hong Kong is not bound to accept the lowest bid and it reserves the right not to award a contract at all if no suitable Tender has been received.

An evaluation process will be conducted with the objective to assess the Proposals in their overall value/impact to Evangelical Lutheran Church Social Service – Hong Kong , total costs of implementing the Systems and subsequently using the Systems, the quality of the Systems and the practicality in successfully implementing the Systems, etc.

Proposals will be evaluated by Evangelical Lutheran Church Social Service – Hong Kong with the following criteria:

1. Fulfillment of Requirements
2. System Design and Features
3. Technology Applied and Expansion Flexibility
4. Implementation and Delivery Schedule
5. Development and Implementation Costs
6. Recurrent Maintenance and Management Costs
7. On-going Service Terms
8. Reference and Past Experience, Company Profile
9. Value-added Features

10.8. Conflict of Interest

The Suppliers should state in the "Offer to be Bound" Section if any member of Evangelical Lutheran Church Social Service – Hong Kong has any financial or other interests in the Suppliers' companies either directly or indirectly through members of his immediate family.

10.9. Registration of Tenderer

Evangelical Lutheran Church Social Service – Hong Kong will not enter into a contractual relationship with a Supplier unless the Supplier, at the time of submitting the Tender, is a company registered in Hong Kong under the Companies Ordinance or a business registered under the Business Registration Ordinance or a company registered under the law of the Supplier's country.

10.10. Cancellation of Tender

Without prejudice to Evangelical Lutheran Church Social Service – Hong Kong's right to cancel the Tender, where there are changes of requirements after the Tender Closing Date for operational or whatever reasons, Evangelical Lutheran Church Social Service – Hong Kong is not bound to accept any conforming Tender and it reserves the right to cancel the Tender.

10.11. Acceptance of Tender

The successful Supplier will receive a fax or letter of acceptance, duly signed by an authorized representative of Evangelical Lutheran Church Social Service – Hong Kong, as the official notification. The fax or letter of acceptance shall constitute a binding contract with reference to the Tender Requirements and Supplier's Proposal.

10.12. Payment

All prices shall be quoted in Hong Kong Dollars and Evangelical Lutheran Church Social Service – Hong Kong will settle payments with the successful Tenderer in Hong Kong Dollars.

10.13. Bankruptcy

Evangelical Lutheran Church Social Service – Hong Kong may at any time by notice in writing terminate the Contract without entitling the successful Tenderer to any compensation in any of the following events:

1. If the Tenderer shall at any time be adjudged bankrupt, or shall have a receiving order or order for administration of its estate made against it, or make any conveyance or assignment of its effects or composition or arrangement for the benefit of its creditors or purports so to do; or
2. If the Tenderer, being a company shall pass a resolution or the court shall make an order for the liquidation of its assets or a receiver or manager shall be appointed on behalf of the debenture holders, or circumstances shall have arisen which entitle the court or debenture holders to appoint a receiver or manager.

Provided always that such determination shall not prejudice or affect any right or action or remedy which shall have accrued or shall accrue thereafter to Evangelical Lutheran Church Social Service – Hong Kong.

10.14. Penalty Clause

If for any reasons the Projects experience slippage of more than two (2) calendar months against the project plan to be agreed and confirmed at the initial stage of the Projects and upon Evangelical Lutheran Church Social Service – Hong Kong's request to the Suppliers for immediate remedial planning and actions, the Suppliers fail to produce a reasonable and practical plan, Evangelical Lutheran Church Social Service –

Hong Kong would be entitled to terminate the Contracts with immediate effect. Upon such termination, Evangelical Lutheran Church Social Service – Hong Kong reserves the right to recover from the Suppliers the amount of all damages and loss suffered by Evangelical Lutheran Church Social Service – Hong Kong resulting from such termination. The Suppliers should also refund to Evangelical Lutheran Church Social Service – Hong Kong all moneys previously paid to Evangelical Lutheran Church Social Service – Hong Kong under this Contract.

10.15. Tender Rigging

No tender rigging is allowed. Evangelical Lutheran Church Social Service – Hong Kong reserves the right for not considering the Tenderer or terminate the Contract (without any compensation to the Supplier) if such activities are identified at any time.

10.16. Intellectual Property Rights

Evangelical Lutheran Church Social Service – Hong Kong will own the data and the Systems will belong to the respective Supplier(s). One copy of the source codes should be given to Evangelical Lutheran Church Social Service – Hong Kong with unlimited usage but for Evangelical Lutheran Church Social Service – Hong Kong's internal use only.

The Supplier hereby warrants that the items or services supplied under this Contract and the process for its manufacture or development do not infringe the Intellectual Property Rights of any third party.

The Supplier hereby undertakes to inform Evangelical Lutheran Church Social Service – Hong Kong immediately if any claim for infringement or alleged infringement of Intellectual Property Rights is lodged against it during the currency of this Contract in respect of the items or services supplied under this Contract.

The Supplier shall indemnify Evangelical Lutheran Church Social Service – Hong Kong and keep Evangelical Lutheran Church Social Service – Hong Kong fully and effectively indemnified against all claims, actions, proceedings, liabilities, losses, damages, demands, charges, costs and expenses of whatsoever nature arising from or incurred by reason of infringement or alleged infringement of any Intellectual Property Rights in connection with the use or possession of the items or services or any part thereof by Evangelical Lutheran Church Social Service – Hong Kong.

10.17. Arbitration and Governing Law

All disputes, differences or questions arise between Evangelical Lutheran Church Social Service – Hong Kong and the successful Tenderer as to the performance of the Contract or as to any matter arising out of the Contract or in any way connected therewith shall be subject to and construed in accordance with the laws of Hong Kong and subject to the jurisdiction of the courts of Hong Kong.

10.18. Confidentiality

Both parties (i.e. The Supplier and Evangelical Lutheran Church Social Service – Hong Kong) and their respective staff, agents, subcontractors will keep in confidence and not disclose to any third party any information, related affairs or businesses arising out of or in connection with this Project other than disclosure to those persons to whom it is necessary to supply such information for the proper performance of their obligations in this Project. The relevant party shall impose the same obligations of confidentiality on its staff, agents, subcontractors and ensure they comply with such obligations.

Both parties (i.e. The Supplier and Evangelical Lutheran Church Social Service – Hong Kong) will establish and maintain relevant security measures and procedures as are practical and adequate to provide for the safe custody of the information within the scope of this Clause 10.18 in their possession and to prevent unauthorized access/transfer thereto or use thereof.

In anticipation of any potential cases of conflict of interest, the Supplier shall provide a brief account to Evangelical Lutheran Church Social Service – Hong Kong of the situation immediately. The Supplier and Evangelical Lutheran Church Social Service – Hong Kong shall then agree a mutually acceptable approach for handling the situation.

If either party suspects or finds that the security or confidentiality of the information within the scope of this Agreement is or will be compromised or breached, the party shall immediately notify the other party and take all reasonable steps to rectify the situation, to ensure and protect such security or confidentiality.

These obligations of confidentiality shall survive without any limitation of time.

Nothing contained above shall apply to prevent the Supplier or Evangelical Lutheran Church Social Service – Hong Kong from disclosing any information:–

1. previously in its possession and has the full right to disclose; or
2. which is or later becomes public knowledge other than by breach of this Agreement; or
3. which it may independently develop; or
4. received from a third party who has the full right to disclose; or
5. which it is compelled to disclose by applicable law, rules or regulations or directions of the Government or any supervisory authority exercising control over it.

10.19. Anti-collusion

The Tenderer shall not communicate to any person other than the Employer the amount of any tender, adjust the amount of any tender by arrangement with any other person, make any arrangement with any other person about whether or not he or that other person should or should not tender or otherwise collude with any other person in any manner whatsoever in the tendering process until the Tenderer is notified by the Employer of the outcome of the tender exercise. Any breach of or non-compliance with this

sub-clause by the Tenderer shall, without affecting the Tenderer's liability for such breach or non-compliance, invalidate his tender.

The above sub-clause of this Clause shall have no application to the Tenderer's communications in strict confidence with his own insurers or brokers to obtain an insurance quotation for computation of tender price and communications in strict confidence with his consultants or sub-contractors to solicit their assistance in preparation of tender submission.

11. Schedules

Suppliers are to supply all the required information, in particular Quotation Breakdown, in the Attachment(s) as requested if their tenders are to be considered.

Authorized Signature : Date : Tender Ref. : Tel No. : FAX No. :	Company Chop
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Schedules

1 Compliance

(* Please tick the appropriate.)

- We confirm that our proposal comply fully with the required specifications.
- We confirm that our proposal does not comply fully with the required specifications, in the following aspects:

Please include a detailed explanation of features/functions you can offer. Please also provide details on additional features or functions, exclusive of specified needs that may be requested, that may provide a distinct value to the association.

2 Reporting

(* Please tick the appropriate.)

- I/We confirm that our proposed solution is equipped with a reporting tool or a business intelligence tool.
- I/We confirm that our proposed solution is NOT equipped with any reporting tool nor any business intelligence tool.

3 Risk Management

Please state your proposed approach for risk management including but not limited to the following aspects:

1. Transaction Data Backup:

2. Solution Backup:

3. Resilience:

4. Security:

5. Contingency:

6. Personal Data Handling:

7. Other risk factors:

4 Data Migration

Please describe your proposed data migration approach and plan.

5 Documentation and Deliverables

Please state if the following documentation/deliverables will be provided:

Documentation/ Deliverables	Comply (Yes/ No)
Project Initialization Document	
User Requirement Specification/Gap Analysis Report	
Functional Specification	
Technical Specification	
User Acceptance Test Plan	
User Manual	
Application Operation Manual	
Disaster Recovery Plan & Procedures	
Disaster Recovery Drill	
User Training	
System Nursing	

Please state the documentation/deliverables other than those listed above:

6 Project Management Methodology

Please describe the project management methodology which will be adopted.

7 Project Schedule

Please provide the project schedule by Month Number, e.g. Month 1 is the 1st month since the formal project commencement. The project is required to be completed within 12 months, excluding the system nursing and free warranty period. Evangelical Lutheran Church Social Service – Hong Kong prefers the system may go live before 31 March 2017.

#	Major task/ milestone	From (Month No.)	To (Month No.)
1.	Project Initialization		
2.	Gap Analysis/User Requirement Collection		
3.	System Installation/Customization/Development		
4.	User Acceptance Test		
5.	User Training		
6.	Data Migration		
7.	System Live Run		
8.	System Nursing		

8 Quotation Breakdown

Please provide breakdown for core functions and optional items.

	Item	Unit of Measure	Quantity	Unit Price	Total Price
1.	Financial Management System solution				
1.1.	- GL, AR, AP				
1.2.	- Budget Management				
1.3.	- Decentralization modules for service units				
1.3.1.	● Request for payment, claim and advance cash				
1.3.2.	● Program management				
1.3.3.	● Reports				
1.4.	- Reports and Reporting Tool				
1.5.	- Interfaces with other systems				
2.	Professional Services				
	Total:				
3.	Optional Items:				
3.1.	Cash Management				
3.2.	Fixed Asset Register				
3.3.	Inventory Register				
3.4.	Decentralization modules for service units				
3.4.1.	Request for payment, claims and advance cash				
3.4.2.	Bank reconciliation				
3.4.3.	Procurement management				
3.4.4.	Receipt management				
3.4.5.	Assets management				
3.5.	Data and reports can be viewed through mobile devices				
3.6.	Additional report customization				
3.7.	Additional user license				

Remarks:

● Unit of Measure can be one of the followings:

- Per named user
- Per concurrent user
- Per server
- Per processor
- Per instance
- Per man-day
- Per report/ function/ module

9 Payment Schedule

Milestone	Percentage of Project Sum	Indication of milestone completion
Initial Payment	30	Contract sign off
Gap Analysis/ User Requirement Collection	20	Functional Specification sign off
User Acceptance Test Completion	20	User Acceptance Form sign off
Project Completion	20	Completion Form sign off
Completion of free warranty period	10	

(* Please tick the appropriate.)

I/We confirm that our proposal comply fully with the payment schedule described above.

I/We confirm that our proposal does not comply fully with the Payment schedule described above in the following aspects:

10 System Support and Maintenance

Please describe the scope of services and service level for the system support and maintenance in the following aspects:

1. Helpdesk services:

(Service hours, Response time of calls should be specified.)

2. Bug-fixing:

3. Free version upgrade and installation of bug-fixing patches, and the corresponding documentation:

4. Refreshment courses on how to use the System:

5. Offers regarding out-scope services:

6. On-site support services:

7. Maintenance Fee:

	Item	Unit of Measure	Quantity	Unit Price	Total Price
1.	Annual Maintenance Fee				

11 Free Warranty Period

The duration of free warranty period upon the completion of the project, i.e. end of system nursing, will be _____ months.

12 Resume of Major Project Team Members

Please supply the resumes of the major project team members, including but not limited to the Project Director and Project Manager.

13 Reference Projects

Please list your reference projects in the table below and provide supplementary details if relevant.

#	System/ Project Name	Client	Supplementary
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			