Evangelical Lutheran Church Social Service – Hong Kong

Tender Reference: ELCHK-LRS/T201801
Project: Lifestyle Reactivation Project:
Jockey Club Smart Homecare Solution
Date of Enquiry: 24-25 JAN 2018
Date of reply: 30 JAN 2018

Further clarification(1) on the tender proposal

No. of Enquiry	Content of Clarification	Pages /Section of Specification
1	**Training programs** **-Is it a must to include all mentioned training programs format? As not much mobile devices can support PPT viewer.**	**P.3 - Point 2.5**
Answer	Different file formats have to be including photos, sounds, videos, ppt, YouTube or other video streaming platforms. As not much mobile devices can support PPT viewer, PPT is not mandatory required. Besides, vendors can propose their solutions or changes to different formats during implementation.	
2	**Field worker maintenance** **-Please advise the handling of field worker maintenance. Will be handled offline?**	**P.5 - Point 4**
Answer	The function of the field worker maintenance be handled by the backend system.	
3	**Service charge maintenance** **-The financial management system is opened for integration? API available?** **-Can we assume all payment will be settled offline? No payment gateway integration?**	**P.5 - Point 6**
Answer	● For integration with the financial system, please refer to Q5. ● All payment will be handled by the backend system.	

No. of Enquiry	Content of Clarification	Pages /Section of Specification
4	**Dashboard and reporting tools** **-Is it a must to export the report in word format? Cause it incurs license fee when using word as reporting format.**	**P.6 - Point 9**
Answer	Yes, a single Report should support exporting to Excel, Word, PDF and HTML format, and outputting to printer directly.	
5	**User interface** **-Service management system, finance system, ERP system and meal ordering system are opened for integration? How can we integrate with those systems? API or flat file?**	**P.7 - Point 11**
Answer	● Use of the XML, Excel and/or CSV format allows to integrate the system with third party tools and applications and to import/export data. ● API integration method should also be included as an option.	
6	**System administration platform** **-"An update platform with web interface should be provided for administrator users for content update." The update platform with web interface is referring CMS?**	**P.7 - Point 2**
Answer	It is expected to provide a backend function for updating the information and publishing to the service user/caregivers.	
7	**Service user interface** **-Tailor-made games: what kind of games need to be included in the service user interface? or just reserve an area for the game plug in?** **-For video conference and IP phone call function, can we use 3rd party plug in to do it?** **-"Show wealth information on landing page" Could you please elaborate more? Compliance of LR Program (such as 2.4.3 Training Programs)**	**P.8 - Point 3**
Answer	● Tailor-made games will be implemented by another	

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	supply contractorandit is expected to reserve an area for the game plug in. ● Regarding the function of video conference and IP phone call function, vendors can provide their solutions (such as 3rd party plug in). ● Regarding the "Show wealth information on landing page", it is expected to display the health status (vital sign) of the service user such as Heart-Rate, Blood Pressure, Oxygen Saturation (SaO2), Number of Steps, Sleep Condition (Shallow Sleep / Deep Sleep), Body Temperature, Blood Glucose Level etc.which show by day/by weeks/by months/by years etc.	
8	**Data migration** **-How much / what kind of data would need to migrate to the platform?**	**P.13-Point 9.4**
Answer	It is expected to import the following data into the system: ● Case Information ● Users Information ● Caregiver information (Please refer to Part 7 – Capacity)	
9	**Payment schedule** **-Could you please advise the details of "System Live Run" and Project Completion"?**	**P.15-Point 9.9**
Answer	Regarding the payment schedule, please find the following information for your reference: ● Initial Payment (upon the confirmation of the project) ● Gap Analysis/ User Requirement Collection (upon the completion of the user requirement specification) ● User Acceptance Test (Completion the User Acceptance Test)	

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	● System Live Run (the system launch) ● Project Completion (upon the completion of the system nursing /warranty)	
10	**Clientele Information Management System** **-How to receive cases from SWD? Offline or system? Any integration required?**	**the sub-section 2.3 of clause 5.1 of Part 5**
Answer	In the existing workflow, all cases are received by fax / by phone etc.,users will input data in backend system.	
11	**Clientele Information Management System** **-Optional means what? Data entry is optional? Or the development is optional?**	**the sub-section 2.4 of clause 5.1 of Part 5**
Answer	The template and development of case assessment/intake, individual care plan (ICP) are optional.	
12	**Clientele Information Management System** **-The reports listed can be downloaded in PDF format only? Or they have to be converted into e-form?**	**the sub-section 9.5 of clause 5.1 of Part 5**
Answer	Reportsshould be exported to Excel, Word, PDF and HTML format, and outputted to printer directly.	
13	**Clientele Information Management System** **-Integrated Discharge Support Programme for Elderly Patients. The reports listed below can be downloaded in PDF format only? Or they have to be converted into e-form?** -第二階段長者社區照顧服務券試驗計劃季度資助申請表 -關愛基金『支援身體機能有輕度缺損的長者』試驗計劃	**the sub-section 10 of clause 5.1 of Part 5**
Answer	The captioned reports should be exported to Excel, Word,	

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	PDF and HTML format, and outputted to printer directly.	
14	**Mobile App - Service Users and Caregivers Support and Reconnection Platform** -Is the support iOS Platform missing? Or this particular function feature has no need to apply on iOS device? -Is the 5GB storage applied to the device storage or server storage? -Are the Tailor-made games (how many?), Tailor-made video and Family Chart are also within the scope of development by the vendor? Or they are already existed and just need to be integrated into the mobile app? -The video conference must support 1 to many or just 1 to 1? -Is the recording function part of the instant message like the WhatsApp? Or the user can make recording freely regardless which function of the app the user is engaging?	**the sub-section 3 of clause 5.2 of Part 5**
Answer	● For Service User, the mobile would be included Android platform and ● For Caregivers Support and Reconnection Platform, the mobile would be included both iOS and Android platform. ● The 5GB storage is applied to the server storage. ● Tailor-made games will be implemented by another supply contractorbut it is expected to reserve an area for the game plug in. ● It is expected to develop the Tailor-made video and Family Chart into the mobile app.	

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15	**Mobile App – Service Users and Caregivers Support and Reconnection Platform** **-The E-Form function, does it mean the user is able to create an ad-hoc e-form with the mobile app? Or the user will only generate a pre-set e-form with the app?**	**the sub-section 4 of clause 5.2 of Part 5**
Answer	Caregivers will submit their enquiries via the mobile app, the e-form function should be included.	