

Evangelical Lutheran Church Social Service – Hong Kong

Tender Reference: ELCHK-LRS/T201801  
 Project: Lifestyle Reactivation Project:  
 Jockey Club Smart Homecare Solution  
 Date of Enquiry: 13-14,21 February 2018  
 Date of reply: 23 February 2018

**Further clarification(3) on the tender proposal**

No. of Enquiry	Content of Clarification	Pages /Section of Specification
1	<ul style="list-style-type: none"> <li>- All payment will be handled by the backend system</li> <li>- Could you please elaborate more on "handled by the backend system"?</li> <li>- Does it mean that the payment will NOT be handled in the Service Users interface (Android app)?</li> </ul>	P.5 - Point 6
Answer	<p>All payment records will be captured by the Clientele Information Management System. The in-charge users will input the data manually</p> <p>The payment will NOT be handled in the Service Users interface (Android app) but the mobile app would be allowed to view the payment records.</p>	
2	<p><b>Service Users interface</b></p> <ul style="list-style-type: none"> <li>- What is the purpose of "Photo taking and upload photos", "Recording", "Re-size video/photos"?</li> <li>- Use for Instant Message purpose? Please advise.</li> </ul>	P.8
Answer	<p>-It is expected to have "Photo taking and upload photos", "Recording", "Re-size video/photos" functions, therefore service users can share their photos or video messages to different parties such as caregivers, professionals, etc. through the android tablet.</p> <p>-To facilitate the communication between servicer user and other parties (especially with their family members), making the system becomes their all-in-one communication and</p>	

No. of Enquiry	Content of Clarification	Pages /Section of Specification
	lifestyle reactivation platform, the function of instant message should be included.	

<b>3</b>	<b>Service Users interface</b> <b>- Support performance bonus</b> <b>- How to measure the performance?</b> <b>- What would be the bonus?</b>	<b>P.8</b>
Answer	After the completion of tasks/activities (such as trainings, exercises, etc.), the system should able to award the service users by giving bonus point, e.g. 100 points for each completion of an scheduled activity, a simple bonus system will be deployed.The details of bonus will be confirmed during user requirement study stage.	
<b>4</b>	<b>Caregiver Users interface</b> <b>- eForm</b> <b>- What is the eForm used for?</b> <b>- What kind of eForm should be provided?</b>	<b>P.8</b>
Answer	Caregiver will submit their enquires via mobile app. The eForm would be included but not limited to the following items: 1. Enquiry Form 2. Change Application Form 3. Service Application Form 4. Filling electronic questionnaires (send by the system)	
<b>5</b>	<b>Case management – Professionals will first make a home visit to clients. They will complete an initial case assessment and prepare a care plan that guides the home care service arrangement. Professionals will also monitor each case and update the relevant case file continuously.</b>  <b>Will there be multiple users accessing/editing/opening the same form?</b>	<b>Point 2.1</b>
Answer	Yes, the proposed system would be allowed multiple users to retrieve /edit /open the same form at the same time.	

6	<p>Once received the case from SWD, it should be provided services to the client within 7 days, the system should provide a function to alert responsible social worker, professional staffs, etc. before the deadline.</p> <p><b>2.8 To provide reminder notices to professionals.</b></p> <p><b>Alert/reminder notices refers to email or SMS?</b></p>	Point 2.3 and 2.8
Answer	It is expected to provide email notification and show the reminder messages when login the system.	
7	<p><b>Online and offline mode</b></p> <p><b>What is expected for the offline mode?</b></p>	Point 3.2
Answer	<p>For Offline mode:</p> <p>The mobile application should store sufficient information on the device (e.g. download case information to the device before reach the client place, and wipe away once the job is completed), so the users can still access the app and input data while no network connection is available. All the input data will be synchronized to the server automatically or triggered by user once the network connection is available again.</p>	
8	<p><b>service User interface</b></p> <p><b>Video Alert</b></p> <p><b>Please elaborate on the requirement / expectation on how it works for user</b></p>	Point 5.2.3
Answer	It is expected to remind service users to follow different scheduled activities (such as doing exercise, etc.) via popup pre-recorded video messages.	
9	<p><b>Service User Interface the core functions:</b></p> <ul style="list-style-type: none"> <li>• <b>Video alert (check health status and remind client)</b></li> <li>• <b>Tailor made video (ICP)</b></li> <li>• <b>Video Conferencing function</b></li> <li>• <b>Instant Message</b></li> <li>• <b>IP Phone call function</b></li> </ul> <p><b>What is the expectation of the above items? What is tailor made video (ICP)? Are you expecting vendor to develop all the items and integrated within 1 mobile application or the device should installed apps with these functions?</b></p>	Point 5.2.3
Answer	<p>-Video alert (check health status and remind client)</p> <p>It is expected to remind service users to follow different</p>	

	<p>scheduled activities (such as doing exercise, etc.) via popup pre-recorded video messages.</p> <p>-Tailor made video (ICP) ELCHK will produce different exercise videos, health promotion videos, messages from celebrities or collect a series of hyperlinks of old movies (from popular video sharing platform like Youtube, etc.), then develop a video database for prescription of meaningful daily schedule for the service user as part of the Individual Care Plan (ICP).</p> <p>-Video Conferencing function, Instant Message and IP Phone call function To facilitate the communication between servicer user and other parties, the function of instant message / Video Conferencing function / Instant Message / IP Phone call function should be included.</p> <p>It is expected that tenderers should develop or install all the items and integrated within mobile application.</p>	
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