

Tender Document
For an E-Platform for
Catholic Education Survey System

(Tender Reference: CEO/2025/001)

17 December 2024
Catholic Education Office
Catholic Diocese of Hong Kong

Table of Content

| | | |
|---|---|----|
| 1 | Invitation to Tender | 3 |
| | 1.1 Introduction..... | 3 |
| | 1.2 Project Objectives | 3 |
| | 1.3 Surveys | 4 |
| | 1.4 Stakeholders | 4 |
| 2 | Statements of Requirements | 5 |
| | 2.1 Basic Requirements | 5 |
| | 2.2 System Design | 5 |
| | 2.3 Functional Requirements | 6 |
| | 2.3.1 System Management System..... | 6 |
| | 2.3.2 School Management System | 6 |
| | 2.3.3 Survey Generating System | 7 |
| | 2.3.4 Survey Management System | 7 |
| | 2.3.5 Reporting System | 7 |
| | 2.4 Implementation Plan..... | 8 |
| | 2.5 Acceptance Testing..... | 9 |
| | 2.6 Other Requirements..... | 9 |
| | 2.6.1 Training..... | 9 |
| | 2.6.2 Support | 9 |
| | 2.6.3 Reference Site Information | 10 |
| | 2.6.4 Company Profile..... | 11 |
| 3 | Tender Submission | 12 |
| | 3.1 Tender Closing Date and Time..... | 12 |
| | 3.2 Tenderers conference | 12 |
| | 3.3 Presentation and Interview | 13 |
| | 3.4 Undertaking..... | 13 |
| | 3.4.1 Confirmation of Tender Validity..... | 13 |
| | 3.4.2 Prevention of Bribery Ordinance | 13 |
| | 3.4.3 Declaration of Conflict of Interest | 13 |
| | 3.4.4 Consent to Disclosure | 14 |
| 4 | Tender Evaluation..... | 15 |
| | 4.1 Criteria and Weighting | 15 |
| | 4.1.1 Technical assessment..... | 15 |
| | 4.1.2 Price assessment..... | 16 |
| | Appendix 1 Tender Schedule..... | 17 |
| | Appendix 2 Tenderers Conference..... | 18 |

1 Invitation to Tender

The Catholic Education Office ('CEO'), Catholic Diocese of Hong Kong ('Diocese'), is now inviting tenders to design and implement an E-platform for "Catholic Education Survey System" to collect survey information from Catholic schools.

1.1 Introduction

The Catholic Education Survey System ('CESS') is a web-based application. It is developed to collect data and views related to Catholic Education from stakeholders of Catholic schools in Hong Kong. The system aims at streamlining the survey process, automating data collection and analysis, and improving overall survey management efficiency.

1.2 Project Objectives

The development of the System should be able to:

- provide an intuitive and user-friendly system for creating, distributing, and managing surveys;
- allow stakeholders to access and participate in surveys online;
- allow system administrators to manage their surveys efficiently;
- allow school administrators to manage participating stakeholders systematically;
- facilitate data collection, storage, and analysis in a secured and centralized manner;
- generate comprehensive reports and statistical analyses based on survey results;
- ensure data privacy and security throughout the survey process;
- implement appropriate data backup and recovery strategies;
- provide full set of documentations at all stages of system development; and
- provide a secure system to protect data privacy and to guarantee only authorized user to access.

1.3 Surveys

The CEO will deliver 8-10 surveys every year. Over 200 Catholic schools are expected to respond to the surveys. It is expected the system could handle at a minimum of 30,000 to 50,000 responses per week.

Survey content will be developed to address the needs of various sectors of CEO. Preliminary examples of survey scopes include:

- i. Demographic data of Catholic & non-Catholic students, staff, middle and top management including school managers
- ii. Progress check of implementation of New Measures in Religious & Moral Education
- iii. Curriculum / L&T effectiveness in terms of subject e.g. Religious Education teaching time, use of textbooks, formative and summative assessment, choice of DSE elective subject, induction training and continuous professional development hours
- iv. Student engagement, motivation and student exemption from Religious Education lessons / activities
- v. Pastoral & evangelization targets and outcomes
- vi. Family, Community and Parish involvement
- vii. Perception of stakeholders (teachers, students, parents, supporting staff) on Performance Indicators of Catholic Schools
- viii. Characteristics of high-performing schools

1.4 Stakeholders

Groups of stakeholders to be targeted in the survey:

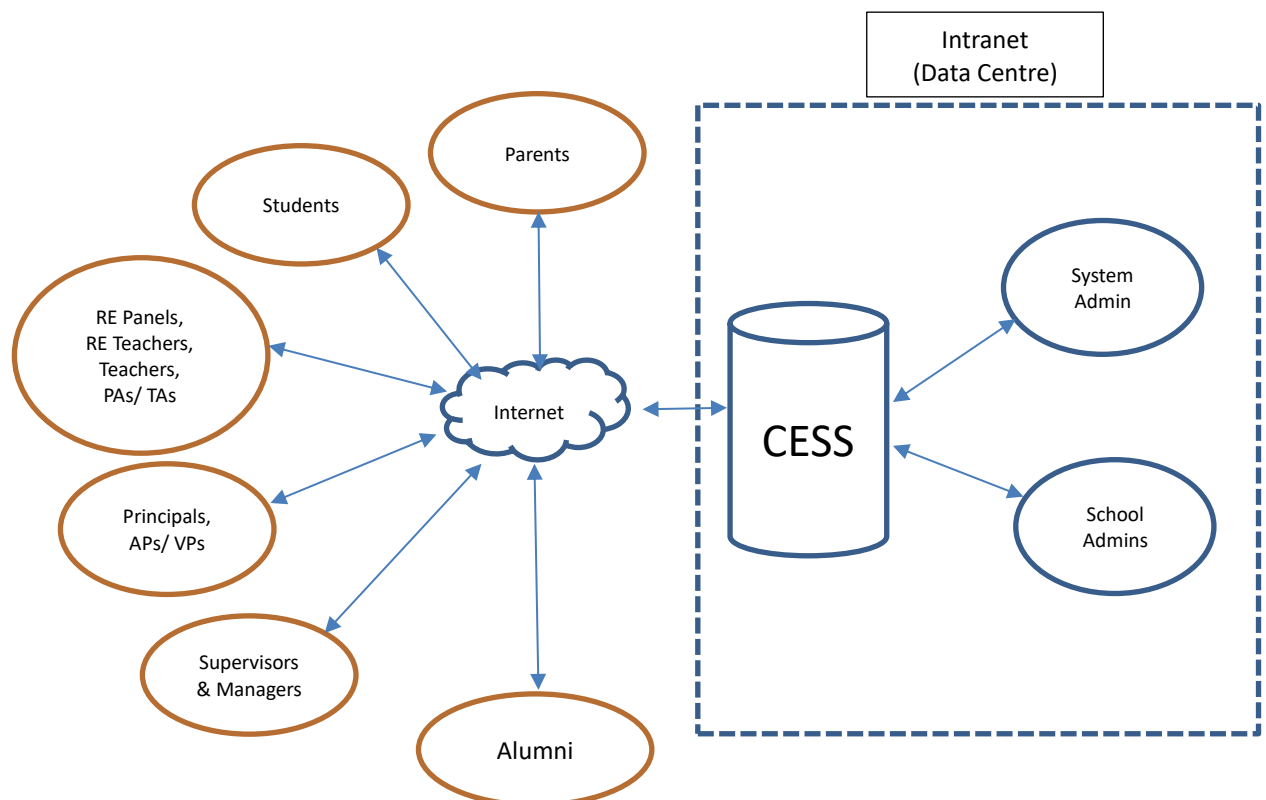
- i. Supervisors / Principals / Vice-Principals / Assistant Principals
- ii. Teachers teaching Religious Education/ Religious Studies / other subjects
 - Panel chairpersons
 - Religious Education/ Religious Studies / other subject teachers
 - Pastoral assistants / Teaching assistants
- iii. All / sampled teachers of basic and/or promoted ranks, supporting staff
- iv. All / sampled students at various levels
- v. All / sampled parents of students at various levels
- vi. All / sampled school managers
- vii. Sampled alumni of specified years

2 Statements of Requirements

2.1 Basic Requirements

The CESS should be hosted in Data Centre with a minimum of 200GB storage space allocated. The network bandwidth allocated for the system should not be less than 1Gbps at any time. Appropriate data backup and recovery strategies, data protection and data security measures should be implemented. The CESS should be a robust, secure, flexible, expandable, easy to use, easy to maintain and cost-effective system. At peak time, the CESS should support 2000 access per hour. It enables the CEO to effectively capture, manage, use and share data that member schools create. It should facilitate communication and collaboration among the CEO and Catholic schools.

2.2 System Design



2.3 Functional Requirements

2.3.1 System Management System

- Login sub-system
 - HTTPS secure connection
 - Login with user ID and strong password (About 200 School Admins)
 - Security feature to prevent automated access by computer programs
 - Activities logging (who, when, which, what)
- Account management sub-system
 - Define user group (System Admin, School Admins), user role, user right, user profile
 - Max. idle time setting
- Survey generating sub-system
- Report generating sub-system
 - Reports on survey data collected
 - Reports on system usage, system performance, abnormal activities and malicious cyber-attack acts, etc.

2.3.2 School Management System

- School information sub-system
 - School number, name, location, type, status, address, phone, fax, email, website, etc.
 - School Administrators
 - School supervisors and principals
- Uploading sub-system
 - Allow Schools to upload data to a central maintained server.
 - Data to be uploaded include student intakes, student information, primary schools graduates allocation result, secondary school graduates entries to tertiary institutes, staff information, pastoral plans, accounting information.

2.3.3 Survey Generating System

- Allow System Administrator to generate surveys
- Allow System Administrator to control survey participating groups
- 10 surveys will be generated and handled annually
- All Data collected will be stored and backup properly
- Survey question types included:
 - ◆ Open-ended
 - ◆ Closed-ended
 - ◆ Nominal
 - ◆ Likert scale
 - ◆ Rating scale
 - ◆ Yes/No
 - ◆ Collecting files to be uploaded

2.3.4 Survey Management System

- Survey participating list will be generated by School Administrators
- QR code for specific survey will be generated for online accessing
- Selected survey participating groups will participate in the survey in online mode, including:
 - ◆ Supervisors,
 - ◆ School managers,
 - ◆ School principals, Vice principals/ Assistant principals
 - ◆ Religious Education panels, Religious Education teachers, Teachers, Pastoral Assistants/ Teaching Assistants
 - ◆ Parents, and/or
 - ◆ Students
 - ◆ Alumni.

2.3.5 Reporting System

- Display and print reports on specific survey data collected
- Survey data collected and reports can be exported to Excel or PDF file (with password protected and data encrypted)
- Year comparisons will be supported
- Intra or inter schools' reports in single year and/or across years

2.4 Implementation Plan

The implementation of the System shall be completed within 9 months after the award of the contract. Tenderers shall propose in detail the Implementation Plan which includes the activities in the table below and other relevant activities including system integration, site preparation, product delivery and installation, testing, training, submission of documentation, disaster recovery, in particular data conversion and other appropriate activities.

Major Stages to be included in the proposed Implementation Plan are listed below:

| Stage | Description | Completion Date Upon Contract Award |
|-------|--|--|
| 1 | Project initiation <ul style="list-style-type: none">- Team setup and work plan finalization- Acceptance of project initiation document and project plan and schedule | Month 1 |
| 2 | System analysis and design <ul style="list-style-type: none">- Collect and confirm system requirements- Preparation of system specification and design | Month 2 |
| 3 | Application and system development | Month 3-5 |
| 4 | System testing, tuning and bugs fixing <ul style="list-style-type: none">- System installation- Stress Test | Month 6 |
| 5 | Acceptance Test <ul style="list-style-type: none">- 30 schools with 3000 participants will be participated in a single survey (provided by the CEO) | Month 7-8 |
| 6 | System rollout <ul style="list-style-type: none">- Acceptance of system documentation- Go live | Month 9 |

2.5 Acceptance Testing

An acceptance test plan for the tests stated above (Refer to Section 2.4, Stage 5) shall be prepared by the Contractor and submitted to the CEO for approval at least four weeks prior to the start of the acceptance tests. The Contractor shall provide means and manpower resources for measuring the performance and reliability of the proposed system during acceptance testing.

2.6 Other Requirements

2.6.1 Training

The Contractor shall customize different types of training facilities, such as training materials, computer-based training software package and/or video-based self-study packages, for system administrator and 200 school administrators. The customized training facilities shall be planned and implemented according to the user requirements as identified during implementation stage. Contractor shall be responsible for the on-going maintenance, enhancement and update of the training materials.

The Contractor shall also provide training to train up users as trainers. The train-the-trainer courses on all functions should be completed within 2 months after the System rollout such that sufficient time is allowed for other trainings to be performed by the CEO's trainers after the System rollout.

Tenderers shall also submit information pertaining to other relevant technical training which can be provided to the CEO personnel including, but not limited to, technical support staff, computer operation staff, Central Helpdesk staff and end-users for using the proposed system.

2.6.2 Support

Tenderers are required to give the first year free of charge and to quote the second year to the fourth year annual charges for providing on-going support services for the System after the System rollout. Tenderers shall give a description of the on-going support and maintenance team responsible for the On-going Support Services with respect to the number of persons involved and their skill profiles.

The on-going support services required are listed and described below:

- Application Software Maintenance & Upgrade
- Problem determination, analysis and fixing
 - Provide 8 hours x 5 days a week on-call services
 - Response to a problem call within 30 minutes and provide a solution within 2 days
- At least one 2-hour training program every year
- To participate in regular meetings (Twice a year) with the CESS working group.
- System performance monitoring, capacity management and system tuning
- Disaster recovery planning and drill
 - Conduct a disaster recovery drill once every two years
 - Update the disaster recovery plan to reflect any changes applied
- Ad hoc processing requests
 - Producing statistical reports, inserting user-defined entitles and fields, creating batch jobs, query templates, report templates and minor change requests, etc.
- Minor enhancements and system changes
 - Include 5 man-days for implementing minor enhancements and system change each year; unused man-days can be carried forward to next year
- Technical related services
 - Server OS Support and Administration
 - Database Support and Administration

2.6.3 Reference Site Information

Tenderers shall supply a list of major IT projects in progress or in completion in the recent 5 years.

For each project, the following information must be furnished:

- Location (Hong Kong or name of foreign country);
- Name and address of reference customer;
- Name of contact person, position and phone number;
- Installation date;
- Name of main application & brief description;
- One-off contract value of the project (excluding the hardware cost); and
- Implementation time.

The CEO will treat all the information submitted above in strict confidence.

Tenderers may be requested to make arrangement for the CEO representatives to visit some of the reference sites. The CEO representatives may elect to contact some of the reference customers for comments on Tenderer's performance and skills.

2.6.4 Company Profile

In order to expedite evaluation of tender returns, Tenderers are requested to supply the following information in a precise and straight forward manner.

Company profile, which include, but not limited to:

- Company Name;
- Address;
- Phone number;
- Fax number;
- Contact person;
- Managing directors/partners;
- Other directors;
- Sole proprietor;
- Number of employees in Hong Kong in each job category;
- Year of experience and skills of the Tenderer in developing and implementing IT projects;
- Team members of this project and their experiences and skills
- Description of the salient features and flexibility of the system proposed;
- Description on the openness of the proposal, upgrade path, its compatibility and vendor's commitments;
- Demonstration Plan;
- Understanding of the system implementation / integration requirements; and
- Other information which Tenderers consider relevant.

3 Tender Submission

3.1 Tender Closing Date and Time

This tender must be properly completed (with project proposal and implementation plan (Refer to 4.1.1), "Tender Schedule" (Refer to Appendix 1) and other relevant information (Refer to 2.6.3 and 2.6.4)) and be placed in the Catholic Education Office Tender Box addressed to the Episcopal Delegate for Education, Catholic Education Office, 3/F Catholic Diocese Centre, 16 Caine Road, Hong Kong before 2:00pm (Hong Kong Time) on the **13 January 2025** ("the Tender Closing Date") in a sealed plain (without the identity of the Tenderer) envelope marked "Tender for Catholic Education Survey System".

In case a rainstorm black warning or typhoon signal No. 8 or above is valid for any duration between 9:00 a.m. and 12:00 noon (Hong Kong Time) on the Tender Closing Date, the tender closing time will be extended to 2:00pm (Hong Kong Time) on the next working day. Late tender and tender not submitted in the aforesaid manner will not be considered.

3.2 Tenderers conference

A tenderers conference will be held at the CEO at 2:00pm on 6 January 2025 to clarify any enquiries the Tenderers may have on the tender document. All questions for clarifications at the conference must be emailed to cess@catholic.edu.hk by 3 January 2025.

Each Tenderer can register not more than three representatives for the conference. Request for registration should be made in writing in the prescribed format (Refer Appendix 2) by 3 January 2025. LATE registration will not be accepted. The venue will be announced in the notice to Tenderers confirming their registration.

Tenderers shall acknowledge the obligation of not disclosing the information obtained during the tenderers conference.

The schedule of the tenderers conference is subject to change at the sole discretion of the CEO.

3.3 Presentation and Interview

During the Tender Validity Period, Tenderers shall arrange 30 minutes free of charge:

- demonstration of the proposed Software and prototype of the proposed System; and
- walk-through of the preliminary design of the System, the Software, Custom Program methodology, the contingency and the disaster recovery plan of the proposed System submitted in their proposals.

Tenderer must provide such demonstration and walkthrough within the specified period stipulated in the written notice issued by the CEO. Failure to comply with this requirement may render its tender being invalidated.

3.4 Undertaking

3.4.1 Confirmation of Tender Validity

Tender shall remain valid and open for not less than 90 days after the Tender Closing Date (i.e. the Tender Validity Period). If before the expiry of the Tender Validity Period, the offer is withdrawn, the Tenderer is advised that due notice will be taken.

3.4.2 Prevention of Bribery Ordinance

Tenderer, its employees and agents shall not offer any advantage (as defined in the Prevention of Bribery Ordinance, Cap. 201) to the Diocese's employees, member schools' employees, or any member of the CEO responsible for considering any matters in relation to this tender. Any such offer by the Tenderer or its employees or agent may constitute an offence under the Prevention of Bribery Ordinance and may render the contract null and void. The CEO may also cancel the contract awarded and hold the Tenderer liable for any loss or damage the CEO may sustain.

3.4.3 Declaration of Conflict of Interest

Tenderer should disclose any potential or actual conflict of interest as a result of affiliation or financial involvement with the Diocese's employees or any member of the CEO concerning this project. Failure to do so may render the contract null and void. The CEO may also cancel the contract awarded and hold the Tenderer liable for any loss or damage the Diocese may sustain.

3.4.4 Security of Information

Tender information must be kept confidential with restricted access on a need-to-know basis. All communications regarding the tender must be classified as RESTRICTED DOCUMENTS from the time tenders are received and to the time a decision is made on the acceptance.

3.4.5 Consent to Disclosure

The CEO shall have the right to disclose whenever it considers appropriate or upon request by any third party (written or otherwise) information on the awarded contract, without any further reference to the successful Tenderer, the name and address of the successful Tenderer, product description, brand name, model number and place of origin and the contract amount.

3.4.6 Safeguarding National Security

- a) Notwithstanding anything to the contrary in the tender documents, the CEO reserves the right to disqualify a supplier on the grounds that the supplier has engaged, is engaging, or is reasonably believed to have engaged or be engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or otherwise the exclusion is necessary in the interest of national security, or is necessary to protect the public interest of Hong Kong, public morals, public order or public safety.
- b) The CEO may immediately terminate the contract upon the occurrence of any of the following events:
 - i. the contractor has engaged or is engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
 - ii. the continued engagement of the contractor or the continued performance of the contract is contrary to the interest of national security; or
 - iii. the CEO reasonably believes that any of the events mentioned above is about to occur.

4 Tender Evaluation

4.1 Criteria and Weighting

This tender will be evaluated based on two separate aspects, namely, the technical and price assessment. The pre-determined weights for technical and price assessments are 50% and 50% respectively.

4.1.1 Technical assessment

The technical assessment criteria are tabulated as follows:

| | Assessment Criteria | Weighting | Tender Reference |
|---|--|-----------|------------------|
| 1 | Company background, IT project experiences | 10% | 2.6.3 & 2.6.4 |
| 2 | The hosting of the CESS in Data Centre, Data Storage, Bandwidth allocated, Hardware and/or software used, Data backup and recovery strategies, Data protection and security measures | 20% | 2.1 |
| 3 | Proposed system | 50% | |
| | A. System Management Sub-system (10%) | | 2.3.1 |
| | B. School Management Sub-system (10%) | | 2.3.2 |
| | C. Survey Generating Sub-system (10%) | | 2.3.3 |
| | D. Survey Management Sub-system (10%) | | 2.3.4 |
| | E. Reporting Sub-system (10%) | | 2.3.5 |
| 4 | Implementation services | 10% | |
| | F. Implementation plan and Stress test (5%) | | 2.4 |
| | G. Acceptance Test (5%) | | 2.5 |
| 5 | Training, On-Going Support/ Maintenance Services | 10% | 2.6.1 2.6.2 |
| 6 | Other value-added services provided | | |
| | Total Weight | 100% | |

For technical assessment, the passing marks for item 1 to 5 are 6%, 12%, 30%, 6% and 6% respectively. Proposals which fail to meet these passing marks will be disqualified.

The overall total of the technical assessment will be converted to percentage technical scores based on the pre-determined weights as specified above according to the following formula:

$$\text{Technical Score} = 50 \times \text{Mark achieved} / \text{Highest mark}$$

4.1.2 Price assessment

The tender price will be assessed on the basis of the total development cost, the Support and Maintenance Services and the data center hosting of the system.

The price will be total cost including (A) to (C) below:

(A) one time charge for the development of the system and the annual charge for the first implementation year; and

(B) the annual charge(s) for the second to the fourth implementation year including the on-going support and maintenance services and others services proposed by the contractor; and

(C) the Data Center hosting, hardware and related software rental charges for the first to the fourth implementation year.

A maximum price score of 50 will be allocated to the lowest bid while the score for the higher offers will be calculated based on the following formula:

$$\text{Price Score} = 50 \times \text{Lowest price}^* \text{ of the tender offer which has passed the technical Assessment} / \text{Respective price}^* \text{ of the tender offer under assessment}$$

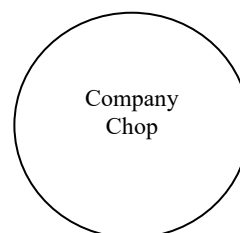
Normally, tender proposal with the highest overall combined score will be recommended.

The CEO is not bound to consider an offer in the event of a claim being received by the CEO alleging or the CEO having grounds to believe that the Software to be supplied by the Tenderer under this tender are infringing copyrights or have otherwise infringed the intellectual property rights in the license of Software of a third party.

Appendix 1: Tender Schedule

| Item | Service Details | Specifications | Charges (HKD) |
|------|--|---|---------------|
| 1. | <p>One time charge for the development of the system and the annual charge for the first implementation year.</p> <p>The Data Center hosting, hardware and related software rental charges for the first implementation year.</p> <p>Not less than 1Gbps bandwidth, 200GB storage space should be allocated to the system. (Please specify.)</p> | <p>Refer to 2.1</p> <p>Refer to 4.1.2 (A)</p> | |
| 2. | <p>The annual charge(s) for the second to the fourth implementation year including the on-going support and maintenance services and others services proposed by the contractor.</p> | <p>Refer to 4.1.2 (B)</p> | |
| 3. | <p>The Data Center hosting, hardware and related software rental charges for the second to the fourth implementation year.</p> <p>Not less than 1Gbps bandwidth, 200GB storage space should be allocated to the system. (Please specify.)</p> | <p>Refer to 2.1</p> <p>Refer to 4.1.2 (C)</p> | |

We/I understand that if we/I fail to supply the services as offered in our tender upon accepting the CEO's order, we are prepared to pay the price difference to the CEO if such services are obtained from elsewhere.



Name of Supplier: _____

Name and Signature of Person authorized to sign the Tender:

Name (in block letters): _____ Signature: _____

Date: _____

To: The Episcopal Delegate for Education,
Catholic Education Office,
3/F, Catholic Diocese Centre
16 Caine Road, Hong Kong.
(Fax: 2881 5960, Email: cess@catholic.edu.hk)

Request for Registration for the Tenderers Conference

Tender for Catholic Education Survey System

We wish to reserve _____ seat(s) for the Tenderers Conference to be held at the **CEO at 2:00pm on 6 January 2025**.

(1) Name of Representative: _____

Position Held: _____

(2) Name of Representative: _____

Position Held: _____

(3) Name of Representative: _____

Position Held: _____

Company Name: _____

Contact Person / Title: _____

Address: _____

Phone No. / Fax No.: _____

Email: _____

Note:

- (a) *Each Tenderer can register no more than three representatives for the Tenderers Conference*
- (b) *Please complete and fax or email this reply slip for **registration by 3 January 2025***
- (c) *Late registration will not be considered*