CONSTRUCTION
INDUSTRY COUNCIL
建造業議會

Our ref 本會檔號: (641) in P/AE/PUR/AGC
Your ref 來函檔號:

5 November 2026

Dear Sir / Madam,

Tender Reference No. (641) in P/AE/PUR/AGC
Invitation to Tender for the Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

You are invited to submit a tender for the Provision of CITF Application Portal and Operation Platform for the Construction Industry Council as specified in the tender documents.

1. Your tender proposal, **in copies specified in the tender**, should be submitted in two separate sealed envelopes.

2. The tenderer shall deposit two separate sealed envelopes with labels as specified below into the tender box located at **G/F, Hong Kong Institute of Construction - Kowloon Bay Campus, 44 Tai Yip Street, Kowloon Bay, Kowloon, Hong Kong not later than 12:00 noon on 3 December 2026.** Late tenders will NOT be considered.

   a) Label with "Technical Proposal for Provision of CITF Application Portal and Operation Platform for the Construction Industry Council"

      The Technical Proposal shall comprise two separately labelled packs consisting of:
      (i) Security Compliance Pack; and
      (ii) Project Proposal Pack.

   b) Label with "Fee Proposal for Provision of CITF Application Portal and Operation Platform for the Construction Industry Council"

   Please note that the envelope labelled with "Technical Proposal" shall **NOT** include any pricing details. Price information shall not be included in either the Security Compliance Pack or the Project Proposal Pack of the Technical Proposal. Failure to do so will render the tender null and void. Tenders submitted after the above time or tenders deposited at places other than that stated above will **NOT** be considered.

3. The tenderer shall provide the completed 'Application Form for Inclusion in the CIC Vendor List' as provided in the tender invitation, containing basic information of the interested tenderer (For Non-CIC Registered Vendor only).

4. In the event of Typhoon Signal No. 8 or above, or Black Rainstorm Warning is hoisted or Extreme Condition as announced by the Hong Kong Government within the office hour (8:30 a.m. – 6:18 p.m.) on the tender closing date, the closing time will be postponed to 12:00 noon of the next working day.

5. Construction Industry Council is not bound to accept any proposal it may receive. In addition, it will reject bids which are considered to have been priced unreasonably low.

6. It should be noted that the Council will not be responsible for the reimbursement of any cost incurred by you for the preparation of the submission.

7. The invited tenderer who has decided to decline the bid shall return the Reply Slip for Declining Bid provided in Appendix F of the Conditions of Tender.

8. There will be a briefing session **at 10:00 a.m. on 16 November 2026 via Microsoft Teams.** Interested tenderers shall complete and return the reply slip in **Appendix G** by fax 2100 9439 or e-mail: kelvinlee@cic.hk and hildako@cic.hk no later than 12:00 noon on 13 November 2026 confirming the attendance of the said tender briefing and state clearly the number of attendees for CIC's arrangement.

9. The tender documents can be downloaded from CIC's website: http://www.cic.hk/eng/main/aboutcic/procurement/tender_details/.

10. During the tender evaluation stage, the tenderer may be requested to attend a tender interview to present his tender proposals. Details of the interview may be announced to the shortlisted tenderers THREE (3) days prior to the interview. Upon receipt of a request from the CIC, the tenderer shall provide a tender presentation to demonstrate whether the proposal can fulfill the requirements specified in the Assignment Brief.

11. For queries regarding this tender invitation or/and tender process, please contact Mr. Kelvin LEE, Assistant Manager - Procurement, on telephone 2100 9425 or via e-mail: kelvinlee@cic.hk or Ms. Hilda KO, Officer II – Procurement, on telephone 3199 7132 or via e-mail: hildako@cic.hk.

Yours sincerely,



Yesh SUN
Senion Manager – Management Support

Encl.

Checklist for Submission of Tender

Please go through the following checklist to ensure that all necessary information and documents for the tender have been provided in your tender submission. Please note that the checklist is for guidance and reference purposes only and shall not be deemed to form part of the Tender Document. The address labels at the bottom of this checklist may be used on the envelopes for submitting the tender.

Tenderers should note that their tenders may be invalidated if the information in the tender submission is incorrect or the required documents are not provided together with the tender document.

Particulars	Reference
Technical Proposal (Security Compliance Pack)	
1. Security Compliance Pack	Conditions of Tender, Appendix A Clause 1.1 to 1.2 and Annex C of the Assignment Brief
Technical Proposal (Project Proposal Pack)	
2. Tenderer's Track Record & Project Reference	Conditions of Tender, Appendix A Clause 2
3. Organisation and Qualifications of Proposed Project Team	Conditions of Tender, Appendix A Clause 3
4. Project Approach and Requirements to (i) fulfill the technical requirements and (ii) deliver all deliverables outlined in the Assignment Brief and its Annexes (a) Tender Programme (b) Method Statements • Full understanding of the end-to-end APOS delivery • Approach for completing all the required modules within the specified timeframe • Project governance and quality assurance • Technical capability of the proposed solution and its design • Detailed architecture design • System integration design • User interface and user experience design • Approach for the nursing period and the maintenance and support services (c) Compliance Table (Annex A of Assignment Brief) (d) Standard Non-Functional Requirements Checklist (Annex B of Assignment Brief)	Conditions of Tender, Appendix A Clauses 4 to 6, Annex A and B of the Assignment Brief
5. A duly completed Standard Letter for complying with Anti-Collusion Clause	Conditions of Tender, Appendix B
6. All documents mentioned in the Technical Assessment Marking Scheme	Conditions of Tender, Appendix E
7. A duly completed Tenderer's Integrity, Compliance and Criminal Conviction Declaration	Tenderer's Integrity, Compliance and Criminal Conviction Declaration
Fee Proposal	
8. Form of Tender	Conditions of Tender, Appendix C
9. Fee Proposal	Conditions of Tender, Appendix D

Note: The tenderer is required to submit all information specified in Appendix A of the Conditions of Tender with his tender. In addition, the tenderer shall submit with his tender a duly signed and witnessed letter in the form set out in Appendix B of the Conditions of Tender, and a duly signed Tenderer's Integrity, Compliance and Criminal Conviction Declaration. Should the tenderer fails to submit all information mentioned above with his tender, his tender may not be considered.

"Please be reminded that NO COMMERCIAL OR COST INFORMATION SHALL BE INCLUDED IN TECHNICAL SUBMISSION. You are reminded that should any commercial or cost information be included in this Technical Submission, you may be disqualified from this Tender."

Construction Industry Council

Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

Please adhere the following labels on <u>separate</u> sealed envelope of your submitted tender.

"Confidential"

TENDER

Technical Proposal

Construction Industry Council (CIC)
The Tender Box
G/F, Hong Kong Institute of Construction –
Kowloon Bay Campus, 44 Tai Yip Street,
Kowloon Bay, Kowloon, Hong Kong

Ref. No.: [(641) in P/AE/PUR/AGC]
Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

Name of Tenderer: _____

Closing Time and Date: <u>12:00 noon on 3 December 2026</u>

"Confidential"

TENDER

Fee Proposal

Construction Industry Council (CIC)
The Tender Box
G/F, Hong Kong Institute of Construction –
Kowloon Bay Campus, 44 Tai Yip Street,
Kowloon Bay, Kowloon, Hong Kong

Ref. No.: [(641) in P/AE/PUR/AGC]
Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

Name of Tenderer: _____

Closing Time and Date: <u>12:00 noon on 3 December 2026</u>

CONSTRUCTION INDUSTRY COUNCIL
建造業議會

Ref. No.:
檔案編號:

Form No. PRO-01
Rev K 28-Sept-2026

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

This form should be completed in FULL BLOCK LETTERS and returned to：

請詳細填寫本申請表並交回：

	Procurement Department		香港九龍觀塘駿業街56號
	Construction Industry Council		中海日升中心38樓
	38/F, COS Centre, 56 Tsun Yip Street		建造業議會
	Kwun Tong, Kowloon, Hong Kong		採購部
Tel. No.:	2100 9000	電話號碼：	2100 9000
Fax. No.:	2100 9439	圖文傳真號碼：	2100 9439
E-mail :	vendor@cic.hk	電子郵件 :	vendor@cic.hk

Enquiries concerning the personal data collected by means of this form, including the making of access and corrections, should be addressed to the above Department.

如查詢此表格內的資料，包括查閱途徑及修訂資料，請與上述部門聯絡。

PART I - DETAILS OF THE COMPANY 第一部 - 公司資料

(i) Company Name：_____

(English) 【Company name should correspond with that registered under the Business Registration Ordinance (Cap 310)】

公司名稱 ：_____

(中文)【公司名稱須與商業登記條例(第310章)內所登記的名稱相同】

(ii) Company Address：_____

(English)

公司地址：_____

(中文)

(iii) E-mail 電子郵件：_____ (iv) Website 網址：_____

(v) Tel. No. 電話號碼：_____ (vi) Fax. No. 圖文傳真號碼：_____

In order to reduce paper consumption, all future CIC notifications will be dispatched by means of email, unless specifically requested in writing to the CIC otherwise.

為減少紙張用量，除非另作書面要求，所有議會通訊將以電郵傳遞。

PART II - ORGANISATIONS AND STAFF 第二部 - 公司組織及職員資料

(i) Company Type 公司類別：

☐ A body corporate registered under the Companies Ordinance (Cap 32) 根據《公司條例》(第32章)註冊的法人團體

☐ A partnership (unincorporated) 合夥(非屬法團)

☐ A sole proprietorship (unincorporated) 獨資(非屬法團)

☐ Others (Please specify) 其他(請註明) _____

(ii) Members of organisation 公司成員：

* Directors / Proprietors / Partners 董事 / 東主 / 合夥人	English Name 英文姓名	Chinese Name 中文姓名

* Delete where inappropriate 將不適用者刪去

CONSTRUCTION INDUSTRY COUNCIL
建造業議會

Ref. No.:
檔案編號:

Form No. PRO-01
Rev K 28-Sept-2026

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

(iii) Person(s) to contact on matters relating to tenders / contracts：
獲授權回答有關投標 / 合約等問題的負責人資料：

	Name(s) 姓名	Official Capacity 職位	Tel. No. 電話號碼	Mobile No. 流動電話號碼
(1)				
(2)				
(3)				

(iv) Please confirm whether your organisation is a registered subcontractor under the CIC's Registered Specialist Trade Contractors Scheme (RSTCS).
請貴公司確認是否在註冊專門行業承造商制度（RSTCS）下的註冊分包商。

☐ Yes，RSTCS Number：
是，註冊專門行業承造商制度註冊編號：

☐ No
不是

PART III - BUSINESS TYPE 第三部 - 業務性質

(i) Services and Goods which your company can provide/supply 貴公司所供應的服務及貨品
Please select your business type and corresponding coverage area (s) ***請選擇 貴公司所屬的業務性質及相應的覆蓋範圍***
Please tick ☑ as appropriate ***請在適當空格加上*** ☑

Business Type 業務性質

☐ **Type 1 - Supplier**
類別一 - 供應商

Trade of Services 服務行業

☐ 1 Construction Materials (建築材料)

- ☐ 1.1 Accelerator (催乾劑)
- ☐ 1.2 Acrylic Paint (亞加力漆)
- ☐ 1.3 Air-conditioning & Ventilation Accessory (空調及通風配件)
- ☐ 1.4 Adhesive / Sealant (膠漿 / 封邊膠)
- ☐ 1.5 Aggregates (石仔)
- ☐ 1.6 Air-conditioning & Ventilation (空調及通風)
- ☐ 1.7 Aluminium Bar / Hollow (鋁條 / 通)
- ☐ 1.8 Aluminium Foamwork Accessory (鋁模板配件)
- ☐ 1.9 Aluminium Foamwork (鋁模板)
- ☐ 1.10 Aluminium Pipe (鋁管)
- ☐ 1.11 Aluminium Sheet (鋁板)
- ☐ 1.12 Anti-ant Paint (抗蟻油漆)
- ☐ 1.13 Asphalt (瀝青)
- ☐ 1.14 Bamboo & Accessory (竹料及配件)
- ☐ 1.15 Bar-bending & Fixing (鋼筋屈扎)
- ☐ 1.16 Bronze / Copper / Brass Pipe (青銅 / 銅 / 黃銅管)
- ☐ 1.17 Bearing (啤令)
- ☐ 1.18 Belt (坑帶)
- ☐ 1.19 Bitumen Compounds (瀝青混合物)
- ☐ 1.20 Boring Drill Accessory (岩土鑽探配件)
- ☐ 1.21 Bronze / Copper Bar (青銅 / 銅條)
- ☐ 1.22 Bronze / Copper Sheet (青銅 / 銅板)
- ☐ 1.23 Bronze / Copper Wire (青銅 / 銅線)
- ☐ 1.24 Brushing Lacquer (手掃漆)
- ☐ 1.25 Bucket (桶 / 泥斗)
- ☐ 1.26 Cable Accessory & Trunking (電線配件及線槽)
- ☐ 1.27 Cable (電線)
- ☐ 1.28 Canvas Goods (帆布及布帳製品)
- ☐ 1.29 Ceiling (天花)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

- ☐ 1.30 Cement (水泥)
- ☐ 1.31 Cement Paint (雪花英泥)
- ☐ 1.32 Centre Punch (中心沖 / 賓子)
- ☐ 1.33 Clear Lacquer (透明漆)
- ☐ 1.34 Clay Sand (黃花沙)
- ☐ 1.35 Clear Varnish (透明清漆)
- ☐ 1.36 Concrete Blocks (混凝土磚)
- ☐ 1.37 Concrete (混凝土)
- ☐ 1.38 Concrete Pipe (混凝土管道)
- ☐ 1.39 Curtain Wall / External Cladding (幕牆/幕板)
- ☐ 1.40 Drill Bit & Cutter Bit (鑽咀及刀咀)
- ☐ 1.41 Door & Accessory (大門及配件)
- ☐ 1.42 Dry Wall (石膏板)
- ☐ 1.43 Electrode (電焊支)
- ☐ 1.44 Electrical Supplies (電器材料)
- ☐ 1.45 Emulsion Paint / Latex (乳膠漆)
- ☐ 1.46 Epoxy Coating (環氧塗料)
- ☐ 1.47 Epoxy (環氧樹脂漆)
- ☐ 1.48 Fencing / Mesh / Chain (圍欄 / 鐵絲網 / 鎖鏈)
- ☐ 1.49 Fibre Glass Products (玻璃纖維產品)
- ☐ 1.50 Filter (過濾器)
- ☐ 1.51 Fire Retardant Paint (防火漆)
- ☐ 1.52 Floor Board Coating (地台油)
- ☐ 1.53 Gaseous Fuels / Welding (氣體燃料 / 焊接)
- ☐ 1.54 Glazed Ceramic Wall Tiles (牆壁瓷磚)
- ☐ 1.55 Gloss Latex Paint (悅亮漆)
- ☐ 1.56 Gloves (手套)
- ☐ 1.57 Gold (金)
- ☐ 1.58 Granite (麻石)
- ☐ 1.59 Grinding / Polish (研磨 / 拋光)
- ☐ 1.60 Hammertone Paint (鎚紋漆)
- ☐ 1.61 Heat Insulating Materials (隔熱物料)
- ☐ 1.62 Hot-dip Galvanizer (熱浸鍍鋅)
- ☐ 1.63 Hose and Fittings (膠喉及配件)
- ☐ 1.64 Homogeneous Floor Tiles (過底地磚)
- ☐ 1.65 Hydrated Lime (熟石灰)
- ☐ 1.66 Insulation Materials (絕緣體)
- ☐ 1.67 Iron Work (訂製鐵器)
- ☐ 1.68 Jointing (接口)
- ☐ 1.69 Laminated Plywood (夾板)
- ☐ 1.70 Luminous Paint (螢光漆)
- ☐ 1.71 Marble & Accessory (雲石及配件)
- ☐ 1.72 Metal / Plastic Container (金屬 / 塑膠容器)
- ☐ 1.73 Metal Etching (金屬蝕刻)
- ☐ 1.74 Mosaic Tiles (紙皮石)
- ☐ 1.75 Multi-Colour Paint (多彩漆)
- ☐ 1.76 Nail / Staple & Accessory (釘及配件)
- ☐ 1.77 Non-slip Treatment (防滑處理)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

- ☐ 1.78 Nylon (尼龍)
- ☐ 1.79 Pipe Fittings (管道配件)
- ☐ 1.80 Pipe (喉管)
- ☐ 1.81 Pigment / Staining (色粉)
- ☐ 1.82 Plastering (抹灰)
- ☐ 1.83 Plastic Sheet / Board (膠片 / 膠板)
- ☐ 1.84 Plastic / Wood Flooring (膠 / 木地板)
- ☐ 1.85 Polyurethane Paint (聚脂漆)
- ☐ 1.86 Polishing / Sharpening (拋光 / 磨石)
- ☐ 1.87 Primer / Sealer (封底漆)
- ☐ 1.88 Rain Gear (雨具)
- ☐ 1.89 Red Bricks (紅磚)
- ☐ 1.90 River Sand (淡水沙)
- ☐ 1.91 Road Marking Paint (馬路劃線漆)
- ☐ 1.92 Sanitary (潔具)
- ☐ 1.93 Sanding Paper / Cloth (砂紙 / 布)
- ☐ 1.94 Saw Blade / Wheel & Accessory (鋸片 / 碟及配件)
- ☐ 1.95 Screw & Accessory (螺絲及配件)
- ☐ 1.96 Scantling & Planking (什木枋板)
- ☐ 1.97 Silk Screen (絲網)
- ☐ 1.98 Stone Like Coating Paint (石頭漆)
- ☐ 1.99 Solvent (溶劑)
- ☐ 1.100 Spraying Paint (噴漆)
- ☐ 1.101 Steel / Iron Bar (鋼 / 鐵條)
- ☐ 1.102 Steel / Iron Gate (鋼 / 鐵門)
- ☐ 1.103 Steel / Iron Pipe (鋼 / 鐵管)
- ☐ 1.104 Steel / Iron Sheet (鋼 / 鐵片)
- ☐ 1.105 Steel / Iron Wire (鋼 / 鐵線)
- ☐ 1.106 Stone (開山大石)
- ☐ 1.107 Stopping (填補料)
- ☐ 1.108 Steel Reinforcement (鋼筋)
- ☐ 1.109 Stainless Steel Bar (不銹鋼條)
- ☐ 1.110 Stainless Steel Pipe (不銹鋼管)
- ☐ 1.111 Stainless Steel Sheet (不銹鋼片)
- ☐ 1.112 Stainless Steel Wire (不銹鋼線)
- ☐ 1.113 Steel Wire Rope / Nylon Webbing Sling (鋼絲繩 / 尼龍帆布帶)
- ☐ 1.114 Surveying Supplies (測量材料)
- ☐ 1.115 Switch (掣)
- ☐ 1.116 Synthetic Paint (合成油漆)
- ☐ 1.117 Textured Latex (砂膠漆)
- ☐ 1.118 Undercoat Pattern (底漆)
- ☐ 1.119 Valve (閥門)
- ☐ 1.120 Washable Distemper (可洗膠灰水)
- ☐ 1.121 Wall Paper (牆紙)
- ☐ 1.122 Water Proofing Material (防水物料)
- ☐ 1.123 Water-boiled Proved Laminated Plywood (防水夾板)
- ☐ 1.124 Weldmesh (馬路網)
- ☐ 1.125 Window & Accessory (窗戶及配件)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

			☐ 1.126	Wire Rope (鋼纜)
			☐ 1.127	Wood Stripe (木線)
☐	2	Tools (手工具)	☐ 2.1	Brush & Accessory (刷及配件)
			☐ 2.2	Chisel (鑿)
			☐ 2.3	Crowbar (鐵筆)
			☐ 2.4	Drawing Instrument (繪圖工具)
			☐ 2.5	Electric Drill / Hammer Drill & Accessory (電鑽及配件)
			☐ 2.6	Edge Rule (壓尺)
			☐ 2.7	File (銼)
			☐ 2.8	Hammer (鎚仔)
			☐ 2.9	Masonry Tools (泥水工具)
			☐ 2.10	Meter / Tester (測試儀錶)
			☐ 2.11	Portable Electrical Tools & Accessory (手提式電動工具及配件)
			☐ 2.12	Pipe Bender & Expander (喉管屈曲器及掙大器)
			☐ 2.13	Pick (泥耙)
			☐ 2.14	Pipe Cutter (喉管剪鉗)
			☐ 2.15	Pipe Dies and Head (牙模及扳頭)
			☐ 2.16	Plane (刨)
			☐ 2.17	Plier / Pincer / Nipper (鉗子)
			☐ 2.18	Saw (鋸)
			☐ 2.19	Screwdriver (螺絲批)
			☐ 2.20	Spanner / Wrench (扳手)
			☐ 2.21	Scraper / Shovel / Pottery Tool (刮 / 鏟 / 泥刮)
			☐ 2.22	Steel Snip/ Cutter (剪鉗)
			☐ 2.23	Surveying Level (測量平水儀)
			☐ 2.24	Surveying Scale (測量磅)
			☐ 2.25	Trowel (抹子 / 批匙)
			☐ 2.26	Vise (虎鉗 / 夾)
			☐ 2.27	Welding Tools (焊接工具)
☐	3	Industrial Safety & Protective Products (安全及防護產品)	☐ 3.1	Anti-Surge Protection (防電保護)
			☐ 3.2	Confined Space Equipment (密閉空間設備)
			☐ 3.3	Eye Protection (眼部保護)
			☐ 3.4	Fall Protection (高空防墮保護)
			☐ 3.5	First Aid Supplies (急救用品)
			☐ 3.6	Fire Extinguisher & Equipment (滅火筒及設備)
			☐ 3.7	Foot Protection (腳部保護)
			☐ 3.8	Gas & Radiation Detector (氣體及輻射探測器)
			☐ 3.9	Hand Protection (手部保護)
			☐ 3.10	Hearing Protection (聽覺保護)
			☐ 3.11	Head Protection (頭部保護)
			☐ 3.12	Noise Assessment Tools (噪音評估工具)
			☐ 3.13	Respiratory Protection (呼吸保護)
			☐ 3.14	Road Safety Equipment & Reflective Vest (交通安全用品及反光衣)
			☐ 3.15	Safety Net & Tool Box (安全網及工具箱)
			☐ 3.16	Safety Sign / Label (安全標貼/告示牌)
			☐ 3.17	Self-Contained Breathing Apparatus & Air Compressor (自供式呼吸器及空氣壓縮機)
			☐ 3.18	Welding Protection (燒焊保護)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

☐ 4	Petroleum & Fuel Products (石油及燃油產品)	☐ 4.1	Anti-Rust Spray (防銹噴霧)
		☐ 4.2	Brake Fluid (剎掣油)
		☐ 4.3	Cutting Oil (切割油)
		☐ 4.4	Hydraulic Oil (液壓油)
		☐ 4.5	Industrial Diesel Oil (工業柴油)
		☐ 4.6	Lubricant Oil / Grease Oil (潤滑油/潤滑脂油)
		☐ 4.7	Transmission Oil (傳動油)
		☐ 4.8	Ultra Low Sulphur Diesel Oil - Ex-petroleum Filling Stations (超低含硫柴油 - 油站加油)
		☐ 4.9	Unleaded Petrol - Ex-petroleum Filling Stations (無鉛汽油 - 油站加油)
☐ 5	Construction Equipment & Machinery (建築設備及機械)	☐ 5.1	Aluminium / Galvanized Iron Working Platform (高空工作台)
		☐ 5.2	Air Compressor & Blower (風機)
		☐ 5.3	Bolt & Pipe Threading Machine / Groove Machine (電動管紋機 / 壓坑機)
		☐ 5.4	Builder's Lift (建築工地升降機 - 工人籠)
		☐ 5.5	Cable Dectector (地下電纜探測器)
		☐ 5.6	Concrete Mixers (混凝土攪拌機)
		☐ 5.7	Concrete Vibrator (混凝土震機)
		☐ 5.8	Crawler Crane (履帶式吊機)
		☐ 5.9	Dozers (推土機)
		☐ 5.10	Dust Collectors (集塵器)
		☐ 5.11	Forklifts and Tow Tractors (叉車及拖引車)
		☐ 5.12	Gantry Crane (龍門式吊機)
		☐ 5.13	Generator Set (發電機組)
		☐ 5.14	Gondola Systems (吊船)
		☐ 5.15	Hydraulic Punching / Shearing / Swing Beam Machine (液壓沖 / 剪 / 擺式剪板機)
		☐ 5.16	Hydraulic Excavators (液壓挖土機)
		☐ 5.17	Loaders (裝載機)
		☐ 5.18	Mobile / Trucks / Lorry Crane (汽車吊機)
		☐ 5.19	Metal Work Machine & Equipment (金屬工作機)
		☐ 5.20	Pipe Welding Machine (喉管熱熔對接焊機)
		☐ 5.21	Plate Compactor (壓路板)
		☐ 5.22	Pump (泵)
		☐ 5.23	Roller Shutter (捲閘)
		☐ 5.24	Spray Booth (噴漆柜)
		☐ 5.25	Surveying Measuring Instrument (測量儀器)
		☐ 5.26	Thicknessing Planer (壓鉋機)
		☐ 5.27	Tower Crane (塔式吊機)
		☐ 5.28	Wood Turning Lathe (木車床)
☐ 6	Repair & Maintenance Equipment / Tools (維修及保養設備或工具)	☐ 6.1	Repair & Maintenance – Air-conditioning & Ventilation (空調及通風維修保養)
		☐ 6.2	Repair & Maintenance – Builders' Lift – Hoists (建築工地升降機維修保養)
		☐ 6.3	Repair & Maintenance – Carpark System (停車場系統維修保養)
		☐ 6.4	Repair & Maintenance – Cleaning Equipment (清潔設備維修保養)
		☐ 6.5	Repair & Maintenance – Construction Machine & Equipment (建築機械及設備維修保養)
		☐ 6.6	Repair & Maintenance – Crawler Crane (履帶式吊機維修保養)
		☐ 6.7	Repair & Maintenance – Diesel Generating Set (柴油發電機組維修保養)
		☐ 6.8	Repair & Maintenance – Drinking Facilities & Equipment (飲用水設施及設備維修保養)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

		☐ 6.9	Repair & Maintenance – Electrical (電工工程維修保養)
		☐ 6.10	Repair & Maintenance – Fire Service Facilities & Equipment (消防設施及設備維修保養)
		☐ 6.11	Repair & Maintenance – Gantry Crane (龍門式吊機維修保養)
		☐ 6.12	Repair & Maintenance – Glass (玻璃維修保養)
		☐ 6.13	Repair & Maintenance – Gondola System (吊船系統維修保養)
		☐ 6.14	Repair & Maintenance – Hydraulic Mobile Crane (液壓輪胎式吊機維修保養)
		☐ 6.15	Repair & Maintenance – Kitchen Equipment & Facilities (廚房設備及設施維修保養)
		☐ 6.16	Repair & Maintenance – Lift & Escalator (升降機及扶手電梯維修保養)
		☐ 6.17	Repair & Maintenance - Lightning System (避雷系統維修保養)
		☐ 6.18	Repair & Maintenance – Lorry Crane (起重機貨車維修保養)
		☐ 6.19	Repair & Maintenance – Measurement Equipment (量度設備維修保養)
		☐ 6.20	Repair & Maintenance – Metal Work Machine & Equipment (金屬工作機械及設備維修保養)
		☐ 6.21	Repair & Maintenance – Non-Destructive Testing Equipment (非破壞性測設備維修保養)
		☐ 6.22	Repair & Maintenance – Office Equipment (辦公室設備維修保養)
		☐ 6.23	Repair & Maintenance – Photocopier Machine (影印機維修保養)
		☐ 6.24	Repair & Maintenance – Plumbing & Drainage (水務工程維修保養)
		☐ 6.25	Repair & Maintenance – Power Supply Facilities (電力裝置設備維修保養)
		☐ 6.26	Repair & Maintenance – Power Tools (電動工具維修保養)
		☐ 6.27	Repair & Maintenance – Private Car (私家車維修保養)
		☐ 6.28	Repair & Maintenance – Safety Equipment (安全設備維修保養)
		☐ 6.29	Repair & Maintenance – Security Facilitate (警衛設備維修保養)
		☐ 6.30	Repair & Maintenance – Sports Equipment (體育設備維修保養)
		☐ 6.31	Repair & Maintenance – Survey Equipment (測量設備維修保養)
		☐ 6.32	Repair & Maintenance – Tower Crane (塔式起重機維修保養)
		☐ 6.33	Repair & Maintenance – Water Pump (水泵維修保養)
		☐ 6.34	Repair & Maintenance – Walkie Talkie (對講機維修保養)
		☐ 6.35	Repair & Maintenance – Welding Tools & Equipment (焊接工具設備維修保養)
		☐ 6.36	Repair & Maintenance – Windows (窗戶維修保養)
☐ 7	Testing & Survey (測試及檢驗)	☐ 7.1	Testing & Survey - Air Quality (室內空氣質素測試)
		☐ 7.2	Testing & Survey - Acoustic Test / Noise Assessment (噪音評估測試)
		☐ 7.3	Testing & Survey - Car & Lorry (車輛續牌驗查)
		☐ 7.4	Testing & Survey - Compressor & Blower (空氣壓縮機測試)
		☐ 7.5	Testing & Survey - Drinking Water (飲用水測試)
		☐ 7.6	Testing & Survey - Fire Service Installation & Equipment (消防裝置及設備檢測)
		☐ 7.7	Testing & Survey - Gas Cylinder & Tester (氣樽及試錶測試)
		☐ 7.8	Testing & Survey - Gondola System (吊船系統測試及檢查)
		☐ 7.9	Testing & Survey - Illumination Quality (照明質量測試)
		☐ 7.10	Testing & Survey - Inspection, Testing & Certification for Fixed Electrical Installations (固定電力裝置定期測試及檢查)
		☐ 7.11	Testing & Survey - Jack & Lifting (千斤頂安全測試)
		☐ 7.12	Testing & Survey - Lift & Escalator (升降機安全負荷測試)
		☐ 7.13	Testing & Survey - Loader & Crane (裝載及起重機械安全負荷測試)
		☐ 7.14	Testing & Survey - Measurement Tool (儀器精確度測試及調較)
		☐ 7.15	Testing & Survey - Non-Destructive (非破壞性檢測)
		☐ 7.16	Testing & Survey - Power Supply Facilities (電力裝置設備測試及檢查)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

			☐ 7.17	Testing & Survey - Safety Equipment (安全設備測試及檢查)
			☐ 7.18	Testing & Survey - Testing Materials / Laboratory Services (物料 / 化驗服務測試)
			☐ 7.19	Testing & Survey - Tower Crane (塔式起重機測試及調查)
☐	8	Environmental Engineering & Waste Disposal (環保工程及廢物處理)	☐ 8.1	Asbestos Removal (清理石棉)
			☐ 8.2	Dumping - Construction Materials (建築物廢料處理)
			☐ 8.3	Grease Trap Cleaning & Maintenance (隔油池清洗及保養)
			☐ 8.4	Environment Planning (環保規劃)
			☐ 8.5	Environment Recycling (環保再造)
			☐ 8.6	Sewage Treatment (污水處理)
			☐ 8.7	Tree Risk Assessment (樹木風險評估)
			☐ 8.8	Waste & Scrap Disposal (廢置材料回收)
☐	9	Office Furniture & Equipment (辦公室傢俱及設備)	☐ 9.1	Carpet / Floor Mat (地毯)
			☐ 9.2	CCTV System (閉路電視監控系統)
			☐ 9.3	Chair (椅子)
			☐ 9.4	Cleaning Supplies (清潔用品)
			☐ 9.5	Cleaning Tools (清潔工具)
			☐ 9.6	Clock & Watch (鐘錶)
			☐ 9.7	Communication System (通信系統)
			☐ 9.8	Curtain & Blinds (窗簾及百葉簾)
			☐ 9.9	Doorphone System (門禁系統)
			☐ 9.10	Electric Household Appliance (家用電器)
			☐ 9.11	Filing Cabinet / Locker (文件櫃/儲物櫃)
			☐ 9.12	Glass & Accessory (玻璃及配件)
			☐ 9.13	Ink Cartridges, Toner Cartridges & Ribbons (打印機油墨盒, 碳粉盒及色帶)
			☐ 9.14	Information Display System and Service (資訊顯示系統和服務)
			☐ 9.15	Kitchen Equipment (廚房設備)
			☐ 9.16	Lighting / Bulb (照明/燈泡)
			☐ 9.17	Medicine & Health Supplies (藥物及健康)
			☐ 9.18	Office / Storage Container (辦公室/貯物貨櫃)
			☐ 9.19	Partition Panel and Accessory (屏風及附件)
			☐ 9.20	Paper (紙張)
			☐ 9.21	Paper Shredder / Laminator (碎紙機 / 過膠機)
			☐ 9.22	Pantry Supplies (茶水間用品)
			☐ 9.23	Paper Towels & Tissues (紙巾及廁紙)
			☐ 9.24	Sign (門牌)
			☐ 9.25	Stage & Accessory (舞台用品)
			☐ 9.26	Stationery (文具)
			☐ 9.27	Steel Desk (鋼枱)
			☐ 9.28	Wall Board Assembly (組合壁板)
			☐ 9.29	Water Dispenser & Service (飲水機及服務)
			☐ 9.30	Wooden Desk (木枱)
☐	10	Printing & Photocoping Services (印刷及複印服務)	☐ 10.1	Printing of Annual Report (印刷年報)
			☐ 10.2	Printing of Aluminium Roll-Up Screen (印製易拉架)
			☐ 10.3	Printing of Booklet & Handouts (印刷小冊子及講義)
			☐ 10.4	Printing of Certificate (印刷證書)
			☐ 10.5	Printing of Company Letterhead Materials (印刷公司印刷品)
			☐ 10.6	Printing of Flag / Banner (印製旗/旗幟)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

		☐ 10.7	Printing of Name Card (印刷卡片)
		☐ 10.8	Photocopying Services (複印服務)
		☐ 10.9	Printing of Promotional Items (印刷宣傳用品)
		☐ 10.10	Printing / Production of Backdrop (印刷 / 製作背幕)
		☐ 10.11	Printing of P.V.C. Card (印製證明卡)
☐ 11	Information Technology and Computers (資訊科技及電腦)	☐ 11.1	Computer Hardware Accessory (電腦硬件配件)
		☐ 11.2	Computer Hardware (電腦硬件)
		☐ 11.3	Computer Hardware Leasing (電腦硬件租用)
		☐ 11.4	Computer Hardware Peripheral (電腦硬件周邊)
		☐ 11.5	Computer Network (電腦網絡)
		☐ 11.6	Contract Out Works - Computer Service (外判工程 - 電腦服務)
		☐ 11.7	Computer Software (電腦軟件)
		☐ 11.8	Computer Software & Services Subscription (電腦軟件及服務租用)
		☐ 11.9	Information Technology & Telecommunications (資訊科技及電信)
		☐ 11.10	Repair & Maintenance – Audio / Visual (音頻 / 視頻維修保養)
		☐ 11.11	Repair & Maintenance – Computer Equipment (電腦設備維修保養)
		☐ 11.12	Repair & Maintenance – Card Printer (證明卡打印機維修保養)
		☐ 11.13	Repair & Maintenance – Computer Room Facilities (電腦房設備維修保養)
		☐ 11.14	Repair & Maintenance – Software and Application Support (軟件及應用系統支援維修保養)
		☐ 11.15	Repair & Maintenance – Server and Network Services (伺服器及網絡服務維修保養)
		☐ 11.16	Repair & Maintenance – Telecom System & Equipment (電訊系統及設備維修保養)
		☐ 11.17	Contract Out Works - Software Development (外判工程 - 軟件開發)
		☐ 11.18	Rental of Telecom System & Equipment (租用電訊系統及設備)
		☐ 11.19	Telecom Services (電訊服務)
☐ 12	Rental Services (租用服務)	☐ 12.1	Rental of Crane (租用吊機)
		☐ 12.2	Rental of Cylinder Service & Air Filling (租用氣樽及充氣)
		☐ 12.3	Rental of Digital Photocopier (租用影印機)
		☐ 12.4	Rental of Generator Set (租用發電機組)
		☐ 12.5	Rental of Gown (租用禮服)
		☐ 12.6	Rental of Horses and Carriage Service (租用馬車服務)
		☐ 12.7	Rental of Machinery Equipment (租用機械設備)
		☐ 12.8	Rental of Portable Mobile Toilets with Hygiene Service (租用流動式廁所及清理服務)
		☐ 12.9	Transportation Service - Goods (貨運服務)
		☐ 12.10	Transportation Service - Passenger (客運服務)
☐ 13	General Supplies (一般供應)	☐ 13.1	General Fixture (一般固定裝置)
		☐ 13.2	Light Truck / Coaster (輕型貨車及小巴)
		☐ 13.3	Private Car (私家車)
		☐ 13.4	Promotional Items (宣傳物品)
		☐ 13.5	Reference Book/ Reference Report & Publication (參考書/ 參考報告及刊物)
		☐ 13.6	Seasonal Decoration (節慶裝飾)
		☐ 13.7	Souvenir (紀念品)
		☐ 13.8	Sports Equipment (適體健器材)
		☐ 13.9	Stage Accessory (舞台用品)
		☐ 13.10	Building Management Supplies (物業管理供應)
		☐ 13.11	Trophy / Medals (獎杯 / 獎牌)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

		☐ 13.12	Uniform (制服)
		☐ 13.13	Walkie Talkie (對講機)
☐ 14	General Services (一般服務)	☐ 14.1	Advertisement - Advertising Design & Production (廣告設計及製作)
		☐ 14.2	Advertisement - Advertisement Production & Placement Services (廣告製作及報刊廣告代理服務)
		☐ 14.3	Referee Services (裁判服務)
		☐ 14.4	Catering Services (餐飲服務)
		☐ 14.5	Clipping Services (剪報服務)
		☐ 14.6	Catering / Kitchen Equipment and Services (餐飲/廚房設備及服務)
		☐ 14.7	Cleaning Services (清潔服務)
		☐ 14.8	Copywriting & Editoral Services (撰稿及編輯服務)
		☐ 14.9	Drycleaning & Laundry Services (乾洗及洗衣服務)
		☐ 14.10	Driver Services (司機服務)
		☐ 14.11	Disposal Services (棄置服務)
		☐ 14.12	Design Services - Graphics Design (平面設計)
		☐ 14.13	Design Services - Illustration / Character Design (插畫 / 角色設計)
		☐ 14.14	Design Services - Interior / Exterior Design (室內 / 室外設計)
		☐ 14.15	Design Services - Product and Logo Design (產品及商標設計)
		☐ 14.16	Design Services - Website / Apps Design & Development (設計網頁 / 應用程式及製作)
		☐ 14.17	Event Management - Exhibition Booth Design, Production & Installation (展覽攤位設計、製作及佈置)
		☐ 14.18	Event Management - Event Production & Management Services (活動籌辦及管理服務)
		☐ 14.19	Event Management - Photography Services (照相服務)
		☐ 14.20	Event Management - Video Broadcast Services (視頻廣播服務)
		☐ 14.21	Event Management - Video Shooting and Editing Services (影片製作及剪接)
		☐ 14.22	Football Referee Services (足球裁判服務)
		☐ 14.23	Landscape & Gardening (園境及園藝)
		☐ 14.24	Lettershop Services (入信服務)
		☐ 14.25	Logistics & Transport Services (物流及運輸服務)
		☐ 14.26	Mailing / Courier & Delivery Services (郵寄 / 速遞及運送服務)
		☐ 14.27	Pest Control (蟲害防治)
		☐ 14.28	Property / Facility Management (物業 / 設施管理)
		☐ 14.29	Public Relations (公共關係)
		☐ 14.30	Scanning Services (掃描服務)
		☐ 14.31	Security Guarding Services (保安護衛服務)
		☐ 14.32	Signage Production (指示牌製作)
		☐ 14.33	Translation Services - Annual Report Translation (年報翻譯)
		☐ 14.34	Translation Services - General Translation (一般翻譯)
		☐ 14.35	Translation Services - Simultaneous Translation & Interpretation (即時翻譯及傳譯)
☐ 15	Professional Services (專業服務)	☐ 15.1	Agency Services (代理服務)
		☐ 15.2	Consultancy Services (顧問服務)
		☐ 15.3	Auditing Services (審計服務)
		☐ 15.4	Building Information Modelling (BIM) (建築訊息模型)
		☐ 15.5	Certificate Services (認證服務)
		☐ 15.6	Counseling Services (輔導服務)
		☐ 15.7	Human Resources Services (人力資源服務)
		☐ 15.8	Insurance - General Insurance (一般保險)

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

- ☐ 15.9 Insurance - Medical Insurance (醫療保險)
- ☐ 15.10 Legal Services (法律服務)
- ☐ 15.11 Market Research (市場調查)
- ☐ 15.12 Medical Services (醫療服務)
- ☐ 15.13 Quality Management Services (質量管理服務)
- ☐ 15.14 Risk Management and Data Privacy Assessment (風險管理及數據私隱評估)
- ☐ 15.15 Trade Testing (技能測試)
- ☐ 15.16 Training - Course (培訓課程)
- ☐ 15.17 Training - Management (培訓管理)
- ☐ 15.18 Training - Safety (培訓安全)

Type 2 - Construction Contractor

☐ **類別二 - 建築工程承辦商**

- ☐ 1 Contractors – Air-conditioning & Ventilation (空調及通風)
- ☐ 2 Contractors – Building Information Modelling (建築訊息模型)
- ☐ 3 Contractors – Carpark System (停車場系統)
- ☐ 4 Contractors – Curtain / Blind / Carpet Tile/ Floor Finishes (窗簾/簾/方塊地毯/ 地板)
- ☐ 5 Contractors – Design & Construction (設計及施工工程)
- ☐ 6 Contractors – Demolishment Work (拆除工程)
- ☐ 7 Contractors – Electrical (電工工程)
- ☐ 8 Contractors – External Wall (外牆工程)
- ☐ 9 Contractors – Facility Security (設備保安)
- ☐ 10 Contractors – Civil, Foundation & Geotechnical (土木, 地基及土力工程)
- ☐ 11 Contractors – Fire Service Facilities & Equipment (消防設施及設備工程)
- ☐ 12 Contractors – Gas & Oil (煤油及石油氣工程)
- ☐ 13 Contractors – Glass (玻璃工程)
- ☐ 14 Contractors – Grass Cutting (剪草)
- ☐ 15 Contractors – Kitchen Equipment & Facilities (廚房設備及設施工程)
- ☐ 16 Contractors – Lift & Escalator (電梯及扶手電梯)
- ☐ 17 Contractors – Platform (平台)
- ☐ 18 Contractors – Plumbing & Drainage (水務工程)
- ☐ 19 Contractors – Playground Equipment (遊樂場設備)
- ☐ 20 Contractors – Scaffolding Work (建築棚架工程)
- ☐ 21 Contractors – Steel Door Work (鋼門工程)
- ☐ 22 Contractors – Structure Repair (結構修復工程)
- ☐ 23 Contractors – Steel Structural Work (鋼鐵結構工程)
- ☐ 24 Contractors – Waterproof (防水工程)
- ☐ 25 Contractors – Windows (窗戶工程)
- ☐ 26 Contractors – Wooden Door Work (木門工程)
- ☐ 27 Contractors – Workshop Equipment & Facilities (測試場設備及設施工程)

Type 3 - Others

☐ **類別三 - 其他**

(please specify if the above is found inappropriate) 請細列明如上述沒有適用者

3.1 _____

_____

_____

3.2 _____

_____

_____

(Note : If found insufficient space, please use separate sheet)
（註：如空位不足，請另紙列出）

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

(iii) Please provide names of your major clients / customers for our internal reference purposes.
請提供貴公司的主要客戶名稱，作內部參考之用。

(1) _____ (2) _____

(3) _____ (4) _____

PART IV - DOCUMENTS TO BE SUBMITTED 第四部 - 須提交證明文件清單

Type 1 - Supplier (類別一 - 供應商)

(i) Please attach a copy of the valid Business Registration Certificate for our reference and record.
請寄交有效的商業登記證文件副本以供參考和存照。

(ii) Please attach one set of relevant product / service catalogue(s) for our consideration.
請夾附最少一份有關產品 / 服務目錄以供參閱。

Type 2 - Construction Contractor (類別二 - 建築工程承辦商)

(i) Please attach a copy of the valid Business Registration Certificate for our reference and record.
請寄交有效的商業登記證文件副本以供參考和存照。

(ii) Please attach one set of relevant product / service catalogue(s) for our consideration.
請夾附最少一份有關產品 / 服務目錄以供參閱。

(iii) Please attach company profile
請夾附公司簡介

(iv) Please attach past 2 years financial report
請夾附最近兩年之財務報表

(v) Please attach the past 3 years relevant job reference with the contract amount for each selected category(s)
請夾附最近三年每個選定類別之相關工作參考及合同金額

(vi) Please attach relevant construction works licence(s)
請夾附有關工程牌照

(vii) Please attach Quality Assurance policy
請夾附質量保證政策

(viii) Please attach Health and Safety policy
請夾附健康及安全政策

(ix) Please attached Quality Management System certification(s) (if any)
請夾附品質管理系統認證（如有）

(x) Reference/ Appreciation Letter(s) (if any)
請夾附參考/感謝信（如有）

CONSTRUCTION INDUSTRY COUNCIL
建造業議會

Ref. No.:
檔案編號:

Form No. PRO-01
Rev K 28-Sept-2026

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

PART V - CERTIFICATION 第五部 - 證明

(i) Personal Information Collection Statement 收集個人資料聲明

(1) CIC will use the provided information for the purpose of processing this registration form and dealing with our procurement-related matters.
提供的資料會用作本議會處理有關申請登記成為本議會之一般供應商及與採購相關的事宜。

(2) Under the provisions of the Personal Data (Privacy) Ordinance (Cap.486) , you have the right to request access to or correction of personal data. Written requests should be addressed to CIC.
根據個人資料（私隱）條例(第486章)，你有權要求查閱和更改個人資料，有關申請須以書面向本議會提出。

(3) For more information about the CIC Entities' policies on privacy and personal data protection, please access their Privacy Policy Statement at https://www.cic.hk/eng/main/privacy_policy_statement. The CIC Entities reserve the right to update this PICS at any time. Should you have any enquiries about the CIC Entities' PICS and related practices, please contact the CIC Entities in writing and addressed to the below address or via enquiry@cic.hk.

Officer-in-charge (Data Access Request)
Construction Industry Council
38/F COS Centre
56 Tsun Yip Street
Kwun Tong, Kowloon

有關各議會實體私隱及個人資料保護政策的更多資訊，請查閱其《私隱政策聲明》：https://www.cic.hk/chi/main/privacy_policy_statement/.
各議會實體保留隨時更新本聲明的權利。
如閣下對各議會實體的《個人資料收集聲明》及相關做法有任何疑問，請以書面形式提出，並寄往以下地址或電郵 enquiry@cic.hk 與議會實體聯絡。

香港九龍觀塘駿業街 56 號
中海日升中心 38 樓
建造業議會
主管（查閱資料要求）收

(4) CIC will not be able to process and consider incomplete forms.
如果資料有任何遺漏，本議會將不能處理本表格事宜。

(ii) Company Information Update 公司資料更新

(1) The Applicant shall promptly notify CIC in writing either by email to vendor@cic.hk or via the CIC Supplier Portal (https://supplierportal.cic.hk/ebvp/) of any material changes to the information submitted in connection with this application.
如申請人就本申請提交的資料有任何重大變更，須盡快以書面形式透過電郵 (vendor@cic.hk) 或建造業議會供應商門戶網站 (https://supplierportal.cic.hk/ebvp/) 通知議會。

(iii) Declaration 聲明

(1) I declare that all information given in this registration form is, to the best of my knowledge, accurate and complete. If any false information is given, the application is deemed to be invalid and I shall forfeit my right to submit quotations and tender.
本人聲明本表格內所提供的一切資料，依本人所知均屬真確，並知道倘若虛報資料，申請即屬無效，且喪失其後落標資格。

(2) I agree that if registered, I will conform to the regulations, terms and conditions set by the CIC.
本人同意如本人註冊成為建造業議會之一般供應商，當遵守建造業議會之工作守則。

(3) I declare that our company as stated in this form shall uphold the highest ethical principles in relation to our procedures as well as having a corrupt free environment in rendering of goods and services to the CIC operations including compliance with all applicable laws and regulations, maintaining confidentiality where appropriate, adopt an open and fair competition, anti-bribery and corruption.
本人聲明本申請書上的公司會在運作過程中堅守道德原則，並在廉潔的環境下向建造業議會提供貨品及服務，包括遵守所有適用法例及規則、保密原則、防賄法例、反貪法例，以及維護公開公平的競爭。

(4) I confirm that I have carefully read, understood and accepted the above Declaration and Personal Information Collection Statement, including the use of my personal data for direct marketing purposes, unless I have indicated otherwise.
本人已仔細閱讀、理解並同意上述的聲明、收集個人資料聲明，包括使用本人的個人資料進行直銷活動的部分，除非本人另有其他指示。

I apply on behalf of the aforementioned company for inclusion in the CIC General Vendor List.
本人謹代表上述公司，申請登記成為建造業議會一般供應商。

(Space for company chop)
(公司印鑑)

Signature:
簽署：_____

Name in block letters:
姓名(正楷)：_____

Designation:
職銜：_____

Date:
日期：_____

CONSTRUCTION INDUSTRY COUNCIL
建造業議會

Ref. No.:
檔案編號:

Form No. PRO-01
Rev K 28-Sept-2026

Application Form for the Inclusion in the CIC General Vendor List

建造業議會一般供應商名單申請表

DOCUMENT CHECKLIST 文件核對表

Please enclosed the following items (請夾附以下文件) :

Type 1 - Supplier (類別一 - 供應商)

- ☐ Completed application form for inclusion in the CIC General Vendor List (Form PRO-01)
  已填妥建造業議會一般供應商登記申請書
- ☐ Copy of valid Business Registration Certificate
  有效的商業登記證文件副本
- ☐ Relevant product / service catalogue(s)
  有關產品 / 服務目錄

Type 2 - Construction Contractor (類別二 - 建築工程承辦商)

- ☐ Completed application form for inclusion in the CIC General Vendor List (Form PRO-01)
  已填妥建造業議會一般供應商登記申請書
- ☐ Copy of valid Business Registration Certificate
  有效的商業登記證文件副本
- ☐ Relevant product / service catalogue(s)
  有關產品 / 服務目錄
- ☐ Company profile
  公司簡介
- ☐ Past 2 years financial report
  最近兩年之財務報表
- ☐ Past 3 years relevant job reference with the contract amount under each selected item category(s)
  最近三年每個選定類別之相關工作參考及合同金額
- ☐ Relevant construction works licence(s)
  有關工程牌照
- ☐ Quality Assurance policy
  質量保證政策
- ☐ Health and Safety policy
  健康及安全政策
- ☐ Quality Management System certification(s) (if any)
  品質管理系統認證 (如有)
- ☐ Reference/ appreciate letter**(s)** (if any)
  參考/感謝信 (如有)

Note : Please put a "✓" in the box under each column to indicate that the document has been enclosed.
注意事項 : 請在欄內方格加上「✓」號以示已附上該文件。

Tender Documents

for

Provision of CITF Application Portal and Operation Platform

for

the Construction Industry Council

Employer
Construction Industry Council (CIC)
38/F, COS Centre,
56 Tsun Yip Street,
Kwun Tong, Kowloon,
Hong Kong

November 2026

Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

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Conditions of Tender
for
Provision of CITF Application Portal and Operation Platform

for the

Construction Industry Council

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1 Notes to Tenderers

1.1 All tenderers shall read the instructions contained in this Conditions of Tender carefully prior to preparing their tender submissions. Any tender submission, which does not follow these instructions is deemed to be incomplete and may be disqualified.

1.2 The tender documents consist of:

a) Conditions of Tender;

b) Appendices to Conditions of Tender;

c) Tenderer's Integrity, Compliance and Criminal Conviction Declaration;

d) Assignment Brief and its Annexes;

e) Memorandum of Agreement;

f) General Conditions of Contract.

2 Invitation

2.1 Tenderers are invited by the Construction Industry Council (hereinafter referred to as the "CIC") to submit proposal and bid for Provision of CITF Application Portal and Operation Platform. Further details are given in the **Assignment Brief and its Annexes.**

2.2 The tender shall be submitted in accordance with the **Conditions of Tender**.

2.3 If the tender is accepted and the contract is awarded, the tender documents specified in Clause 1.2 above, the tender proposal submitted by the tenderer and other relevant contract correspondence as agreed by the tenderer and CIC will form part of the contract.

3 Tenderers' Response to CIC Enquiries

3.1 In the event that the CIC determines that clarification of any tender is necessary, it will advise the tenderer to supplement its tender. Unless otherwise specified in the request for clarification, the tenderer shall thereafter have THREE (3) working days to submit such requested information. Any clarification made shall be at the tenderer's own cost and expense.

4 Completion of Tender

4.1 The tenderer is required to submit all information specified in **Appendix A** of the Conditions of Tender with his tender. In addition, the tenderer shall submit with his tender a duly signed and witnessed letter in the form set out in **Appendix B** of the Conditions of Tender and a duly signed **Tenderer's Integrity, Compliance and Criminal Conviction Declaration**. Should the tenderer fails to submit all information mentioned above with his tender, his tender may not be considered.

4.2 If CIC's participation is required, the tenderer should clearly state the details and the expected resources, skills, level of participation, responsibilities, and duration.

4.3 The tenderer shall state in his proposals the implementation plan of delivering the deliverables as described in the **Assignment Brief and its Annexes**.

4.4 The tenderer must submit his offer in Hong Kong Dollars. **OFFERS SUBMITTED IN OTHER CURRENCIES SHALL NOT BE CONSIDERED.**

a) The tenderer is required to submit the completed **Form of Tender as per Appendix C** of the Conditions of Tender.

b) In addition, the tenderer is required to submit **the Fee Proposal** using the prescribed form provided in **Appendix D** of the Conditions of Tender**.** There shall be no adjustment for any price fluctuations; and

c) The tenderer should ensure that the fee quoted is sufficient before submitting the tender. Under no circumstances will the CIC accept any change of quoted lump sum fee on the ground that a mistake has been made in the tender price.

4.5 A two-envelope approach is adopted for tender submission, i.e. the tenderers should submit all information specified in **Appendix A** of the Condition of Tender and the letter annexed in **Appendix B** and mentioned in Clause 4.28 of the Conditions of Tender, and **Tenderer's Integrity, Compliance and Criminal Conviction Declaration** that comprise two separately labelled packs consisting of (i) Security Compliance Pack; and (ii) Project Proposal Pack (collectively known as "technical proposal") in one envelope and the completed Form of Tender using the prescribed form provided in **Appendix C** of the Conditions of Tender and the Fee Proposal using the prescribed form provided in **Appendix D** of the Conditions of Tender (collectively known as "fee proposal") in a separate envelope. Failure to do so will render the tender void.

The **Security Compliance Pack is a mandatory prerequisite for consideration of the proposal and shall be evaluated separately and independently of the Project Proposal Pack** and shall contain **ALL**

information necessary for CIC to evaluate the Contractor's compliance with the applicable security requirements specified in Annex C – CIC Security Requirements of the Assignment Brief. The Security Compliance Pack shall therefore contain the completed Annex C of the Assignment Brief compliance table and sufficient supporting information describing how the applicable security requirements are proposed to be implemented, configured, operated, managed, or otherwise fulfilled within the proposed solution and services.

The Tenderers shall ensure that **sufficient solution design, security design, implementation, operational, governance, and supporting information is provided within the Security Compliance Pack** to enable CIC to evaluate compliance with the applicable security requirements.

Responses that solely refer to information contained within the Project Proposal Pack, provide generic statements of compliance, or otherwise fail to adequately explain how the applicable security requirements will be satisfied may be considered insufficient for evaluation purposes

The **Security Compliance Pack** will be evaluated prior to the Project Proposal Pack. The CIC will assess the Security Compliance Pack on a **pass/fail basis**. Contractors that **fail to satisfy the Security Requirement Compliance Assessment requirements will be rejected or disqualified**, and the Project Proposal Pack will not be further evaluated.

Please be reminded not to enclose any price information in the Technical Proposal. Price information shall not be included in either the Security Compliance Pack or the Project Proposal Pack of the Technical Proposal. Failure to comply would lead to disqualification.

4.6 The tenderer shall submit **ONE (1)** hard copy and corresponding files in electronic form (e.g. in MS Word / MS Excel / PDF format) stored in an electronic medium (eg: USB / CD-ROM / DVD-ROM) of the technical proposal in a sealed envelope marked “Technical Proposal” and **ONE (1)** hard copy of the fee proposal in a separate sealed envelope marked “Fee Proposal” clearly indicating the tenderer’s name and tender title. In the event of discrepancies between original and electronic versions of the Tender Submission, the former shall prevail.

4.7 Tender should be submitted to the Tender Box of CIC at **G/F, Hong Kong Institute of Construction - Kowloon Bay Campus, 44 Tai Yip Street, Kowloon Bay, Kowloon, Hong Kong by 12:00 noon on 3 December 2026**. Late submission will NOT be considered. Failure to do so shall render the tender void.

4.8 In the event that a Typhoon Signal No. 8 or above or Black Rainstorm Warning is hoisted or Extreme Condition as announced by the Hong Kong Government within the office hour (8:30 am – 6:18 pm) on the tender closing date, the tender closing time will be postponed to 12:00 noon on the following working day.

4.9 The CIC will not reimburse any cost incurred by tenderers for the preparation and submission of the tender.

4.10 The CIC may reject a tender which in CIC's opinion is unreasonably low in terms of price and may therefore affect the tenderer's capability in carrying out and complete the services and delivering the deliverables in accordance with the Assignment Brief and its Annexes (if any).

4.11 Any amendments to the rates offered must be signed by the person who signs the tender. Failure to do so will render the tender null and void.

4.12 Unless otherwise stated, tenders shall be valid for 180 days from the specified closing date. If no letter of acceptance or order is placed within the validity period of the offer, the tenderer may assume that the offer has not been accepted.

4.13 This is an invitation to offer. The CIC is not bound to accept the lowest tender or the highest combined scores under the technical and fee proposal or any tender.

4.14 The CIC reserves the right to negotiate with any or all tenderer(s) on the terms of the tender.

4.15 Tenderer should ascertain the prices quoted are sufficient before submitting his tender. Under no circumstances will the Employer accept any request for price adjustment due to any mistake made in the tender prices.

4.16 The CIC shall have the right, in its absolute discretion, to disclose to any person and for any purpose, any information submitted to the CIC as part of the tender or otherwise in connection with the awarded contract, without further notification to the successful tenderer. In submitting the tender, the tenderer irrevocably consents to such disclosure.

4.17 In the event that a tenderer discovering a genuine error in his tender after it has been deposited, he may in writing draw attention to the error and submit amendment which may be accepted, provided that the amendment has been deposited on or before the closing time fixed for the receipt of tenders.

4.18 The CIC will not consider prices missing in Unit Rate, Total Value and Total Amount. The Unit Rate will be used should the Total Value and / or Total Amount have any discrepancy with the Unit Rate. No adjustment will be made for fluctuations in salaries, material prices and exchange rates of currencies, freight charges, insurance premium or for any other reason whatsoever.

4.19 Should examination of a tender reveal errors of such magnitude as in the opinion of the CIC would involve the tenderer in serious loss then the nature and amount of such errors will be communicated to the tenderer and he will be asked to confirm in writing that he is prepared to abide by his tender or withdraw his tender.

4.20 The tenderer shall be required to check the numbers of the pages of the tender documents against the page numbers given in the contents. If the tenderer finds any missing, in duplicate or indistinct, he must inform the CIC at once and have the same rectified.

4.21 Should the tenderer for any reason whatsoever be in doubt as to the precise meaning of any item or description, he must inform the CIC in order that correct meaning may be decided before the date for submission of tender.

4.22 Tenderer shall inspect the Site and make themselves thoroughly acquainted with the existing condition of the premises, location, the existing structure / accessibility, restrictions for loading and unloading materials, and all the materials, and all other aspects which may affect the delivery of the deliverables. Tenderer shall make due and proper allowance when estimating their rates and prices for the information obtained or which ought to have been obtained during the site inspection. (for Tenders that involve field work only)

4.23 No liability will be admitted, nor claim allowed in respect of errors in the tenderer's tender due to mistakes in the tender documents which should have been rectified in the manner described above.

4.24 Tenderer shall be deemed to be in possession of a valid business registration certificate and, if necessary, be registered with the relevant authority authorizing him to carry out the works described in the tender documents.

4.25 Tenderer shall comply with the CIC's General Conditions of Contract. The tender price shall deem to be included all cost incurred.

4.26 Any qualification of tender or of the tender documents may cause the tender to be disqualified.

4.27 No unauthorized alteration or erasure to the text of the tender documents will be permitted. Any tender containing such alteration or erasure may not be considered.

4.28 The tenderer shall strictly comply with the following anti-collusion clause:

(1) (a) Subject to sub-clause (2) of this Clause, the tenderer shall not communicate to any person other than the CIC the amount of the tender price or any part thereof until the tenderer is notified by the CIC of the outcome of the tender exercise.

(b) Further to paragraph (a) of this sub-clause, the tenderer shall not fix the amount of the tender price or any part thereof by arrangement with any other person, make any arrangement with any person about whether or not he or that other person will or will not submit a tender or otherwise collude with any person in any manner whatsoever in the tendering process.

(c) 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.

(2) Sub-clause (1)(a) of this Clause shall have no application to the tenderer's communications in strict confidence with:

(a) his own insurers or brokers to obtain an insurance quotation for computation of tender price;

(b) his consultants or sub-contractors to solicit their assistance in preparation of tender submission; and

(c) his bankers in relation to financial resources for the Contract

(3) The tenderer shall submit with his tender a duly signed and witnessed letter in the form set out in Appendix B of the Conditions of Tender. The signatory to the letter shall be a person authorized to sign CIC contracts on the tenderers's behalf.

(4) The tenderer shall indemnify and keep indemnified the CIC against all losses, damages, costs or expenses arising out of or in relation to any breach of or non-compliance with sub-clause (1) of this Clause by the tenderer, including but not limited to additional costs due to price escalation, costs and expenses of re-tendering and other costs incurred.

4.29 The tenderer shall not and shall ensure that his agents and employees shall not give or offer any advantages as defined under the Prevention of Bribery Ordinance to any agent or employee of CIC. Any breach of the clause by the tenderer shall, without affecting the tenderer's liability for such breach, invalidate his tender.

4.30 The invited tenderer who has decided to decline the bid shall return the Reply Slip for Declining Bid provided in Appendix F of the Conditions of Tender.

5 Tender Briefing Session

5.1 Tenderer may attend a tender briefing session at the time and place as stated in the tender invitation.

5.2 Interested tenderers may complete and return the reply slip in Appendix G by fax or e-mail to the Procurement Officer at least ONE (1) working days before the stated time confirming the attendance of the said briefing session and state clearly the number of attendees for the CIC's arrangement.

5.3 The CIC may record the queries raised by the tenderers attending the tender briefing and may issue a Replies to Tender Queries to all tenderers for

information.

6 Tender Interview

6.1 During the tender evaluation stage, the tenderer may be requested to attend a tender interview to present his tender proposals. Details of the interview may be announced to the shortlisted tenderers THREE (3) days prior to the interview. Upon receipt of a request from the CIC, the tenderer shall provide a tender presentation to demonstrate whether the proposal can fulfill the requirements specified in the Assignment Brief and its Annexes.

6.2 The presentation shall be set up with the tenderer's own resources and expense. The CIC shall not bear any costs associated with the presentation.

6.3 The presentation should at least include the project team profile, the approach to fulfill the objectives described in the Assignment Brief and its Annexes and an outline programme for completing the assignment. The presentation shall be conducted, where possible, by the leader of the proposed project team for performing the project management.

6.4 In view that tender interview forms part of the technical assessment, tenderers should NOT disclose any fee related information during the interview including PowerPoint presentation and handouts. Failure to do so may result in disqualification of tender.

6.5 Each interview presentation should be no longer than 20 minutes, including a 15-minute questions and answers session. Interviewees may, at their discretion, incorporate a short live demonstration or system walkthrough within the presentation time to illustrate their capability to deliver the Project. Any such demonstration shall form part of the overall 20-minute allocation and shall not extend the total duration.

7 Tender Evaluation

7.1 Tenderers shall note that their tender proposals, presentations and responses to CIC's queries in connection with the tender will be assessed in accordance with **the tender evaluation procedures and criteria** specified in **Appendix E** of the Conditions of Tender.

8 Tenderer's Commitment

8.1 All information and responses from the tenderer must be submitted in writing. The relevant provisions of this invitation to tender and such documents so

submitted shall be the representation of the tenderer and may be incorporated into and made part of the Contract between the CIC and the successful tenderer.

8.2 The CIC reserves the right to disqualify any tender that directly or indirectly attempts to preclude or limit the effect of the requirements as mentioned on the Assignment Brief and its Annexes.

8.3 Tender shall remain valid and open for acceptance for **180 days** after the tender closing date.

9 Amendments

9.1 The CIC reserves the right to amend or withdraw the Assignment Brief and its Annexes before acceptance of a tender.

9.2 The CIC may issue Tender Addendum and / or Replies to Tender Queries no later than SEVEN (7) days before tender closing if CIC found it necessary.

10 Award of Contract

10.1 The successful tenderer will receive a letter of acceptance as an official notification of acceptance. Unless and until a formal contract agreement is prepared and executed, this letter of acceptance together with the tender submission shall constitute a binding contract between the successful tenderer and the CIC. Tenderers who do not receive any notification within the validity period of their offer shall assume that their tenders have not been accepted.

10.2 The CIC reserves the right of not awarding the contract after receipt of submissions by the tenderer.

10.3 In order to ensure the fairness of the tender process, all answers to tender queries / tender clarifications and tender addendums will be uploaded to CIC's website. All tenderers have to take note of this arrangement. Any claim for extension of time or additional payment due to ignorance of this clause shall not be entertained by the CIC.

11 Rights to Exercise

11.1 The CIC may, at any time during the contract period by notice of writing, direct the Contractor to alter, amend, omit, add to, or otherwise vary any of the work items stated in the Contract and/or works required as specified by the CIC, and the Contractor shall carry out such variations. The contract sum will be adjusted all in accordance with the relevant provisions specified else in the tender

documents and/or works required as specified by the CIC.

12 Submitted Documents

12.1 All submitted documents will not be returned.

13 Enquiries

13.1 In case the tenderer has any tender enquiries or/ and tender clarification queries, he should submit in writing to the procurement department with details as below:-

Mr. Kelvin LEE
Assistant Manager - Procurement
Construction Industry Council
38/F, COS Centre,
56 Tsun Yip Street, Kwun Tong,
Kowloon, Hong Kong

Tel : (852) 2100-9425
Fax: (852) 2100-9439
Email: kelvinlee@cic.hk

APPENDIX A – Details for Technical Submission

To be included in Technical Proposal

The Tenderer is required to provide all details as described in the technical submission therein.

The Tenderer who intending to bid for this project shall prepare and submit a standalone **"Security Compliance Pack"**, and a separate **"Project Proposal Pack"** in accordance with the requirements of the Assignment Brief.

Security Compliance Pack

1. "Security Compliance Pack"

1.1 Mandatory Security Compliance Pack Submission

Tenderers shall be required to satisfy CIC's Security Compliance Assessment requirements.

The Security Compliance Pack Submission is a **mandatory prerequisite** for consideration of the proposal. Failure to submit it in accordance with the Assignment and its Annexes by the Tender Closing Date shall result in rejection of the proposal, and the Fee Proposal will not be opened.

The Security Compliance Pack Submission shall include the response of **Annex C – CIC Security Requirements** of the Assignment Brief.

1.2 Security Compliance Assessment

The **"Security Compliance Pack"** shall be evaluated by the Cybersecurity Team on a **Pass / Fail** basis against the applicable security requirements specified in **Annex C – CIC Security Requirements of the Assignment Brief**. The Security Requirement Compliance Assessment shall be conducted separately from, and prior to, the evaluation of the Project Proposal Pack.

(a) Passing Requirement

To satisfy the Security Requirement Compliance Assessment requirements, the tenderer must:

(i) Respond to every security requirement in **Annex C of the Assignment Brief**;

(ii) Achieve **no applicable NC responses in Annex C of the Assignment Brief**;

(iii) Achieve **FC, BC, or RC for all applicable security requirements in Annex C of the Assignment Brief**, supported by sufficient explanations describing how the applicable requirements will be satisfied;

(iv) If the response includes any Optional Features (OF), the Contractor shall provide justification for their inclusion, and all associated costs shall be included in the total tender sum.

(v) Provide responses in the Annex C of the Assignment Brief table "Control Implementation Description" that are complete, relevant, consistent, and capable of supporting a reasonable determination of compliance with the applicable security requirements; and

(vi) Provide sufficient supporting information within the Security Compliance Pack to enable CIC to evaluate compliance with the applicable security requirements.

(b) Supporting Information

Tenderers are encouraged to provide supporting evidence relevant to the proposed solution and services, including:

(i) A valid ISO/IEC 27001 or GB/T 22080 certification covering the same scope of delivery, services, operational environment, or activities relevant to the proposed engagement; and/or

(ii) A publicly verifiable SecurityScorecard rating of "B" or above (or equivalent rating at the time of tender submission).

(c) Failure Conditions

A tenderer would be assessed as not satisfying the Security Requirement Compliance Assessment requirements where:

(i) One or more applicable security requirements are assessed as NC;

(ii) The Security Compliance Pack are incomplete or left blank;

(iii) Responses are generic, irrelevant, contradictory, misleading, or otherwise fail to adequately explain how the applicable security requirements will be satisfied; or

(iv) Insufficient information is provided to enable CIC to reasonably determine whether the applicable security requirements will be satisfied.

Failure to satisfy the Security Requirement Compliance Assessment requirements would result in the tender submission being rejected or disqualified at CIC's sole discretion. The CIC reserves the right to assess any response as NC where the supporting remarks or evidence provided are deemed insufficient, unjustified, or irrelevant to the requirement.

Project Proposal Pack

2. Tenderer's Track Record & Project Reference

2.1 The tenderer is required to provide company's profile, background and expertise;

2.2 The tenderer shall declare whether any of its directors or key personnel are employees of the CIC or any of its subsidiaries, or former employees of the CIC or any of its subsidiaries whose employment ceased within the last SIX (6) months (as of the tender closing date). Details of such relationships, if any, must be fully disclosed and to supplement the measures taken to manage or mitigate potential conflict of interest.

2.3 The tenderer is required to provide a full list of project references undertaken in the **past FIVE (5) years** (as of the tender closing date) for projects similar to this Assignment, giving the details by adhering to the submission format as specified in Section 2.4 below.

The tenderer shall have at least FIVE (5) successful experiences in performing the Services from CIC or other governmental organisations in the past THREE (3) years as of tender Closing Date. The FIVE (5) successful experiences shall not be from the same organisation. The tenderer shall provide detailed information of relevant project experience in of the Service to demonstrate their capability to successfully deliver the proposed/ relevant solutions.

2.4 The tenderer shall submit a list of **relevant project references** in the following format with support of copies of job references or recommendation letters from previous clients.

	Name of your Client / Organization
Project Title and Description	
Project Scope	

Organisation Type		**Involved Stakeholders Type**	
Project Cost		**Project Duration**	
Role and Responsibilities			
Outcomes and Success Metrics			
Completion Date			

2.5 In case the tenderer is unable to disclose of track record and project reference due to the signing of confidentiality agreement with its previous clients, please specify in the tender submission accordingly. In this circumstance, the tenderer shall describe this information in the tender submission at best endeavours and will be asked to describe where appropriate this information to the Assessment Panel during the tender interview.

3. Tenderer's Staff Resources

3.1 Organization and Qualification of Proposed Project Team

3.1.1 An **Organization chart** indicating the proposed project team structure and strength of the proposed project team. The project team shall include members who have experience in supplying the Deliverables as outlined in the Assignment Brief and its Annexes, in particular the Project Manager, Solution Architect, Business Analyst, AI Engineer, Developer, Quality Assurance Team as stated in Section 5 of the Assignment Brief.

3.1.2 The tenderer is required to submit the Proportion of in-house and outsourced resources about the proposed project team.

3.1.3 The project team members shall possess the required **Qualifications, Professional Knowledge and Relevant Experience** to supply the Deliverables as outlined in the Assignment Brief and its Annexes.

3.1.4 The project team proposed in the tender submission shall form part of the Agreement. The tenderer shall provide with the details including but not limited to the following information of proposed project team members and the Proposed overall input (in man-day) from each project team member in the

tender submission:

a) Name
b) Post / Title in this Project
c) Core Team or Supporting Team Members (Yes/No)
d) Type of Engagement (In-house/Outsourced)
e) Proposed overall input (in man-day)
f) Language (Chinese/English/Both)
g) Qualifications
h) Duties and Responsibilities in the Assignment
i) Years of Relevant Experience
j) Relevant experience in projects of similar nature mentioned in the Assignment Brief including brief descriptions of the scope, project type and duration.

Project Team Structure and Qualifications
(using the following format to list the team information)

	Proposed Roles / Title / Post in this project		
Name of Proposed Team Member			
Core Team or Supporting Team			
In-house or Outsourced			
Proposed overall input (in man-day)			
Language		**Degree holder**	
List of relevant certificates and/or qualifications			
Duties and responsibilities in the assignment			

Years of services in your company		**Years of relevant experiences**	
Relevant experience in projects of similar nature including brief descriptions of the scope, project type and duration.			

3.1.5 The tenderer shall provide a detailed **Manning Schedule** (in table format) showing for each major deliverable listed in Section 4.1.10 of the Assignment Brief.

The Manning Schedule shall be consistent with the proposed project team structure, the overall man-day input of each team member, and the Proposed Programme for Service Delivery.

The Tenderer shall submit a detailed Manning Schedule in the Technical Proposal in accordance with Section 5.2 e) of the Assignment Brief. The Manning Schedule shall cover each of the major deliverables listed in Section 4.1.10 of the Assignment Brief and shall be prepared in the following format:

		Man-days					
Stages	Deliverables	Project Manager	Solution Architect	Business Analyst	AI Engineer	Developer	Quality Assurance Team
Ongoing project management	Progress Reports						
	Meeting minutes in Email						
Initiation	Project Initiation Document						

		Man-days					
Stages	Deliverables	Project Manager	Solution Architect	Business Analyst	AI Engineer	Developer	Quality Assurance Team
Systems Analysis & Design (SA&D)	Business Requirement Document						
	Functional Specification Document						
	Technical Specification Document						
Development	Proposed Solution						
Testing	Test Plan						
	Test Case						
	Risk log/ Issue log						
Development, Testing and Deployment	Deployment Plan						
	System Monitoring Reports						
Nursing	Technical Support Information						
	Incident Log						
Knowledge Transfer	User Training with Manual						
SRAA and PIA report							

		Man-days					
Stages	Deliverables	Project Manager	Solution Architect	Business Analyst	AI Engineer	Developer	Quality Assurance Team
ONE (1) year maintenance							
Total							

Note:

- The Manning Schedule shall be prepared based on the major deliverables listed in Section 4.1.10 of the Assignment Brief. The Tenderer shall ensure that the total man-days shown in the Manning Schedule are consistent with the resource assumptions underlying the prices quoted for mandatory items in the Table 1 of the Fee Proposal (Appendix D).

- The Contractor shall maintain the project team as required in Clause 5.2 of the Assignment Brief. The tender submission shall already put potential variation on the manpower (i.e. additional manpower), if any, into consideration at the fee proposal. Unless mutual agreement and written confirmation from CIC is obtained, NO additional fee or expenses rendered locally or overseas for the provision of any additional manpower, specialist or sub-contractor services required for the satisfactory completion of the Project shall be payable by the CIC.

4. Proposed IT Solution to fulfill the objectives and requirements set in the Assignment Brief

4.1. The tenderer is required to submit the following to demonstrate his capabilities in fulfilling the project approach and technical requirements and to present all the deliverables outlined in the Assignment Brief and its Annexes:-

(i) A completed technical proposal must be submitted to demonstrate a full understanding of the Assignment, the method statement should included but not limited to the followings:-

(a) Demonstrates full understanding of the end-to-end APOS delivery, covering all mandatory modules (Company Portal, Funding Application, Pre-approved List, Case Management and AI Engine). Any optional item(s) proposed by the Tenderer shall also be addressed in the Method Statement.

(b) Describes the approach for completing all the required modules within the specified timeframe, SA&D workshops, iterative design-and-build, modular API-first architecture, coding standards and formal CIC

approvals.

(c) Outlines governance, stakeholder engagement, full testing lifecycle, DevSecOps (GitHub Actions), security/privacy compliance (SRAA, PIA, Annex C) and knowledge transfer.

(d) Confirms how the solution meets scalability, performance, maintainability and future expansion requirements with minimal impact and at reasonable time and costs.

(e) Illustrate the technical capability of the proposed solution and its design which could fulfill the requirements stated in the Assignment Brief.

(f) Provide the detailed architecture design of the proposed infrastructure, covering on-premises and/or cloud hosting arrangements. If cloud hosting is proposed, clearly specify the proposed service provider and justify its selection.

(g) Explains integrations (Okta SSO, Company Portal APIs/webhooks, SharePoint, MuleSoft, DMP, iAM Smart), data migration (cleansing, CIC Company ID mapping, 1.2 TB files) and multi-lingual support.

(h) Demonstrates the user interface and user experience design concept of the proposed solution.

(i) Outlines the approach for the 12-week nursing period and the subsequent ONE (1) year maintenance and support services, including but not limited to:

- Proposed resources plan / support team structure and availability during office hours;
- How the Tenderer will comply with the Service Level Agreements (SLAs) specified in the Assignment Brief (Clause 4.1.8);
- Incident management, escalation procedures, monitoring tools and knowledge transfer / handover arrangements.

(ii) A completed Compliance Table set out in **Annex A of the Assignment Brief** must be submitted to demonstrate the proposed solution's compliance with all mandatory requirements and features.

(iii) A completed Standard Non-Functional Requirements Checklist set out in **Annex B of the Assignment Brief** must be submitted to demonstrate the proposed solution's compliance with the applicable standard non-functional requirements.

4.2. The tenderer shall refer to the other requirements laid down in the Assignment Brief and its Annexes (if any) of the tender document.

5. Proposed User Interface and User Experience Design (UIUX)

6. Proposed Programme for Service Delivery

(i) **Tender Programme** shall be provided (in the form of a linked bar chart preferred) identifying the critical path and included but not limited to the following activities:

(a) Presents a Gantt chart (or equivalent) clearly showing the critical path, milestones, interdependencies and float from commencement (Jan 2027 tentatively) to end of 12-month maintenance.

(b) Covers all key stages: Initiation, SA&D, Development, Integrations (Company Portal, Okta, SharePoint, MuleSoft, AI & Calculation Engines), Data Migration, Testing (Unit/SIT/UAT/Load/Security/DR), SRAA & PIA, Deployment, 12-week Nursing and 12-month Maintenance.

(c) Aligns activities and durations with the eight payment stages (C1–C6) and high-level timeline (Company Portal by Jan 2027; remaining modules by May 2027).

(d) Shows realistic resource loading, contingency for external dependencies, and recovery measures for delays.

(e) Includes a short narrative highlighting the critical path and major programme risks with mitigations.

7. Documents and Information to be submitted for the Technical Proposal

7.1 The Tenderer is required to provide the following documents and information in the technical submission as described in the tender documents:

Particulars	Reference
Technical Proposal (Security Compliance Pack)	
1. Security Compliance Pack	Conditions of Tender, Appendix A Clause 1.1 to 1.2 and Annex C of the Assignment Brief
Technical Proposal (Project Proposal Pack)	
2. Tenderer's Track Record & Project Reference	Conditions of Tender, Appendix A Clause 2
3. Organisation and Qualifications of Proposed Project Team	Conditions of Tender, Appendix A Clause 3
4. Project Approach and Requirements to (i) fulfill the technical requirements and (ii) deliver all deliverables outlined in the Assignment Brief and its Annexes (a) Tender Programme (b) Method Statements • Full understanding of the end-to-end APOS delivery • Approach for completing all the required modules within the specified timeframe • Project governance and quality assurance • Technical capability of the proposed solution and its design • Detailed architecture design • System integration design • User interface and user experience design • Approach for the nursing period and the maintenance and support services (c) Compliance Table (Annex A of Assignment Brief) (d) Standard Non-Functional Requirements Checklist (Annex B of Assignment Brief)	Conditions of Tender, Appendix A Clauses 4 to 6, Annex A and B of the Assignment Brief
5. A duly completed Standard Letter for complying with Anti-Collusion Clause	Conditions of Tender, Appendix B
6. All documents mentioned in the Technical Assessment Marking Scheme	Conditions of Tender, Appendix E
7. A duly completed Tenderer's Integrity, Compliance and Criminal Conviction Declaration	Tenderer's Integrity, Compliance and Criminal Conviction Declaration

Note: The tenderer is required to submit all information specified in Appendix A of the Conditions of Tender with his tender. In addition, the tenderer shall submit with his tender a duly signed and witnessed letter in the form set out in Appendix B of the Conditions of Tender, and a duly signed Tenderer's Integrity, Compliance and Criminal Conviction Declaration. Should the tenderer fails to submit all information mentioned above with his tender, his tender may not be considered.

"Please be reminded that NO COMMERCIAL OR COST INFORMATION SHALL BE INCLUDED IN TECHNICAL SUBMISSION. You are reminded that should any commercial or cost information be included in this Technical Submission, you may be disqualified from this Tender."

APPENDIX B – Standard Letter for complying with Anti-Collusion Clause

To be included in Technical Proposal

To: Construction Industry Council (CIC)

Date:

Dear Sir/Madam,

Tender Ref: (641) in P/AE/PUR/AGC

Tender Title: Provision of CITF Application Portal and Operation Platform

*[I/We], [( )] of
name of the tenderer
( )][1],
address of the tenderer

refer to *[my/our] tender for the above Contract.

*[I/We] confirm that, before *[I/We] sign this letter, *[I/We] have read and fully understand this letter and the anti-collusion clause in Conditions of Tender Clause 4.28.

*[I/We] represent and warrant that in relation to the tender for the above Contract:

(i) *[I/We], other than the Expected Communications referred to in the last paragraph of this letter, have not communicated and will not communicate to any person other than the CIC the amount of the tender price or any part thereof until *[I/We] have been notified by the CIC of the outcome of the tender exercise;

(ii) *[I/We] have not fixed and will not fix the amount of the tender price or any part thereof by arrangement with any person;

(iii) *[I/We] have not made and will not make any arrangement with any person as to whether *[I/We] or that other person will or will not submit a tender; and

(iv) *[I/We] have not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the tendering process.

*[I/We] shall indemnify and keep indemnified the CIC against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/or warranties above, including but not limited to damages for delay, costs and expenses of re-tendering and other costs incurred.

In this letter, the expression "Expected Communications" means *[my/our] communications in strict confidence with:

(i) *[my/our] own insurers or brokers to obtain an insurance quotation for computation of tender price;

(ii) *[my/our] consultants or sub-contractors to solicit their assistance in preparation of tender submission; and

(iii) *[my/our] bankers in relation to financial resources for the Contract.

Signed for and on behalf of [ ]
name of the tenderer

by [ ][2]:
name and position of the signatory

_____

Name of Witness:_____
Signature of Witness:_____
Occupation:_____

Note:
* Delete as appropriate
1. Where the tenderer comprises two or more persons or companies acting in partnership, joint venture or otherwise, this part in square brackets should be expanded to include the respective names and addresses of such persons or as the case may be companies.
2. Where the tenderer comprises two or more persons or companies acting in partnership, joint venture or otherwise, all such persons or as the case may be companies must sign. The signatory for each of such persons or companies shall be a person authorised to sign CIC contracts on behalf of that person or as the case may be company.

APPENDIX C – Form of Tender

To be included in Fee Proposal

FORM OF TENDER
FOR
PROVISION OF CITF APPLICATION PORTAL AND OPERATION PLATFORM
FOR
THE CONSTRUCTION INDUSTRY COUNCIL

To: Construction Industry Council
38/F, COS Centre,
56 Tsun Yip Street,
Kwun Tong, Kowloon,
Hong Kong

Dear Sirs,

1. Having examined the Conditions of Tender, Appendices to Conditions of Tender, Assignment Brief and its Annexes, Tenderer's Integrity, Compliance and Criminal Conviction Declaration, Memorandum of Agreement, General Conditions of Contract thereto for the execution of the above named Services, we offer to execute and complete the whole of the said Services in conformity with the said Conditions of Tender, Appendices to Conditions of Tender, Assignment Brief and its Annexes, Tenderer's Integrity, Compliance and Criminal Conviction Declaration, Memorandum of Agreement, General Conditions of Contract, and the tender proposals submitted herewith within _____ Calendar Days including Sundays and Public Holidays from the date of project commencement and for the sum of Hong Kong Dollars……
……(HK$.....)
(not being subject to fluctuations in labour and material costs) or such sums as may be ascertained in accordance with the Conditions of Contract.

2. We agree to abide by this tender and not to withdraw it for a period of 180 days from the date fixed for receiving it and including that date and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

3. Unless and until a formal agreement is prepared and executed, this tender together with your written acceptance thereof subject to the provisions of Clause 2 hereof shall constitute a binding Contract between us.

4. We understand that you are not bound to accept the lowest or any tender you may receive.

Signature _____

In the capacity of _____

Duly authorized to sign tenders for and on behalf of * _____

_____

Registered Address of the Firm

_____

Date _____

Witness _____

Address

_____

Occupation

_____

Date _____

Business Registration Certification No. _____

Name of Partner(s)	Residential Address of Partner(s)

* In the cases of a (a) Limited Company or (b) Partnership or unincorporated body, (a) the name of the Company or (b) the name(s) of the partner(s) must be inserted in the space provided above.

APPENDIX D – Fee Proposal

To be included in Fee Proposal

FEE PROPOSAL
FOR THE
PROVISION OF CITF APPLICATION PORTAL AND OPERATION PLATFORM
FOR THE
CONSTRUCTION INDUSTRY COUNCIL

The Contractor shall be paid a Lump Sum fee of HK$_____ for the provision of all services and all expenses incurred in connection with the carrying out and satisfactory completion of the Assignment as detailed in the Assignment Brief and its Annexes.

The tenderer shall enclose with his tender the completed Schedule of Rates as below:

(1) The Schedule of Rates shall be in sufficient details to indicate the breakdown of the works. Failure to submit the Schedule of Rates may cause his tender not to be considered by the Employer.

(2) Upon award of the Contract, the Schedule of Rates shall be deemed to be the Contractor's Schedules and will be regarded as firm and will not be subject to remeasurement or adjustment whatsoever otherwise than in accordance with the expressed provisions of the terms of the Contract.

(3) The total of the Schedule of Rates must agree with the amounts carried to the Summary of Tender. Any items which are not included in the Schedule of Rates but shown on the drawings or described in the specifications under the tender documents shall be deemed to have been included in the tender figures. Where the Employer considers appropriate, the rates in the Schedule may be used for the valuation of variations ordered by the Employer, but the quantities referred to in the Schedule of Rates shall not form part of the Contract Documents.

(4) The tenderer should note that the quantities as inserted in the Schedule of Rates for all measured work should be consistent with those shown on the tender drawings and the drawings to be prepared and provided by the tenderer. Where large discrepancy or apparent inconsistency in the quantity of any item is identified, the item total will remain intact and the tenderer will be requested to adjust the unit rate and the quantity to tally with the item total.

(5) The tenderer is required to enter quantities, rate and the total against all items in

the Schedule of Rates. The submitted quantities are at the sole risks of the tenderer. The tenderer shall be deemed to have allowed for all other miscellaneous works which are not mentioned in the Specification nor or on the Drawings but which are indispensably necessary for the satisfactory completion of the Works.

(6) Dimensions provided in the Schedule of Rates shall be for reference only.

(7) The tenderer's rates for the items contained in the Schedule of Rates shall be deemed to include cost of all incidentals of labour, material, plant (working or idle), supervision, general attendance, profit and all other things and matters necessary for the carrying out of the Works and all provisions of the Conditions of Contract and Specification and for the timely and satisfactory completion of the entire Works contained in the Contract.

(8) If so required by the CIC and/or its representative, the Contractor shall submit further breakdown of the Schedule of Rates showing the build-up of any 'lump sums' included in the Schedule of Rates.

(9) CIC reserves the right to accept all or any part(s) of the tender.

Schedule of Rates

Table 1 - Detailed breakdown of tender price for mandatory items

Item	Relevant Item(s) in Assignment Brief and its Annexes	Description of Deliverables	Amount (HK$)
1	3.2.2, 3.2.5 and 4.1.10	Company Portal Module	
2	3.2.2, 3.2.6 and 4.1.10	CITF Application Module	
3	3.2.2, 3.2.6 and 4.1.10	Funding Management Module	
4	3.2.2, 3.2.7 and 4.1.10	Pre-approved List Application Portal	
5	3.2.2 and 3.8.10	Applicant Ticketing Service	
6	3.2.2, 3.2.10 and 4.1.10	AI Engine	
7	3.2.17, 3.2.18 and 4.1.10	Security Risk Assessment and Auditing (SRAA) and Privacy Impact Assessment reports	
8	3.2.16, 3.4.6 and 3.6.6	One year maintenance service	
		Total (Mandatory Items):	

(Note:

1. All the fees quoted for the Mandatory Items 1 to 8 above shall include all related expenses in retrieving all necessary documents and drawings and in attaining all necessary statutory approval.
2. The resource assumptions underlying the prices quoted in Table 1 above shall be consistent with the man-days shown in the Manning Schedule as required under Section 3.1.5 of Appendix A of the Conditions of Tender (which is to be prepared based on the major deliverables listed in Section 4.1.10 of the Assignment Brief).
3. The tender prices quoted in Table 1 above shall be fully inclusive of all costs and expenses necessary to comply with and deliver all requirements set out in the Assignment Brief, including but not limited to:
   - Functional Requirements (Section 3.2);
   - Standardised Technical Requirements (Section 3.3);
   - Standardised Non-Functional Requirements (Section 3.4);
   - Project-Specific Technical Requirements (Section 3.5);
   - Project-Specific Non-Functional Requirements (Section 3.6);
   - Security Requirements (Section 3.7 and Annex C); and
   - Project Management Requirements (Section 4).)

Fee Proposal for Optional Deliverables

The following are optional items. The CIC has absolute right to determine whether these optional items will be carried out within the contract period. Detailed cost breakdown of the Unit Rates for the optional items are set out in Table 2 below:

Table 2 - Detailed breakdown of tender price for optional deliverables

Item	Relevant Item(s) in Assignment Brief and its Annexes	Description of Optional Deliverables	Qty	Unit	Unit Rate (HK$)
1	3.2.2, 3.2.8(i)i, 3.2.9 and 4.1.10	Calculation Engine	1	job	
2	3.2.12 (e)	CIC's eSurvey Tools	1	job	
3.1	3.2.6 (c) Intelligent Document Management (Optional Scope only)	Contract / Letter of Award / Work Programme	1	job	
3.2		Layout plan / drawings	1	job	
3.3		BIM model	1	job	
3.4		Catalogue / specification / manual	1	job	
3.5		Reference / job reference letter	1	job	
3.6		Photo / video evidence	1	job	
3.7		Travel / visit evidence	1	job	
4	3.2.5 (f)	Integration of Company Portal with iAM Smart & CorpID	1	job	
5		Additional one year maintenance service upon the initial contract	1	year	
6		Out-scope services - Project Manager	1	Man-day	
7		Out-scope services - Solution Architect	1	Man-day	
8		Out-scope services – Business Analyst	1	Man-day	
9		Out-scope services - AI Engineer	1	Man-day	
10		Out-scope services – Developer	1	Man-day	
11		Out-scope services - Quality Assurance Team	1	Man-day	

Upon receipt and acceptance of the Deliverables for each Payment Stage/ Date by the CIC with satisfaction and upon the submission of invoices to the CIC by the Contractor, the Contractor shall be paid in accordance with the following payment schedule within 30 days of the receipt of the invoices subject to verification of the invoice.

The percentages of payment do not imply or indicate the relative or absolute amount of resources and expenses to be spent by the Contractor to produce the concerned deliverables and to complete the tasks and services. The payment schedule is as follows:-

Payment Stage	**Stages**	**Deliverables**	**Tentative Timeline ("D" denotes the project commencement date)**	**Payment Schedule* (%)**
C1	Ongoing project management	Progress Reports	Throughout the period of the implementation stage	Phase 1: 5% Phase 2: 10%
		Meeting minutes in Email	Throughout the period of the implementation stage	
	Initiation	Project Initiation Document	D + Two (2) weeks	
C2	Systems Analysis & Design (SA&D)	Business Requirement Document	D + Four (4) weeks	Phase 1: 10% Phase 2: 10%
		Functional Specification Document	D + Six (6) weeks	
		Technical Specification Document	D + Eight (8) weeks	
C3	Testing	Test Plan	Three (3) weeks before system Launch	Phase 1: 10% Phase 2: 10%
		Test Case	Three (3) weeks before system Launch	
		Risk log/ Issue log	Throughout the period of testing stage	
	Development, Testing and Deployment	Deployment Plan	i. Phase 1 – Company Portal and Pre-approved List Application Portal (Target completion: D + 5 months) ii. Phase 2 – Full Operation Platform and Remaining Modules (Target completion: 3 months after completion of Phase 1)	
		System Monitoring Reports	Throughout the project period	
C4	Nursing	Technical Support Information	Completion of Deployment and System Launch + One (1) month	Phase 1: 5% Phase 2: 10%
		Incident Log	Occurrence of Incidents + One (1) week	
	Knowledge Transfer	User Training with Manual	Completion of Deployment and System Launch + Two (2) weeks of Each Phase	

Payment Stage	Stages	Deliverables	Tentative Timeline ("D" denotes the project commencement date)	Payment Schedule* (%)
C5	Completion of SRAA and PIA report with the endorsement from the CIC's Cybersecurity team		Work starts in SA&D of the relevant phase. Payment after that phase's C4, per Section 5.	Phase 1: 5% Phase 2: 10%
C6	Commencement of ONE (1) year maintenance period		Completion of Nursing Period of Phase 2 Delivery	15%
			Total	**100%**

Note*

- Phase 1 – Company Portal and Pre-approved List Application Portal;
- Phase 2 – Full Operation Platform and Remaining Modules

Optional Items / Additional Items as requested and confirmed by the CIC		
O1	On actual basis upon satisfactorily receipt or approve respective optional / additional item by the CIC	100%
O2	Commencement of Additional ONE (1) year maintenance period	100%

Date for Commencement	The date as stated on the Project Commencement Letter. Project Commencement Letter – A written notification by the Employer regards to the commencement of Project.
Date for Completion	NINE (9) months from the Date of Commencement (Phase 1 for Company Portal to be completed in FOUR (4) months)
Liquidated Damages	At the rate of HK$8,000 per day

Name of Company : _____

Signature of Person Authorized
to Sign for the Proposal* : _____

(with company chop)

Address _____

Tel No.: _____ Fax No. _____

Email: _____ Date: _____

* If the tender is submitted by a Joint Venture, all participants in the Joint Venture must sign the Fee Proposal.

APPENDIX E – Tender Evaluation Procedures and Criteria

1. INTRODUCTION

1.1 A two-envelope approach is adopted for tender submission, i.e. Tenderer should submit the technical proposal including all information specified in **Appendix A of the Conditions of Tender** and the letter annexed in **Appendix B** and mentioned in Clause 4.28 of the Conditions of Tender, and **Tenderer's Integrity, Compliance and Criminal Conviction Declaration** that comprise two separately labelled packs consisting of (i) Security Compliance Pack; and (ii) Project Proposal Pack in one envelope and the fee proposal comprising the completed Form of Tender using the prescribed form provided in **Appendix C of the Conditions of Tender** and the Fee Proposal using the prescribed form provided in **Appendix D of the Conditions of Tender** in a separate envelope. Fee proposal would only be opened after the technical assessment is completed subject to Clause 1.5 below.

1.2 The Security Compliance Pack Submission is a **mandatory prerequisite** for consideration of the proposal. The Security Compliance Pack shall be evaluated by the Cybersecurity Team on a **Pass / Fail** basis against the applicable security requirements specified in Annex C – CIC Security Requirements of the Assignment Brief. The Security Requirement Compliance Assessment shall be conducted separately from, and prior to, the evaluation of the Project Proposal Pack. Failure to satisfy the Security Requirement Compliance Assessment requirements would result in the tender submission being rejected or disqualified at CIC's sole discretion.

1.3 A marking scheme as described below will be used for evaluating the tenders. Tender proposals shall be evaluated based on two separate aspects, namely the technical assessment (Project Proposal Pack) and the fee assessment.

1.4 The pre-determined weights for technical and fee assessments are 70% and 30% respectively.

1.5 If the technical assessment mark in Table 1 below is less than 50% of the maximum marks, the tender proposal will be rejected and will NOT be further assessed and its fee proposal envelope will NOT be opened.

1.6 The rejected tender proposal will NOT be included in the weighted technical assessment score formula in Clause 2.2 and the weighted fee assessment score formula in Clause 3.2 below. The CIC reserves its right to cancel this tender exercise and re-tender thereof without further notice to the tenderer.

1.7 An assessment panel will be established for tender evaluation. The proposal received will be evaluated in accordance with the requirements in this Appendix.

2. TECHNICAL EVALUATON

Only proposals that pass the mandatory security compliance assessment will proceed to the project proposal pack assessment.

2.1. Detailed evaluation of the technical proposal including all information specified in Appendix A of the Conditions of Tender shall be made in accordance with the assessment criteria described in Table 1.

Table 1 – Technical assessment marking scheme

Assessment Criteria	Assessed Marks (%)	Maximum Marks (%)
Assessment will be based on the following criteria:- **1. Tenderer's Track Record & Project Reference (15%)** i. Company profile, background and project reference with the associated technologies (5%); and ii. Company track records and relevant experience related to application portal, case management, AI and ticketing systems – at least FIVE (5) successful experiences in performing similar services in the past THREE (3) years as of the Tender Closing Date (the FIVE (5) experiences shall not be from the same organisation). Experience from CIC, other governmental organisations or public sectors will be given higher preference. (10%)		**15%**
2. Composition of the Proposed Project Team (15%) i. An organization chart indicating the proposed project team structure with all project team members and administration staff; ii. Proposed overall input (in man-day) from each project team member; and a detailed Manning Schedule (in table format) showing for each major deliverable listed in Section 4.1.10 of the Assignment Brief: a. Role / Position b. Number of persons allocated c. Man-days / man-hours to be spent on that deliverable d. Full-time or Part-time status (Adequacy and realism of the proposed manning schedule will be assessed) iii. Profile of Project Manager, Solution Architect, Business Analyst, AI Engineer, Developers, Quality Assurance Team to be deployed for this project including the following details: • Name • Responsibilities / Duties • Qualifications and experience (especially of similar nature and scale to this project) including brief descriptions of the scope, project type and duration. iv. Proportion of in-house and outsourced resources about the proposed project team		**15%**

Assessment Criteria	Assessed Marks (%)	Maximum Marks (%)
3. Proposed IT Solution to fulfill the objectives and requirements set in the Assignment Brief (40%) i. Proposed Methodology for revamping existing CITF processes, leveraging automation, and utilizing the AI Engine to eliminate operational bottlenecks (20%) ii. Technical soundness and feasibility, functional and non-functional features of the proposed solution (15%) iii. Proposed infrastructure, hosting and architecture design (5%)		**40%**
4. Proposed User Interface and User Experience Design (UIUX) (10%)		**10%**
5. Proposed Programme for Service Delivery (10%) i. Detailed timeline and working programme to carry out and complete all the tasks described in this Assignment Brief (10%)		**10%**
6. Tenderer's Performance in CIC's Past Projects (10%)		**10%**
Total:		**100%**

2.2 The weighted technical assessment score of a tender shall be determined in accordance with the following formula:

$$70 \times \frac{\text{Technical assessment mark of the subject tender}}{\text{Highest technical assessment mark of all tenders}}$$

3. FEE EVALUATION

3.1 Tender fee for evaluation shall be the lump sum quoted in Appendix D – Fee Proposal of the Conditions of Tender.

3.2 The weighted fee assessment score of the tender proposal shall be worked out in accordance with the following formula:

$$30 \times \frac{\text{Lowest total lump sum fee of all tenders}}{\text{Total lump sum fee of the subject tenders}}$$

4. CALCULATION OF COMBINED SCORES

4.1 The combined assessment score of a tender proposal shall be the sum of the weighted technical assessment score (Cl.3.1) and the weighted fee assessment score (Cl.3.2).

APPENDIX F – Reply Slip for Declining Bid

With reference to your tender invitation (Tender Reference: (641) in P/AE/PUR/AGC, Closing Date: 3 December 2026), I/we regret that I am/we are unable to bid due to the following reason(s):

(Please tick against the box(es) where applicable)

☐ Inadequate time to prepare tender proposal. Suggested timeframe for proposal preparation: _____ days

☐ Invitation document contains insufficient details.
Suggested supplementary details: _____
_____
_____
_____

☐ Work scope too broad. Would you consider bidding if the work scope is reduced?
- ☐ Yes
- ☐ No

Or which part(s) of the work scope shall be reduced to facilitate your consideration in bidding (please specify)?_____
_____
_____
_____

☐ Work scope too narrow. Would you consider bidding if the work scope is broadened?
- ☐ Yes
- ☐ No

Or what supplementary details shall be added to facilitate your consideration in bidding (please specify)?_____
_____
_____
_____

☐ Not interested in this type of service.

☐ Working at full capacity at the moment.

☐ Work scope beyond firm's / organisation's expectation.

☐ Cannot meet project time schedule. Suggested timeframe for the project: _____ months

☐ Requirements / Specifications too restrictive.

☐ Others (please specify): _____

_____

_____

_____

Signature: _____

Full Name of Contact Person: _____

Position: _____

Name of Company: _____

Telephone No.: _____

Fax No.: _____

E-mail: _____

Date: _____

Note:

1) Please return the completed reply slip to E-mail: kelvinlee@cic.hk or fax no: 2100 9439 no later than 12:00 p.m. on 3 December 2026.

2) Please contact Mr. Kelvin LEE at Tele: 2100 9425 or E-mail: kelvinlee@cic.hk for any enquiry.

APPENDIX G – Reply Slip for Tender Briefing

I/We would like to attend the tender briefing for the Provision of CITF Application Portal and Operation Platform for the Construction Industry Council at **10:00 a.m. on 16 November 2026** via Microsoft Teams. CIC will send the Microsoft Teams meeting link to the attendee(s) using the email address(es) specified in the form below.

Full Name of Attendee(s)			Post/Title	
Company Name:				
Contact Person:			Post/Title	
Address:				
Telephone No : :			Fax No:	
Mobile Phone No:			E-mail :	

Note:

1. Each Tenderer shall register three attendees at most.

2. Please return the completed reply slip to E-mail: kelvinlee@cic.hk and hildako@cic.hk or fax no: 2100 9439 no later than 12:00 noon on 13 November 2026.

3. Please contact Mr. Kelvin LEE at Tele: 2100 9425 or E-Mail: kelvinlee@cic.hk or Ms. Hilda KO at Tele: 3199 7132 or E-Mail: hildako@cic.hk for any enquiry.

Tenderer's Integrity, Compliance and Criminal Conviction Declaration for Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

November 2026

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(For use as tender submission document. Tenderers shall complete and submit this Declaration with their Tender.)

Tenderer's Integrity, Compliance and Criminal Conviction Declaration

Tender Ref.	(641) in P/AE/PUR/AGC
Tender Title	Provision of CITF Application Portal and Operation Platform for the Construction Industry Council
Tenderer Name	
Business Registration No. (or equivalent document)	

Declaration by Tenderer

I/We, the undersigned, duly authorised to act on behalf of the Tenderer, hereby declare that, after making reasonable enquiries and to the best of my/our knowledge and belief, all material information required by this Declaration in respect of the Tenderer, its directors, partners, controlling shareholders, Senior management personnel and proposed project team members has been disclosed.

Important: A "Yes" response or other positive declaration does not automatically result in disqualification. Any such matter will be assessed by the CIC in accordance with Part F of this Declaration and the applicable tender requirements.

Definition

"Senior management personnel" means persons who hold senior executive or managerial positions and have substantial authority or responsibility for planning, directing, managing or controlling the Tenderer's business or operations. The term does not include personnel who are proposed solely to perform the Contract and who do not otherwise form part of the Tenderer's senior management.

Part A - Conflict of Interest and Relationship Disclosure

A1. Relationship, Engagement or Potential Conflict of Interest with the Construction Industry Council and its Subsidiaries

Has the Tenderer, or any of its directors, partners, controlling shareholders, Senior Management Personnel or proposed project team members:

(a) been or are currently employees, secondees, consultants, advisers, committee members or otherwise engaged by the CIC or any of its subsidiaries; or

(b) been former employees of the CIC or any of its subsidiaries whose employment ceased within the last six (6) months; or

(c) been engaged by the CIC or any of its subsidiaries to perform any role, assignment, project or service that is relevant to the subject matter of this Tender and may give rise to an actual, potential or perceived conflict of interest in relation to this Tender?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex A.**

A2. Relationship with Other Tenderers / Potential Tenderers

To the best of the Tenderer's knowledge, does the Tenderer have any ownership, management, financial, employment, project team, subcontracting, consortium, advisory, consulting or other relationship with another Tenderer or potential Tenderer that may affect, or reasonably be perceived to affect, the independence of the Tender?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex A.**

If Yes, disclose the name of the entity concerned, nature of the relationship, any common directors, shareholders, personnel, consultants, advisers, subcontractors or other relevant connections, and the measures adopted to ensure independent tender preparation.

Part B - Mandatory Exclusion and Serious Risk Grounds

B1. Corruption and Bribery

Has the Tenderer or any of its directors, partners or controlling shareholders been convicted within the last FIVE (5) years of any offence involving bribery, corruption, unlawful advantages, corrupt dealings with agents or public officers, or any offence under the Prevention of Bribery Ordinance (Cap. 201) or equivalent legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

B2. Fraud and Dishonesty

Has the Tenderer or any of its directors, partners or controlling shareholders been convicted within the last FIVE (5) years of any offence involving fraud, conspiracy to defraud, false accounting, forgery, deception, theft, uttering false documents or other offences involving dishonesty?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

B3. Competition and Bid-Rigging Offences

Has the Tenderer or any associated person within the last FIVE (5) years been convicted of, or been the subject of an adverse finding by a court or regulatory authority in relation to bid-rigging, price fixing, market sharing, anti-competitive conduct, or violations of the Competition Ordinance (Cap. 619) or equivalent legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

B4. Money Laundering and Financial Crime

Has the Tenderer or any of its directors, partners or controlling shareholders ever been convicted of money laundering, terrorist financing, serious financial crime, tax fraud or other serious financial misconduct?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

B5. Organized Crime or Serious Criminal Activities

Has the Tenderer or any of its directors, partners or controlling shareholders ever been convicted of offences relating to organized crime, criminal syndicates, terrorism, drug trafficking or other serious criminal activities?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

B6. Insolvency and Financial Distress

Within the last FIVE (5) years, has the Tenderer been subject to a winding-up petition, liquidation, receivership, administration, bankruptcy or other insolvency proceeding which may affect the Tenderer's ability to perform the Contract?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

Part C - Compliance and Regulatory Matters

C1. Occupational Safety and Health

Within the last FIVE (5) years, has the Tenderer been convicted of offences under the Factories and Industrial Undertakings Ordinance (Cap. 59), Occupational Safety and Health Ordinance (Cap. 509), Employees' Compensation Ordinance (Cap. 282), or equivalent occupational safety legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

C2. Employment-Related Offences

Within the last FIVE (5) years, has the Tenderer been convicted of offences relating to the Employment Ordinance (Cap. 57), Immigration Ordinance (Cap. 115), employment of illegal workers, wage default, MPF non-compliance, discrimination laws or other employment-related legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

C3. Environmental Offences

Within the last FIVE (5) years, has the Tenderer been convicted of offences relating to environmental protection, waste disposal, air pollution, noise control, water pollution or other environmental legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

C4. Corporate Governance and Companies Ordinance Compliance

Within the last FIVE (5) years, has the Tenderer, any director, controlling shareholder or Senior management personnel been disqualified from acting as a director, or been convicted of any serious offence relating to corporate governance, false company records, fraudulent business conduct or other serious offence under the Companies Ordinance (Cap. 622)?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

C5. Data Privacy and Personal Data Protection

Within the last FIVE (5) years, has the Tenderer been convicted of, fined for, sanctioned by, or been the subject of an enforcement notice issued under the Personal Data (Privacy) Ordinance (Cap. 486) or equivalent privacy legislation?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

Part D - Investigations and Other Material Adverse Matters

D1. Investigations

Is the Tenderer currently the subject of any investigation by any law enforcement, regulatory, competition, anti-corruption, occupational safety or environmental authority in relation to alleged conduct that may affect its integrity, legal compliance, financial standing or ability to perform the Contract?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

D2. National Security Related Matters

Has the Tenderer, any of its directors, partners, controlling shareholders, proposed project team members or subcontractors proposed for this Tender:
(a) been convicted of any offence relating to national security under the laws of Hong Kong or any other applicable jurisdiction; or
(b) to the Tenderer's knowledge, been the subject of any ongoing investigation, prosecution, court proceedings, restriction, debarment, sanction or regulatory action relating to conduct that may endanger national security or be contrary to the interests of national security?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

D3. Cybersecurity and Data Security Incidents

Within the last FIVE (5) years, has the Tenderer experienced any cybersecurity incident, information security incident or personal data breach that resulted in:
(a) regulatory notification, investigation or enforcement action;
(b) legal proceedings;
(c) unauthorized disclosure, loss or compromise of personal data or confidential information; or
(d) disruption of business operations or services provided to customers?

☐ **No**	☐ **Yes**	**If Yes, please provide details in Annex B.**

Part E - Supporting Information to Facilitate Due Diligence

The Tenderer shall submit the following documents / information together with the Tender, where applicable. The CIC reserves the right to request additional information, supporting documents or clarifications at any time for the purpose of conducting due diligence, verifying declarations and assessing the Tenderer's suitability for the Contract.

Item	Document / Information	Required / If Applicable	Purpose
1	**Proof of Legal Existence and Business Registration** Document evidencing the Tenderer's legal existence and status (e.g. Copy of Business Registration Certificate, Certificate of Incorporation, statutory establishment document, Section 88 recognition letter, or equivalent document).	Required	Verify legal existence and business identity
2	**NAR1 or equivalent corporate registry document** Latest Annual Return (Form NAR1) filed with the Hong Kong Companies Registry, or equivalent document for non-Hong Kong entity	Required for Hong Kong incorporated companies. Non-Hong Kong entities shall provide equivalent corporate registry documents.	Identify directors and company secretary
3	**Project team information from the Technical Proposal** The list of proposed project team members, including their roles and responsibilities, submitted under the Technical Proposal will be used by the CIC for relationship and conflict checks. The Tenderer is not required to submit a duplicate copy under this Declaration unless requested by the CIC.	Refer to the relevant section of the Technical Proposal. No separate submission is required unless requested by the CIC.	Support CIC relationship and conflict checks
4	**Supporting Evidence for any "Yes" response** Details and supporting documents relating to any "Yes" response in Parts A, B, C or D, including the background of the matter, current status, outcome, and any corrective or remedial measures implemented.	If any "Yes" response is selected	Support assessment of severity, relevance and mitigation

Part F - Declaration and Undertaking

(1) The Tenderer confirms that, after making reasonable enquiries, the information provided in this Declaration and the supporting information submitted is, to the best of its knowledge and belief, true and accurate in all material respects.

(2) The Tenderer confirms that no material information required by this Declaration has been omitted following reasonable enquiries.

(3) The Tenderer undertakes to promptly notify the CIC in writing if there is any change to the information declared during the tender process and, if applicable, during the term of the Contract.

(4) The CIC reserves the right to verify any information provided and to request supporting documents at any time.

(5) The CIC may reject the Tender, determine the Tenderer to be ineligible or non-compliant, terminate the Tenderer's qualification status, or terminate any resulting Contract if any information provided in this Declaration is found to be materially false, misleading or incomplete, or if any material information has been omitted.

(6) A “Yes” response or other positive declaration does not automatically result in disqualification. The CIC may assess the nature, severity, circumstances, timing and relevance of the matter to the Tender and the Contract, together with any remedial actions and mitigation measures. Following such assessment, the CIC reserves the right, subject to the applicable tender requirements, to accept or reject the Tender, determine the Tenderer’s eligibility or compliance, impose conditions or require additional mitigation measures, or take such other action as the CIC considers appropriate in accordance with the Tender Documents and applicable tender requirements.

Annex A - Details of Relationships and Potential Conflict of Interest

Complete one Annex A entry for each matter declared under Part A. Where a field is not applicable to the matter being disclosed, please state "N/A". Attach additional sheets where necessary.

Guidance:

"Relationship with CIC / CIC Subsidiary / Other Tenderer" should identify the type of relationship being declared (e.g. former CIC employee, CIC committee member, existing CIC engagement, common director, common shareholder, common subcontractor or common consultant).

"Further Details of the Relationship, Engagement or Conflict Concern" should provide additional information regarding the relevant circumstances, including the role performed, nature of the engagement, project or service concerned or other details relevant to the declaration.

Name of Person / Entity Involved	
Position / Role in the Tenderer	
Relationship with CIC / CIC Subsidiary / Other Tenderer	
Further Details of the Relationship, Engagement or Conflict Concern	
Period of Engagement / Employment / Relationship	
Whether the Person / Entity is Involved in or Relevant to the Proposed Project Team or Services under this Tender	
Details of Duties, Services or Relationship Relevant to this Tender, if any	
Measures Taken to Manage or Mitigate Potential Conflict of Interest	
Additional Remarks	

Annex B - Details of Convictions, Regulatory Actions, Insolvency, Investigations

Complete one Annex B entry for each declared matter. Where a field is not applicable to the matter being disclosed, please state "N/A". Attach additional sheets where necessary.

Nature of Matter / Incident / Offence	
Relevant Ordinance / Regulation / Source	
Person or Entity Involved	
Date of Conviction / Finding / Petition / Investigation / Report	
Authority / Court / Source (if applicable)	
Penalty / Status / Outcome	
Corrective / Remedial Measures Taken	
Relevance to this Tender / Contract	
Additional Remarks	

Note: The CIC reserves the right to request supporting evidence including court records, regulatory notices, prosecution records, safety conviction records, compliance improvement records, insolvency search results, media reports and other relevant documents for verification purposes.

Authorized Signatory

I/We confirm that I/we am/are duly authorised to sign this Declaration on behalf of the Tenderer and that, to the best of my/our knowledge and belief and following reasonable enquiries, the information provided in this Declaration is true and accurate in all material respects.

I/We acknowledge and agree that the Tenderer is bound by the declarations, confirmations, undertakings and authorisations contained in this Declaration.

I/We hereby authorise the CIC to verify any information provided in this Declaration and the Tender and to make reasonable enquiries with relevant Government departments, regulatory authorities, public bodies, professional bodies and other relevant organisations for the purposes of tender evaluation, due diligence assessment and, where applicable, contract management. The Tenderer shall provide such further information and supporting documents as the CIC may reasonably require for verification purposes. Any third-party disclosure shall be subject to applicable legal and professional obligations.

Authorised Signature	
Name of Person Authorized to Sign: **(in Block Letters)**	
Position:	
Name of Tenderer in English:	
Date:	
Company Chop, if applicable:	

Assignment Brief
for
Provision of CITF Application Portal and Operation Platform
for
the Construction Industry Council

November 2026

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1 Conventions

1.1 The following is a list of conventions used in this document, and the definition below is only applicable to this document:

Conventions	Definition
Shall/ Must	The use of the word 'shall' or 'must' indicates a mandatory requirement.
Should	The use of the word 'should' indicates a best practice, which should be implemented whenever possible.
May	The use of the word 'may' indicates a desirable best practice.
Could	The use of the word 'could' indicates a possibility or a potential action that is not mandatory but is permissible or feasible.

2 Background

2.1 About Construction Industry Council (CIC)

2.1.1 CIC was founded in 2007 under the Construction Industry Council Ordinance (Cap. 587). CIC consists of a chairperson and members representing various sectors in the industry, including employers, professionals, academics, contractors, workers, independent persons, and government officials.

2.1.2 The main functions of CIC are to forge consensus on long-term strategic issues, convey the industry's needs and aspirations to Government, as well as provide a communication channel for Government to solicit advice on all construction-related matters. In order to propagate improvements across the entire industry, CIC is empowered to formulate codes of conduct, administer registration and rating schemes, steer forward research and manpower development, facilitate adoption of construction standards, promote good practices and compile performance indicators. Please refer to the corporate profile from CIC website for more details: https://www.cic.hk/eng/main/aboutcic/corporate_profile/

2.2 Overview

2.2.1 The Construction Industry Council ("CIC") conducted a process review of the Construction Innovation and Technology Fund ("CITF") in Q4 2024. This review identified significant inefficiencies and technical limitations within the existing IT systems. These shortcomings have resulted in processing delays, data inaccuracies, and challenges in meeting Service Level Agreements (SLAs),

directly impacting service pledge compliance and operational effectiveness.

2.2.2 To address this, the CIC aims to engage a contractor (the "Contractor") to carry out the systems revamp service on CITF Application Portal and Operation Platform (the "Service").

2.3 Current Situation - Existing Application

2.3.1 Application Nature

a) The existing application consists of an Application Portal and a Data Administration and Management System (DAMS) which are web application launched in 2018 and 2025 respectively, designed to receive and process funding applications and disbursement requests, and application data. Both systems are custom application hosted on-premises (Application Portal) and on cloud (AWS - CIC) (DAMS), which has been customised to meet specific needs within CIC.

2.3.2 Major Functionalities

a) **Application Portal**: Provides an Application Portal for applicants to submit funding applications and associated disbursement request with simple vetting workflow at the backend for internal use.

b) **Data Administration and Management System (DAMS)**: Serves as an internal platform for data storage, processing, and standard report generation.

c) **E-ticketing System**: Tracks email correspondence for internal use via a statistics dashboard using Dynamics 365 Customer Service.

2.3.3 Data Domain, Usage, Storage, and Classification

Done	**Data Storage**	**Data Integration**	**Data Classification**
Funding application data	Application Portal, DAMS, SharePoint and excel summary	Application Portal-to-DAMS one-way data transfer	Highly confidential
Disbursement Request (DR) data	DAMS, SharePoint and excel summary	Evaluation Portal	Confidential

Done	Data Storage	Data Integration	Data Classification
Pre-approved List application data	Excel summary and SharePoint	Nil	Confidential

2.3.4 Pain Points

a) The application is experiencing the pain points outlined as follows:

i. **Fragmented Systems**: Operations are spread across DAMS, the Application Portal, and various offline platforms, causing inefficiencies and limited data visibility.

ii. **Lack of Digitalised Application Portal for Pre-approved List applications**: No dedicated portal exists for Pre-approved List applications. These are currently processed via PDF forms and manual email extraction.

iii. **Manual and Time-consuming Processes**: Case vetting, funding calculations, and eligibility checks are largely manual, hindering scalability.

iv. **Performance Latency**: The Application Portal experiences high latency, with response times often exceeding 60 seconds during peak usage.

v. **Lack of Effective Tracking:** Except for the e-ticketing system for keeping track email correspondences, application status tracking relies only on manual input in excel trackers for manual review and monitoring without automatic alerts or dashboards to automatically keep track effectively.

vi. **Fragmented Company Entity Management**: There is no company registration system in the current Application Portal or integration with the company database among CIC systems. The same company can register multiple accounts and submit multiple applications in the current system thereby creating resource/ account duplications and unnecessarily duplicated company profile checking effort for different applications from the same applicant leading to operation inefficiencies. Existing information of the applicant companies (i.e. consultants, contractors, sub-contractors and vendors etc.) is now contained in the CITF system only without integration with other CIC systems such as Registered Specialist Trade Contractor Scheme (RSTCS) or the levy-paying contractor database for automated eligibility checking.

2.4 Objectives

2.4.1 The objectives of this assignment are to acquire Services ("the Services") to :

(a) Develop a fully-featured **Application Portal and Operation Solution (APOS)**, including:-
    (i) CIC Company Portal for Company Account Registration and Vetting
    (ii) Funding Application Portal for Applicants to submit and track the CITF applications
    (iii) Pre-approved List Application and Management Portal
    (iv) Funding Administration and Management Portal for CIC team to vet and manage the CITF and pre-approved list applications
(b) Leverage Artificial Intelligence (AI) to streamline application submission and processing
(c) Establish a central hub for CITF data to streamline operations, improve accuracy through AI-driven automation, and enhance system robustness.

2.5 Key Stakeholders

During the project, the Contractor shall mainly engage with the CITF Department, and IT Department to gather requirements, ensure satisfactory user adoption, and facilitate a smooth transition to the new application.

2.6 Business Criticality

The CITF Application Portal and Operation Solution (APOS) will be an application with high criticality that is deemed essential to the core functioning of the CIC. By providing one single platform for seamless application submission and processing, communication and centralised data management, it fosters an environment where essential information flows smoothly between the CIC and the applicants. The system plays a crucial role specifically in providing the necessary transparency to the applicants on the application status and the CIC management on the operation efficiency of the internal processing against the required service level, providing single source of centralized information to avoid inconsistency and inaccuracies, improving operation efficiency and compliance through standardized formatting, automation and AI-enabled processing and providing company registration and vetting function to reduce duplication checking effort cross CIC departments.

3 Scope of Service

3.1 Overall Scope

a) The Contractor shall be responsible for the end-to-end design, development, and deployment of the CITF Application Portal and Operation Solution (APOS). This Assignment Brief serves only to establish the preliminary and tentative requirements of the project. Detailed business, functional, and non-functional specifications must be reviewed, refined, and mutually agreed upon during the System Analysis and Design (SA&D) stage, subject to the formal approval and endorsement of the CIC. The Contractor shall acknowledge and accept these terms as a condition of tender submission, confirming that baseline requirements will be finalized during SA&D without altering the core scope or commercial terms of the Contract. The proposed services shall fulfil at least the minimum requirements outlined in **Section 3**. The Contractor's proposal shall reflect the level of compliance with all mandatory requirements and features, using the compliance table provided in Annexes that is scheduled for submission.

b) The scope involves revamping existing CITF operational solutions, specifically the current Application Portal and DAMS (the "System"), replacing them with the new APOS to centralize all CITF-related submission and management.

c) To support the infrastructure upgrade, the New Hardware and New Software specified in this document are required to maintain a smooth and orderly operation of the APOS. The Contractor shall support the configuration and implementation for the New Hardware and New Software as specified below, with all necessary components.

d) **Requirements Collection:** The Contractor shall conduct comprehensive stakeholder interviews and workshops with the CITF Department, IT Department and key operational users (approximately 6–8 workshops and 10 interviews) to gather, validate and document detailed business, functional and non-functional requirements, commensurate with the system's multi-module complexity, AI/calculation engines, extensive integrations and large-scale data migration.

e) **System Analysis and Design:** The Contractor shall perform a thorough system analysis and produce technical design documents, including System Architecture Design, Application Architecture Design, Integration Architecture Design, Deployment Architecture Design, Security Architecture Design, Database Schema Design, and API Specifications, for CIC's approval.

f) **Architecture & Technology Stack:** The Contractor shall design a secure and scalable solution with a responsive, optimized UI/UX following API-first and loosely-coupled design principles:

   i. Public-Facing & Applicant Portals: The preferred technology stack for the CIC Company Portal, the CITF Funding Application Portal, and the Pre-approved List Application Portal shall be bespoke custom web development, ensuring high configurability, performance scalability, and responsive cross-device capability.

   ii. Internal Operation Platform: The Funding, Pre-approved Item and Case Management Portal shall be implemented using Microsoft Dynamics 365 Customer Service Enterprise to leverage and integrate with the CIC's existing Dynamics 365 investment, data schema, and e-ticketing environment.

   The Contractor shall propose either on-premises or cloud infrastructure hosting. For cloud hosting, the preferred cloud environments are Microsoft Azure, AWS, or Alibaba Cloud, subject to CIC's approval. The Contractor shall provide Application Architecture, Integration Architecture, Data Architecture, and Deployment Architecture diagrams for CIC approval. The design shall support future module expansion and integration with other CIC platforms with minimal impact on existing components.

g) **Solution Development:** The Contractor shall build the APOS based on the approved technical designs, leveraging modern coding practices and modular architecture to facilitate future scalability.

h) **Integration Services**: The Contractor shall integrate the Platform with existing CIC systems, including but not limited to Okta SSO, SharePoint Online, and the CIC Data Management Platform.

i) **Testing & Quality Assurance:** The Contractor shall be responsible for the full testing lifecycle, including Unit Testing, System Integration Testing (SIT), Load Testing, and facilitating User Acceptance Testing (UAT). Additionally, the Contractor shall conduct a Security Risk Assessment and Auditing (SRAA) and a Privacy Impact Assessment (PIA).

j) **Deployment & Maintenance**: The Contractor shall manage the Go-Live process on CIC's preferred cloud infrastructure and provide 12-week nursing period, followed by 12-month maintenance support.

k) **Coding Standards:** The Contractor shall strictly follow the coding standards, documentation requirements, and other programming practices mandated by the CIC.

l) **Technical Support:** The Contractor is required to provide offsite technical

support for the Platform, with onsite support provided whenever deemed necessary by the CIC.

3.2 Functional Requirements

3.2.1 General Requirements

The APOS design and delivery shall be flexible and configurable to adapt to changes in business requirements, operations, or other statutory requirements in the future.

a) The Contractor shall conduct detailed requirements collection workshops and interviews upon award of the Contract. The requirements set forth in this document and its Annexes represent baseline expectations; the CIC reserves the right to validate, clarify, refine, or amend the final user requirements prior to approval and commencement of the detailed design phase. All final to-be workflows, specifications, and architecture deliverables are subject to formal CIC endorsement during the SA&D stage.

b) The Contractor shall ensure that the Platform design is scalable, modular and deployable through independent service components. The design shall support horizontal scaling, service isolation, fault tolerance and future integration with CIC enterprise systems without significant redevelopment. The Contractor shall ensure that the newly developed features effectively enhance the chatbot’s response quality and accuracy.

c) The Contractor shall provide detailed documentation covering system design, configuration, user manuals, training materials, and ongoing maintenance procedures. Documentation shall be updated as changes occur throughout the contract period.

d) The APOS shall be hosted and implemented on CIC's owned infrastructure, either on-premises or cloud.

3.2.2 Business Requirements

The business requirements are detailed in **Annex D**. In the event of inconsistency, Section 3 of this Assignment Brief shall prevail. The Contractor shall review, refine, and finalize with the CIC after award of contract. The key modules and functionalities are described in the following sections.

Module Name	Module Functionality
Company Portal	The Company Portal acts as the foundational identity hub and Single Sign-On (SSO) gateway for APOS and future CIC digital services, managing user roles, company profiles, and generating the unique CIC CompanyID.
Funding Application	The Application Portal serves as a single point of entry for applicants to create profiles, submit funding applications (including approved project variations and change requests), submit funding disbursement requests (including evaluation or completion reports required for disbursement). It keeps tracks of the initial snapshot of the applications as well as the approval letters issued to applicants.
Funding Management	The Case Management Module manages the overall vetting progress through defined workflows. It allows the assignment of cases to appropriate case officers with the relevant subject knowledge and serves as a centralised storage for all supporting documents related to the application.
Pre-approved List Application	There shall be a module in the Application Portal for admission of training courses or products to the Pre-approved Lists. It shall serve as a single point of entry for applicants to submit applications (including change requests) and track different stages with automatic status updates. Additionally, it must perform annual review functions (e.g., automatic vendor invitations, response tracking, and report generation) and enable item management such as listing, delisting, and tagging.
Applicant Ticketing Service	The Applicant Ticketing Service Module consolidates all post-application communication with applicants into support tickets. Upon verification by case officers, the supporting documents will be transferred to the Case Management Module, becoming part of the documentation supporting the application. Applicants can access the Ticketing Service Module through the Application Portal.
AI Engine	AI-assisted capabilities to support CITF operations and the use of the Company Portal, including but not limited to document data extraction, application screening and summarisation, and verification of supporting documents. The AI Engine shall be designed for extensibility to accommodate future AI use cases across CIC services.
Calculation Engine (Optional)	The calculation engine calculates the recommended funding by categorising individual items within each application to assess the remaining available funds. The results from the calculation engine will be made available to case officers through the Case Management Module.

3.2.3 **Tentative To-be Process Flow**

The major to-be process flows are outlined in **Annex E**. The Contractor shall review, refine, and finalize these to-be process flows during the System Analysis & Design (SA&D) stage, subject to formal approval by the CIC.

3.2.4 User Interface and User Experience (UI/UX)

a) The Contractor shall conduct UI/UX design of the Platform to maximize user adoption and ease of use, subject to the confirmation of CIC.

b) The Contractor shall ensure the interface is responsive and provides a consistent experience across desktop, tablet, and mobile browsers, where applicable.

c) The Contractor shall incorporate the CIC Mascot into the UI/UX design, where applicable as a conversational guide or virtual concierge to assist the users.

3.2.5 Company Portal for Company Identity Authentication with the Integration with the Funding Application and Pre-approved List Portal

The Contractor shall design, develop, and deploy the bespoke CIC Company Portal to serve as the unified identity foundation, Single Sign-On (SSO) gateway, and master corporate registry for APOS and future digital services across the CIC ecosystem.

a) **Company Registration & Identity Verification**

i. **Account Registration Workflow**: The Contractor shall provide a secure, intuitive electronic registration form capturing comprehensive corporate profile data, including but not limited to:

i. Legal Company Name (official English and Traditional Chinese names as registered with the HKSAR Government).

ii. Corporate Domain and Official Website URL.

iii. Company Classification / Type (e.g., Client/Employer, Main Contractor, Specialist Subcontractor, Consultant, Materials/Product Supplier, Training Provider).

iv. Registered Office Address and Operating Correspondence Address.

v. Designated Contact Person details (Full Name, Title, Official Email Address, Direct Telephone Number, and Mobile Phone Number).

vi. Business Registration (BR) Number (standard 8-digit certificate number plus 3-digit branch code) and validity/expiry date.

ii. **Contact Verification**: Registration shall enforce a mandatory two-

step verification mechanism requiring applicants to validate their primary email address and authorized mobile phone number via One-Time Password (OTP) or secure, time-delimited cryptographic verification links prior to form submission.

iii. **PICS & Statutory Consent**: The portal shall present a Personal Information Collection Statement (PICS) strictly complying with the Personal Data (Privacy) Ordinance (Cap. 486). Explicit, unbundled consent must be obtained via mandatory checkboxes before an account application can be submitted.

iv. **AI-Assisted OCR Data Extraction**: The platform shall integrate AI/OCR engines to automatically parse uploaded Business Registration (BR) certificates. The system shall extract and pre-populate key metadata—including Business Registration Number, Company Name, Branch Name, Expiry Date, and Registered Address—to accelerate internal verification and reduce manual data entry errors.

v. **Unique Identifier Allocation (CIC CompanyID)**: Upon successful verification, the system shall automatically generate and issue a unique, persistent enterprise identifier (CIC CompanyID, format subject to CIC endorsement). This identifier shall act as the immutable primary key across all present and future CIC enterprise systems (including CITF, CWRS, and LACS) to ensure absolute relational consistency.

b) **Company Vetting & Approval**

i. **Vetting Queue Dashboard**: The Contractor shall deliver an internal management console providing CIC Officers with a filterable, sortable queue of pending corporate registrations, categorized by submission timestamp, company type, risk rating, and vetting status.

ii. **AI Discrepancy Cross-Referencing**: The system shall automatically compare applicant-entered form values against the AI/OCR-extracted BR data, highlighting data mismatches, expired certificates, or formatting discrepancies directly within the vetting console for officer review.

iii. **Configurable Digital Checklists**: The console shall embed configurable, standardized vetting checklists to ensure internal officers systematically verify required criteria (e.g., BR validity, company legitimacy, statutory standing) before granting approval.

iv. **Application Status Management**: Officers shall have the

capability to approve, request supplementary information (RFI), or reject corporate applications. Any rejection or RFI action shall mandate the entry of specific operational remarks and trigger automated, templated email notifications to the applicant.

v. **Account Governance and Audit**: The solution shall provide authorized CIC administrative personnel with tools to suspend, lock, unlock, or deactivate company accounts. All governance actions must require mandatory rationale logging and write to an append-only, tamper-resistant system audit trail.

c) **Company Profile & Corporate Management**

i. **Corporate Profile Dashboard**: Authenticated company users shall be presented with an administrative overview detailing entity verification status, designated Company Administrators, active user counts, profile completeness indicators, and compliance alerts.

ii. **Self-Service Operational Updates**: Authorized Company Administrators shall be permitted to maintain operational profile data (e.g., contact personnel, phone numbers, postal addresses, communication preferences). All updates shall be permanently recorded in the system audit log.

iii. **Critical Field Protection & Re-Vetting Workflow**: Any modification to foundational compliance fields, specifically Legal Entity Name, Business Registration Number, or re-uploaded BR Certificates, shall immediately lock the affected fields and trigger an internal CIC re-verification workflow. Updates shall not take effect in active records until formally reviewed and approved by a CIC Officer.

iv. **All-in-One Service Launchpad**: The portal home shall feature a centralized application launchpad displaying active entitlements across the CIC digital landscape (e.g., CITF Application Portal, Levy Assessment and Collection System, Specialist Trade Contractor schemes), supporting seamless single-click access via SSO.

v. **Corporate Document Vault**: The Contractor shall provide a secure corporate repository allowing companies to upload, store, and categorize compliance documentation. The vault shall support file-level version control, SHA-256 integrity checksums, date-time stamping, and automated real-time anti-virus/anti-malware scanning upon upload.

vi. **Automated Expiry Alerts**: The system shall run scheduled

background jobs to issue automated alert notifications at configurable intervals (e.g., 60, 30, and 7 calendar days prior) alerting Company Administrators to pending expirations of BR certificates or linked operational licenses.

vii. **Granular Application Entitlements**: Company Administrators shall have the authority to assign, adjust, or revoke specific application privileges and access tiers for individual employees across integrated CIC modules via a centralized RBAC management interface.

d) **Account Structure & User Administration**

i. **Hierarchical Role Matrix**: The solution shall support a distinct, multi-tier operational role hierarchy:

i. **CIC Admin (Platform Administrator)**: Internal CIC IT personnel responsible for tenant-level platform governance, security policies, master integrations, and enterprise audit logging.

ii. **CIC Officer (Vetting & Support)**: Internal operational staff tasked with company profile vetting, document verification, profile approval/rejection, account suspension, and technical onboarding support.

iii. **Company Admin (Delegated Corporate Manager)**: The primary authorized representative of an approved company entity holding delegated administrative authority to update corporate profiles, manage employee accounts, issue invitations, and govern user access across integrated CIC portals.

iv. **Company User (Corporate End-User)**: Verified employees or agents under a registered entity whose access is strictly restricted to executing tasks and viewing records within CIC applications specifically delegated by their Company Admin.

ii. **Delegated Administration**: The initial approved corporate applicant shall be assigned the primary "Company Admin" role, enabling them to onboard colleagues, manage internal credentials, and assign application permissions without CIC operational intervention.

iii. **Corporate User Directory Console**: Company Admins shall be equipped with a unified console to view all linked corporate user

accounts, access permissions, activation statuses, and recent authentication logs.

iv. **Identity Provisioning Integration**: All user lifecycle events, including onboarding, identity updates, role assignments, suspensions, and password resets, shall synchronize in real time between the Company Portal and Okta via standardized SCIM / RESTful API integrations.

e) **Authentication, Navigation, and SSO**

i. Okta Integration: The Company Portal shall integrate with the CIC's enterprise Okta infrastructure, establishing Okta as the core Identity Provider (IdP) for all external B2B access.

ii. Cross-System Single Sign-On (SSO): Authenticated corporate users shall navigate smoothly across all authorized CIC web platforms (including the CITF Application Portal, Pre-approved List Portal, and external statutory portals) via OpenID Connect (OIDC) / SAML 2.0 without redundant authentication requests.

iii. Dynamic Role-Based Landing Views: Upon authentication, the portal interface shall dynamically render dashboard modules, operational metrics, and application tiles tailored specifically to the user's active permissions and company classification.

f) **[OPTIONAL] Integration with iAM Smart & CorpID**

i. **Corporate Identity Authentication**: The platform shall integrate with the HKSAR Government's iAM Smart platform (specifically supporting CorpID / business identity authentication) federated through Okta, supporting password-less authentication via mobile App-to-App and Web-to-App (QR code) vectors.

ii. **Identity Binding**: The portal shall allow registered company users to securely bind their verified iAM Smart / CorpID accounts to their corporate profile for streamlined future access.

iii. **e-ME Profile Autofill**: The registration workflow shall leverage the iAM Smart "e-ME" service to auto-populate authenticated personal and corporate particulars during the initial registration process, eliminating manual data entry and ensuring source-verified accuracy.

g) **System Communications & Notifications**

i. **Automated Dispatch Triggers**: The system shall automatically

generate and dispatch transaction-triggered emails notices for lifecycle events, including verification links, registration approvals, RFI queries, credential changes, security warnings, and expiring document milestones.

ii. **In-Portal Notification Hub**: The Contractor shall implement a unified notification center within the top navigation bar (featuring an interactive "bell" icon and unread badge counters) displaying actionable system messages, compliance deadlines, application status updates, and broadcast announcements.

h) **CIC Administration & Application Registry**

i. **Internal Role Governance**: Operational permissions for CIC internal staff shall be governed through role groups synchronized and authenticated through CIC's corporate directory via Okta.

ii. **Enterprise Application Registry**: The portal shall maintain an administrative registry cataloging all connected CIC software modules, storing application metadata, authorization scopes, callback endpoints, and SSO configurations.

i) **API Specifications & Interoperability**

i. Standardized RESTful Service Suite: The Contractor shall build a high-performance RESTful API suite enabling authorized internal and peripheral CIC systems to query corporate profile details, validate active registration standing, and query user entitlements based on CIC CompanyID.

ii. OpenAPI (Swagger) Documentation: The Contractor shall produce and maintain comprehensive technical documentation conforming to OpenAPI Specification (OAS 3.0), defining all endpoints, payload structures, OAuth 2.0 / OIDC security scopes, header requirements, response schemas, and standardized HTTP error codes.

iii. Event-Driven Webhook Framework: The platform shall implement a reliable webhook publisher pushing real-time corporate status events (e.g., Company.Registered, Company.Verified, Company.Suspended, BR.Expired) to CIC's B2B applications.

iv. Data Security & Scoping: All API endpoints shall enforce HTTPS/TLS 1.3 encryption in transit, require token-based authentication (Bearer tokens), and adhere strictly to the principle of least privilege, exposing only the minimum data schema required by the consuming system.

j) **Legacy Data Mapping and Migration**

i. The Contractor shall be responsible for the design, development and deployment of the Company Portal, including the migration of relevant company identity data. The Contractor shall map and migrate legacy CITF application records (currently in DAMS/Portal) to the new CIC CompanyID structure.

ii. Legacy Data Extraction: Identify and extract existing company account information from the current CITF systems (Application Portal and DAMS).

iii. Data Cleansing and Deduplication: Perform a data audit to resolve duplicate entries and "cleanse" legacy records (e.g., verifying email formats and BR numbers) before ingestion into the new Company Portal.

iv. Mapping to Central Identity: Map legacy CITF company records to the new CIC CompanyID format, ensuring that historical application data remains linked to the newly migrated portal profiles.

v. Incremental Migration & Cutover: Develop a migration plan that minimizes downtime, potentially involving an initial bulk migration followed by delta syncs leading up to the Go-Live date.

vi. Validation & Reconciliation: Provide reconciliation reports to confirm that the number of migrated accounts and their associated statuses match the source data in the legacy CITF systems.

3.2.6 CITF Application Portal

The Contractor shall design and develop a CITF Funding Application Module to serve as a web portal for the applicants to submit, manage and track the funding applications. The CITF Application Portal shall provide a "one-stop" interface for managing CITF-specific project data, application workflows, and funding compliance. The functionalities of the CITF Application Portal shall include but not limited to:

a. CITF-Specific Profile & Entity Management

While the Company Portal handles the legal entity identity, the CITF Portal shall manage supplementary information required for funding eligibility:

i. **Shareholder & Ownership Structure:** Provide a dedicated interface for applicants to declare shareholder information and group company structures to prevent double-funding and ensure compliance with CITF "connected party" rules.

ii. **Project/Site Registry:** Allow applicants to maintain a registry of construction projects/ sites (including PWP numbers or contract numbers) against which funding will be applied.

iii. **Bank Account Management:** Capture and store designated bank account details specifically for CITF disbursement, including the upload of bank statements or "top-of-page" proof for account verification.

iv. **Eligibility Logic:** The Contractor shall automate the collection of relevant data for verifying the eligibility of the Applicants. The Contractor may make reference to: CITF Terms and Conditions_Eng.pdf.

Type of Applicant	Source Reference (subject to CIC's confirmation)
Levy-paying Contractors	CIC Data Management Platform
Specialist Trade Contractors and Subcontractors which are registered with the CIC	CIC Data Management Platform
Consultants on the lists maintained by Government and professional bodies	1. The Engineering and Associated Consultants Selection Board (https://www.cedd.gov.hk/eng/publications/eacsb-handbook/index.html) 2. The Architectural and Associated Consultants Selection Board (https://www.archsd.gov.hk/) 3. Member companies of the Association of Consulting Engineers of Hong Kong (https://www.acehk.org.hk/new/member-list.php?lang=en) 4. Member companies of the Association of Consultant Quantity Surveyors (https://sites.google.com/view/acqshk/membership-list) 5. Member companies of the Hong Kong Institute of Surveyors (https://www.hkis.org.hk/en/company_list.html) 6. The Band 3 Architectural Consultants and the list of Registered Practices maintained by the Hong Kong Institute of Architects (https://www.hkia.net/en/whats-on/3/information/detail/12) The Band 3 Architectural Consultants maintained by the Association of Architectural Practices Ltd (https://aap.org.hk/membership/membership1.php?type=2)

b. **Funding Application Creation & Itemization**

i. **Scheme-Based Selection:** Present funding options based on the prevailing CITF framework (e.g. Building Information Modelling (BIM) training, BIM adoption, Advanced Construction Technologies (ACT), Modular Integrated Construction (MiC), Multi-trade Integrated Mechanical, Electrical and Plumbing (MiMEP), Prefabricated Steel Rebar (STB), Manpower Development (MPD), Pioneering Application, Industrialised Processing – Robotic Welding, etc.). One single application for multiple categories shall be enabled unless ineligible. Details refer to the CITF website (https://citf.cic.hk)

ii. **Itemized Entry:** Enable detailed entry for each applied item, capturing:
   i. Technical specifications and model numbers
   ii. Quotation details e.g. quantity and unit rates
   iii. Specific site or project assignment for the technology/service
   iv. Implementation plan including the intended CITF objectives to be met and the use of the applied products in the submitted project

iii. **Automated Threshold Checks**: Display the applicant's remaining funding ceiling (e.g., the total cap or specific category caps/ sub-ceilings) in real-time as they build their application.

iv. **Technical Declarations/ Submissions**: Provide specific declaration and technical information submission forms for non-pre-approved items, such as "Local Development" declarations or "Technology Innovation" justifications etc.

v. **Expression-of-Interest to Product Vendors**: Applicants can show interest to particular Pre-approved product/ course vendors/ providers in the Application Portal who are registered in the system.

(Note: The list of required fields will be provided by after award of contract.)

c. Intelligent Document Management (CITF Focus)

i. **AI-Enhanced Vetting Support:** Use AI/OCR to extract data from CITF-specific documents:

Item	Document Type	Applicable Stage	Assessment Purpose	Typical Format	AI/OCR Requirement
1	Business Registration (BR)	Application	Verify the applicant company's legal identity	PDF or scanned image	Out of scope (By Company Portal)
2	NAR1 (Annual Return)	Application	Verify company particulars and statutory filings	PDF or scanned image	**Mandatory**
3	Shareholder BR	Application	Verify ownership and shareholding structure	PDF or scanned image	**Mandatory**
4	Quotation	Application	Support cost assessment and the lowest-bid rule	PDF or scanned image	**Mandatory**
5	Contract / Letter of Award / Work Programme	Application	Verify the adoption or implementation period	PDF	Optional
6	Layout plan / drawings	Application	Confirm location and timing of use; support MiC evidence	Image / drawing	Optional
7	BIM model	Application	Provide technical evidence for MiMEP applications	BIM model	Optional
8	Sole agent letter	Application	Confirm exclusive agency or sole distributorship	PDF	**Mandatory**
9	Catalogue / specification / manual	Application	Identify the product for non-pre-approved (NPA) items	PDF or scanned image	Optional
10	Reference / job reference letter	Application	Support credentials of NPA products	PDF or scanned image	Optional
11	Comparison sheet	Application	Compare the NPA product with alternatives	PDF	**Mandatory**
12	Invoice / receipt	Disbursement	Evidence of expenditure incurred	PDF or scanned image	**Mandatory**
13	Purchase order / order record	Application / Disbursement	Establish the commitment date relative to the application date	PDF or scanned image	**Mandatory**
14	Delivery note / shipping note / handover record	Disbursement	Evidence of delivery or handover	PDF or scanned image	**Mandatory**
15	Bank / payment record	Application / Disbursement	Evidence that payment has been made	PDF or scanned image	**Mandatory**

Item	Document Type	Applicable Stage	Assessment Purpose	Typical Format	AI/OCR Requirement
16	Photo / video evidence	Disbursement	Evidence of on-site use	Image / video	Optional
17	Audit report	Disbursement (Final DR)	Support assessment of the Final DR	PDF	**Mandatory**
18	Completion report	Disbursement (Final DR)	Support the Final DR (required for MPD; optional for technology adoption)	PDF	**Mandatory**
19	Travel / visit evidence	Disbursement	Support claimed costs of MPD non-local visits	PDF	Optional

ii. **Format & Size Controls:** Support drag-and-drop uploads up to 20MB per file with automated virus scanning and format validation.

d. Disbursement Request & Financial Tracking

i. **Milestone-Based Claims:** Allow users to submit disbursement requests (Deposit, Progress or Final) linked to approved application items.

ii. **Expense Reconciliation:** Provide a reconciliation interface where applicants must map actual expenditures against the originally approved budget line items including the disbursement history and latest report on fund grant and remaining fund grant to be disbursed in real-time.

iii. **Payment Status Visibility:** Provide a granular tracking dashboard showing the progress from "Officer Vetting" to "Finance Processing" and "Payment Released."

e. Post-Funding Compliance & Annual Confirmation

i. **Usage Tracking:** For high-value equipment/technologies, provide forms for applicants to report on the utilization of the funded items.

ii. **3-Year Annual Confirmation:** Automatically trigger and manage the mandatory annual confirmation for three years post-final disbursement, including compliance declarations and impact surveys.

iii. **Failure to Comply Reporting:** Provide a structured text area for applicants to justify any non-compliance with CITF Terms & Conditions, which then triggers an internal review workflow.

f. Application Lifecycle Management

i. **Change Requests (CR):** Manage post-approval changes (e.g., change of technology model, price adjustment, or project site transfer) with side-by-side comparisons of "Approved" vs. "Proposed" data.
ii. **Withdrawal Workflow:** Provide a secure process for withdrawing active applications and generating a formal withdrawal acknowledgment.
iii. **Draft Management:** Support "Save as Draft" functionality. To ensure data hygiene, the system shall only retain the latest submitted version; all unsubmitted drafts older than a configurable period (e.g., 6 months) shall be purged.

g. Integrated Communication & Support

i. **Case-Linked Ticketing:** Maintain a secure, threaded Q&A module where all correspondence is logged against a specific Application ID or Disbursement ID.
ii. **Virtual AI-assistant:** Implement a UI-based assistant to guide users through CITF-specific rules for AI-related chatbot features where applicable (e.g., explaining why certain items are rejected based on current guidelines).

h. Administration & Analytics

i. **Submission Analytics:** Provide CIC staff with dashboards tracking the "Funnel" (e.g., Drafts -> Submitted -> Vetting -> Approved).
ii. **Static Content Management:** Allow CITF administrators to update scheme-specific guidelines, templates, and "Important Notices" without IT intervention.

3.2.7 Pre-approved List Application Portal

The Contractor shall design and develop a Pre-approved List Application Portal to serve as a web portal for the applicants to submit, manage and track the applications for admission of products and training courses to the Pre-approved

Lists. The Pre-approved List Application Portal shall provide a "one-stop" interface for managing CITF-specific project data, application workflows, and compliance. The functionalities of the Pre-approved List Application Portal shall include but not limited to:

a) **CITF-Specific Profile & Entity Management**

The Company Portal shall handle the legal entity identity registration applicable to the Pre-approved List Application Portal such that the applicants can submit applications in this Portal once registered.

i. **Application Creation & Itemization**
   i. **Scheme-Based Selection:** Present application categories based on the prevailing CITF categorisation (e.g. BIM training, BIM software and Technologies (i.e. Advanced Construction Technologies (ACT)).
   ii. **Itemized Entry:** Enable detailed entry for each applied item, capturing the required information under the following topics:
      1. Technical specifications, model numbers and version updates
      2. Manufacturers and supplier information
      3. First launch date, origin and local development proof (where applicable)
      4. Core functions
      5. Core innovation / innovative features
      6. Core merits in the construction process against the CITF objectives
      7. Awards or patent
      8. Job reference
      9. Price details e.g. unit rates, current and historic price details

ii. **Technical Declarations/ Submissions**: Provide specific declaration/ submission form e.g. "Local Development" and “Full Compliance with Statutory Requirements” declarations and allow uploading of technical information submission e.g. photos, videos, catalogues, data sheets, reference letter, test reports etc. with self-explanatory file names.

(Note: The list of required fields will be provided by after award of contract.)

b) **Annual Review Processing**

i. **Scheduled and Automatic Processing of the Review:** Automatic start of the processing based on use-defined schedule via a user friendly UI including

i. automatically shortlisting valid pre-approved products/ training courses for review

ii. automatically extracting funding application data and statistics from the Funding Application Portal for each of the pre-approved products/ training courses under review

iii. automatically generate the email invitation to the relevant vendors and send out upon confirmation by the CIC

iv. automatically track replies and alert applicants for outstanding replies by automatic email reminders at scheduled intervals

v. automatically consolidate the replies into standard report templates for submission to committees for approval including statistics in standard templates defined by the users (the templates will be different for the three types of pre-approved items to be provided by the CIC upon award of contract)

c) **Intelligent Document Management (CITF Focus)**

i. AI-Enhanced Vetting Support: Use AI/OCR to extract data from CITF-specific documents:

Item	Document Type	Assessment Purpose	Typical Format	AI/OCR Requirement
1	Sole agent / authorisation letter / consent agreement	Confirm exclusive or authorised agency	PDF or scanned image	**Mandatory**
2	Recommendation / reference letter	Provide third-party endorsement	PDF or scanned image	Optional
3	Specification	Record technical particulars of the product or system	PDF	**Mandatory**
4	Catalogue	Describe the product or system	PDF or scanned image	**Mandatory**
5	Patent documentation	Support novelty and intellectual property claims	PDF	**Mandatory**
6	Price list (selling and/or rental)	State selling and/or rental prices	PDF	**Mandatory**
7	Purchase record	Evidence that the product or system has been sold or purchased	PDF or scanned image	Optional
8	Rental record	Evidence that the product or system has been rented out	PDF or scanned image	Optional
9	Performance comparison	Demonstrate advantages of the product, system or method	PDF	**Mandatory**
10	Site record / photo / video	Evidence of on-site use and demonstrated functions	Image / video	Optional

ii. AI-enabled Annual Review:

i. Information Extraction: Use AI to extract data from replies from the vendors including product and price information and justification/ supporting submitted etc. and input in the standard summary templates

ii. AI-checking: Use AI to cross check the information submitted for accuracy, consistency, sufficiency etc. against the data available either in the CITF database or open sources and providing preliminary checking results.

iii. Report Compilation: Use AI to generate reports in standard templates including incorporating the funding application data extracted from the Funding Application Portal and providing recommendation (i.e. inputting the appropriate types of recommendation from the list of

recommendation types defined by CIC e.g. no change - to retain, to retain with price change as requested, to retain with price change capped at 'P' rate, to delist etc.)

iii. **Format & Size Controls:** Support drag-and-drop uploads up to 20MB per file with automated virus scanning and format validation.

d) **Compliance & Annual Confirmation**

i. **Annual Confirmation:** Automatically trigger and manage the mandatory annual confirmation for full compliance with all known statutory requirements or provide details of known non-compliance which then triggers the necessary workflow (i.e. acknowledgement or review and approval).

e) **Application Lifecycle Management**

i. **Change Requests (CR):** Manage post-approval changes (e.g., change of technology specification/ functions, price adjustment, or change of distribution channel etc.) with side-by-side comparisons of "Approved" vs. "Proposed" data.
ii. **Withdrawing Workflow:** Provide a secure process for withdrawing active applications and generating a formal withdrawal acknowledgment.
iii. **Delisting Workflow:** Provide a secure process for requesting for delisting of pre-approved products/ training and trigger the necessary workflow (i.e. assessment by case handler, review by reviewer, submission to committees as necessary) with automatic correspondences generation function including acknowledgment of receipt and approval notification.
iv. **Draft Management:** Support "Save as Draft" functionality. To ensure data hygiene, the system shall only retain the latest submitted version; all unsubmitted drafts older than a configurable period (e.g., 6 months) shall be purged.
v. **Pre-approved List Management:** Enable automated synchronization of the Pre-approved Lists to the public CITF website upon internal approval of changes, generation of the full Pre-approved List in specified excel format and provision of dashboard showing essential Pre-approved List item information by different segments/ filters e.g. product types/ nature (by core

technology, by origin, safety-classification etc.), no. of funding applications, product price/ course fee etc..

f) **Integrated Communication & Support**

i. **Case-Linked Ticketing:** Maintain a secure, threaded Q&A module where all correspondence is logged against a specific Application ID. Pre-approved List Applications, which are currently not handled by current system, will be covered through the extension of the existing e-ticketing system under the APOS.

ii. **AI-assistant:** Implement a UI-based assistant to guide users through CITF-specific rules for AI-related chatbot features where applicable (e.g., explaining why certain items are rejected based on current guidelines or committee's consideration).

g) **Administration & Analytics**

i. **Submission Analytics:** Provide CIC staff with dashboards tracking the "Funnel" (e.g., Drafts -> Submitted -> Vetting -> Approved).

ii. **Static Content Management:** Allow CITF administrators to update scheme-specific guidelines, templates, and "Important Notices" without IT intervention.

3.2.8 Funding, Pre-approved Item and Case Management Portal (Internal Operation Platform)

The Funding, Pre-approved Item and Case Management Portal (Internal Operation Platform) serves as the primary internal interface for CIC officers to manage the end-to-end lifecycle of CITF applications, from initial vetting to final disbursement and post-funding compliance.

a) The Contractor shall implement Microsoft Dynamics 365 Customer Service for the Funding, Pre-approved Item and Case Management Portal (Internal Operation Platform) in order to maximize operational continuity and leverage the CIC's existing Dynamics 365 licensing, infrastructure, and technical support frameworks.

b) Master Data Management

i. **Centralized Repository:** Store all vetting cases, evidence, audit trails, and results in a centralized database.
ii. **Unified Records View:** Provide searchable, filterable, and exportable views for Applicants, Funding Applications, Disbursement Records, Inspection Logs, Pre-approved List application and the Pre-Approved Lists.
iii. **Version Control:** Implement automated versioning for all case documents to track changes over time, ensuring officers always access the most current information while maintaining historical records.
iv. **Data Security:** Implement field-level encryption for sensitive data (e.g., financial details, HKID/Personal info) and enforce strict role-based access controls.
v. **Document Indexing:** Enable officers to tag and categorize documents (e.g., BR, Tax IDs, Quotations) with Application IDs and specific data fields to ensure streamlined tracking.
vi. **Automated Naming Conventions:** Rename all uploaded files automatically using CIC-specified prefixes and naming logic based on file category and Case ID.
vii. **Configurable Case Fields:** Provide structured yet configurable fields for vetting comments, executive summaries, Committee (e.g. the Vetting Sub-committees (VSCs) and Management Committee on the CITF (MC-CITF) approval records, and formal letters.
viii. **Data Retention:** Automate data lifecycle management in strict accordance with the CIC and CITF Data Retention Policy.

c) Shareholder and Related Company Management

i. **Relationship Mapping:** Capture and manage shareholder and directorship data to identify related enterprises across the CITF portfolio.
ii. **Automated Conflict Detection:** Detect and flag related enterprises based on common directors or BR linkages, allowing officers to manually adjust relationship mappings if necessary.
iii. **Aggregated Utilization View:** Support an aggregated view of fund ceiling utilization across an entire company group.

d) Customizable Workflows

i. The solution shall include standardized, automated workflows for the following procedures:

i. Applicant Profile Vetting, Deactivation/Suspension.
ii. Registration and Review of Products on the Pre-approved

List.

iii. Vetting of Funding Applications (Pre-approved and Non-pre-approved items).

iv. Vetting of Pre-approved List Application.

v. Application Change Requests and Withdrawals.

vi. Disbursement Requests (First, Subsequent, and Final).

vii. Funding Payment Processing.

viii. Field Inspection Lifecycle.

e) Structured Vetting and Risk Assessment

i. **Dynamic Checklists:** Load scheme-specific vetting checklists based on the application type to ensure assessment consistency.

ii. **Risk Scoring:** Implement a risk assessment framework with configurable factors and escalation triggers (e.g., high-value items or new applicants).

iii. **Content Library:** Provide contextual links to corresponding version of scheme guidelines and policy documents directly within the vetting interface.

iv. **Committee Circulation:** Support the generation of structured case summaries for review by the relevant committees (VSCs/ MC-CITF).

f) **Role-Based Access Control (RBAC)**

i. **Defined Personas:** Support multiple roles including Administrator, Case Officer, Reviewer, Approver, and Disbursement Officer.

ii. **Fine-Grained Permissions:** Control specific actions (View, Create, Edit, Delete, Approve) at the module and field levels.

iii. **Sensitive Data Masking:** Automatically mask personally identifiable information (PII) and financial data based on the user's role.

iv. **SSO Integration:** Integrate with **Windows Active Directory (AD)** or the CIC's internal Okta instance for secure internal authentication.

v. **Conflict of Interest Management:** Allow managers to restrict specific case access to handle confidentiality or conflict-of-interest scenarios.

g) **Case Assignment and Batch Operations**

i. **Assignment Logic:** Support both manual assignment and configurable auto-assignment (e.g., Round Robin or Load-Balanced) based on case handler queues.

ii. **Availability Tracking:** Allow managers to mark officers as "Available" or "Unavailable" (e.g., for leave) to prevent system assignment.

iii. **Batch Approval:** Enable reviewers to select multiple cases for "Batch Approval." The system will record sequential batches and generate email notifications for committee members (while the actual submission action of these notification shall be performed by the CITF Team).

iv. **Workload Monitoring:** Provide managers with real-time dashboards to monitor officer capacity and redistribute cases as needed.

h) Inspection Management

i. **Sampling Logic:** Allow officers to configure sampling percentages (e.g., 5% of approved BIM cases) for different types of funding categories according to the Operation Manual to automatically trigger inspection flows.

ii. **Digital Inspection Forms:** Provide mobile-responsive forms with auto-populated application data, supporting multimedia evidence capture (photos/videos) and pass/fail recording.

iii. **Immutable Audit Trail:** Store all inspection outcomes and evidence in immutable storage to prevent unauthorized alterations.

i) Disbursement Processing

i. **[OPTIONAL] Calculation Integration:** Interface with the **Calculation Engine** to compute disbursement amounts based on approved ratios and instalment splits.

ii. **Payment Instructions:** The system shall, upon approval of a Disbursement Request, automatically compile the payment data required for bank transfer, comprising Bank Code, Account Number, Account Name, Amount, Reference and Particular. Where feasible, the system shall transmit the compiled data directly to the bank's payment platform. Otherwise, it shall generate a structured payment list of the above fields for staff to complete the transfer.

iii. **Finance Verification:** Provide a dedicated interface for Finance Department officers to sign off on payment packages and bulk-import payment confirmation data.

j) Pre-approved List (PAL) Management

i. **PAL Lifecycle:** Manage the full PAL lifecycle including admission, product specification updates, pricing revisions, and delisting.

ii. **Automated Annual Review:** Trigger annual review cycles, including vendor invitations, reminders, and response collection, analysis and summarisation/ report generation.

iii. **Website Sync:** Enable automated synchronization of the Pre-approved Lists to the public CITF website upon internal approval of changes.

k) Internal Reporting and Analytics

i. **Role-Specific Reporting:** Provide tailored reporting views for different officer levels (e.g., SLA compliance for officers, strategic pipeline for managers).

ii. **Operational Snapshots:** Display "As of" dates on all reports and active case assignment snapshots.

iii. **Ad-hoc & Scheduled Reports:** Support a comprehensive suite of reports (e.g., fund utilization by category, officer workload, SLA bottlenecks) with full export capabilities (Excel, PDF, CSV).

l) Integration and Notification

i. **Real-Time Alerts:** Send automated notifications (Email/In-app) for new assignments, ticket updates, and status changes with direct deep-links to the case.

ii. **Application Portal Sync:** Automatically synchronize vetting and approval statuses to the Applicant Portal so users can track their progress.

iii. **Ticket Linkage:** Maintain bi-directional status synchronization between vetting cases and applicant Q&A tickets.

3.2.9 **[OPTIONAL] Calculation Engine**

The Contractor shall design and develop a **Calculation Engine** that integrates with the Funding Management Portal to provide automated financial assessment and real-time monitoring of fund utilization.

a) **Frontend View for Officers**

i. **Real-Time Ceiling Dashboard:** Display real-time fund ceiling balances within the Company Profile and under each individual funding application. This must provide an instant view of the remaining balance available for the specific applicant.

ii. **Provisional & Committed Funds:** Capture and display a

"Provisional Amount," defined as the aggregate sum of all funding applied for but not yet approved, to prevent over-commitment of funds during the vetting stage.

iii. **Transparent Calculation Breakdown:** Present a detailed, step-by-step audit trail of the calculation process. This must show how each value is derived, including data sources such as Case IDs, application types, historical approval dates, and the specific formulas applied.

iv. **Multi-Category Cap Monitoring:** Display the remaining available ceiling across all applicable CITF categories, including but not limited to:

  i. Per-company total cap.

  ii. Per-technology/ product category caps or sub-ceilings.

  iii. Per-person caps (for training-related schemes).

v. **Calculation Snapshot & Versioning:** Automatically archive a history of all calculations and manual adjustments. This allows officers to trace back and review previous computations and identify why a balance changed at a specific point in time.

vi. **Scenario Simulation ("What-if" Analysis):** Allow authorized officers to input hypothetical data or assumptions to simulate how different approval scenarios would impact the applicant's overall remaining ceiling without affecting actual live data.

vii. **Export Functionality:** Enable officers to export the full calculation breakdown into PDF or Excel formats for inclusion in committee papers or offline review.

viii. **Collaborative Annotations:** Allow officers to add notes or comments to specific calculation steps to facilitate internal discussion during complex vetting cases.

b) **Backend Calculation Rules and Administration**

i. **Dynamic Formula Engine:** Calculate funding balances and recommended approval amounts based on the specific schemes and formulas defined for each application type.

ii. **Configurable Parameters:** Provide an administrative interface to modify rule parameters, variables (e.g., co-funding ratios), and conditions (e.g., changes to funding caps) that govern calculations.

iii. **Continuous Sync & Monitoring:** Ensure the engine continuously monitors fund usage, reflecting changes (e.g., application withdrawal or disbursement settlement) in real-time across all relevant ceilings.

iv. **Bulk Update Capability:** Enable the bulk recalculation of records in the event of a retroactive scheme change or policy adjustment to ensure data integrity across the portfolio.

v. **Data Segregation:** Strictly ensure that "Scenario Simulation" data is sandboxed and does not interfere with or overwrite actual production datasets.

vi. **Audit Trail of Logic Changes:** Maintain a historical record of all changes made to the calculation rules themselves, including who modified a formula and when the change took effect.

vii. **Threshold Alerts:** Provide automated system alerts when an applicant's fund utilization approaches predefined thresholds (e.g., 80%, 90%, and 100% of the cap) to assist officers in proactive fund management.

viii. **Segmented Reporting:** Enable administrators to generate utilization reports segmented by applicant size, industry type, funding category, and technology type for strategic analysis.

3.2.10 **AI Engine**

The Contractor shall implement an AI Engine designed to streamline administrative workflows, enhance data accuracy, and improve the applicant experience through automation and intelligent processing.

a) Document Data Extraction (OCR/ICR & NLP)

i. **Automated Data Capture:** Utilize Artificial Intelligence and Optical Character Recognition (OCR) to automatically extract key data from uploaded documents, including but not limited to:

i. Business Registration (BR) Certificates (e.g., BR number, expiry date).

ii. Annual Returns and Shareholder Lists.

iii. Project Award Letters/ contracts (e.g., contract value, dates).

iv. Financial documents (Purchase Orders, Invoices, Receipts, Delivery Notes and Bank Statements).

ii. **Intelligent Pre-filling:** Automatically pre-populate relevant data fields in the Application and Disbursement portals based on extracted information to reduce manual entry for applicants.

iii. **Discrepancy Flagging:** Cross-reference AI-extracted data against applicant-entered information. The system shall highlight any inconsistencies (e.g., mismatched invoice numbers or expired BR dates) for Case Officer verification.

iv. **Quality Assurance:** Automatically detect and flag low-quality uploads, such as blank pages, blurred documents, or incorrect file types, providing real-time feedback to applicants before they submit. At the frontend, applicants shall be alerted for missing or low-quality entries in the application form e.g. irrelevant information and insufficient supporting (e.g. no quantitative product data) and barred from submission.

b) Application Screening & Summarization

i. **Automated Case Summaries:** Generate structured, concise case summaries by synthesizing application data, technical specifications, and supporting evidence. These summaries shall be formatted for immediate use in internal review and committee (VSCs/ MC-CITF) circulation.

ii. **Eligibility Pre-screening:** Analyze applicant profiles against the specific rules of the selected funding scheme to provide an initial "eligibility score" or recommendation to the Case Officer.

iii. **Risk Pattern Recognition:** Identify potential risks, such as duplicate applications from related entities or non-compliant vendor patterns, by analyzing historical data across the CITF portfolio.

c) Disbursement Document Verification

i. **Financial Cross-Referencing:** Leverage AI to verify purchase orders, receipts, invoices, delivery notes and proofs of payment against the originally approved funding items and amounts.

ii. **Evidence Validation:** Assist in the verification of delivery evidence (e.g., delivery notes or site photos) by extracting metadata (date, location) to ensure it aligns with the project timeline.

iii. **Automated Reconciliation:** Identify and calculate differences between claimed amounts and the supporting evidence provided, flagging any over-claims for officer review.

d) Intelligent Assistance

i. **Conversational Interface:** Implement an AI-powered chatbot on the Case Management Portal for internal case officers to provide 24/7 support.

ii. **Intent Recognition:** Utilize Natural Language Processing (NLP)

to understand and respond to Case Officers' queries regarding:

i. Eligibility requirements for specific schemes.

ii. Guidance on mandatory document types.

iii. Real-time application status updates.

iv. Navigation support for the portal.

iii. **Smart FAQ:** Dynamically surface relevant FAQ articles and quotation templates based on the user's current step in the application process.

e) **Model Extensibility & Learning**

i. **Extensible Framework:** The AI Engine shall be designed with a modular architecture to accommodate future AI use cases and model updates across other CIC service lines.

ii. **Human-in-the-Loop (HITL):** Provide a feedback mechanism where Case Officer corrections to AI-extracted data are used to improve the accuracy of the underlying models over time.

3.2.11 **Role-based Access Control**

a. **Role Derivation and Application Entitlement**

i. Enterprise-to-Application Role Retrieval: The APOS (including the CITF Funding Application Portal, Pre-approved List Portal, and the internal Dynamics 365 Case Management Platform) shall consume authenticated user identities, company profiles, and application-level entitlements issued by the central CIC Company Portal.

ii. **Local Permission Enforcement**: The Contractor shall map these enterprise credentials to granular functional permissions within APOS to control access rights for drafting, editing, endorsing, submitting, reviewing, vetting, approving, and auditing applications, disbursement claims, and ticketing correspondences

iii. Baseline Scope & SA&D Finalization: The Contractor shall implement the tentative role hierarchy and initial role-to-permission mapping specified below. The complete role definitions, data masking rules, and approval matrices shall be reviewed, refined, and formally finalized during the System Analysis and Design (SA&D) stage, subject to endorsement by the CIC.

b. Tentative Role Hierarchy

i. External User Personas (Construction Company Users)

1. Company Admin: Primary authorized representative of an approved enterprise. Responsible for corporate profile maintenance, managing bank disbursement accounts, inviting company users, and delegating CITF application permissions.
2. Application User: Operational staff, project managers, or consultants delegated by the Company Admin to create, edit, compile, and track specific CITF funding applications, Pre-approved List submissions, or Disbursement Requests.

ii. Internal User Personas (CIC Staff)

1. Administrator: System and business administrators responsible for system configuration, workflow routing, master business rules, SLA parameters, audit oversight, and emergency reassignments.
2. Approver and Reviewer: Senior management personnel responsible for reviewing vetted cases, endorsing formal funding/disbursement recommendations, approving low-risk items under delegated authority, and batching cases for formal Committee (VSC / MC-CITF) submission.
3. PAL Application Vetting Officer: Case officers responsible for the end-to-end vetting of Pre-approved List applications, annual catalogue reviews, vendor compliance assessments, and issuing clarifications.
4. Funding Application Vetting Officer: Operational officers responsible for conducting completeness checks, applicant eligibility verification, quotation/cost vetting, AI-flag review, and formulating initial funding recommendations.
5. Disbursement Vetting Officer: Specialized vetting officers responsible for auditing project expenditure evidence, validating proof of payment and delivery records, cross-referencing invoice details, and compiling payment instruction files.

c. Tentative Role-to-Permission Mapping Matrix

Module / Functional Capability	Company Admin	Application User	Funding Vetting Officer	PAL Vetting Officer	Disbursement Vetting Officer	Approver & Reviewer	Administrator
Manage Company Profile & Bank Accounts	Full	View Only	View Only	View Only	View Only	View Only	Full (Audit)
Manage Company User Entitlements	Full	None	None	None	None	None	Full (Tenant)
Draft & Edit CITF Funding Applications	Full	Full	None	None	None	None	None
Formally Submit Funding Applications	Full	Delegated	None	None	None	None	None
Draft & Submit Disbursement Requests (DR)	Full	Delegated	None	None	None	None	None
Draft & Submit Pre-approved List (PAL) Apps	Full	Delegated	None	None	None	None	None
Respond to RFI & Case Support Tickets	Full	Full	Full	Full	Full	View Only	Full (Admin)
Perform Application Vetting & Scoring	None	None	Full	None	None	Review/Audit	Full (Admin)
Perform PAL Vetting & Annual Review	None	None	None	Full	None	Review/Audit	Full (Admin)
Perform Disbursement & Invoice Audit	None	None	None	None	Full	Review/Audit	Full (Admin)
Endorse / Recommend Vetting Packages	None	None	Propose	Propose	Propose	Full	None
Final Sign-off / Batch Committee Approval	None	None	None	None	None	Full	None
Compile & Generate Bank Payment Files	None	None	None	None	Compile	Authorize	Full (Admin)
System Configuration & Business Rules	None	None	None	None	None	None	Full
Immutable Audit Log & Security Access	View Own	None	None	None	None	View Team	Full

3.2.12 Overall Integration Requirements

The proposed APOS shall be capable of seamless integration with various systems and data sources within the Construction Industry Council (CIC) ecosystem:

a) **CITF Website**: Integrate with the existing Adobe Experience Manager (AEM) Content Management System via API to enable automated synchronization of Master Records from the Funding Management Portal to the public CITF website (https://www.citf.cic.hk), ensuring real-time updates of pre-approved products and courses.

b) **Okta SSO:** Full integration with Okta for a unified Single Sign-On experience across the Company Portal and Application Portal.

c) **iAM Smart:** Integration with the HKSAR Government's "iAM Smart" platform, federated via Okta, to support identity verification and legally binding digital signing for funding agreements.

d) **[OPTIONAL] CIC's eSurvey Tools:** Upon approval of an application for the 1st Disbursement Request, the system shall automatically identify the eligible cases, generate the corresponding Survey Links, and dispatch them to the relevant applicant. The eSurvey Tool shall provide an indication of the submission status and provide the survey form links in the Application Portal to facilitate submission by applicants and vetting for disbursement.

e) **CIC Data Management Platform (DMP):** Daily automated export of all master data changes to the DMP for long-term analytics and archival.

f) **SharePoint Online:** Utilization of SharePoint as the primary document repository, integrated via API for seamless file access, version control, and document retrieval within the APOS UI.

g) **E-ticketing System**: New Application Portal shall be integrated with the CITF's e-ticketing system in Dynamics 365 to enable case-specific communication between applicant and CIC and case tracking including alert systems.

h) The contractor shall provide support and coordinate with CIC and CIC's vendor for the integration

3.2.13 Data Migration Requirements

The Contractor is responsible for the complete extraction, transformation, and loading (ETL) of historical data from the legacy systems to the new APOS. The migration scope includes all records from October 2018 to the Go-Live date, with full application history for the past five years where applicable.

a) Data Migration Scope (Estimated Volumes)

Data Category	Estimated Volume for 5 Years and Historic Data as of 31 Mar 2026
Company/User Accounts	As of 2026, ~5,400 active and historical user accounts across around 1,900 company accounts. Based on the average annual growth rate of 20%, the number of company accounts is projected as following figures over the next five years: • 2027: ~2,280 • 2028: ~2,736 • 2029: ~3,283 • 2030: ~3,940 • 2031: ~4,728
Pre-approved List Records	1,100+ product and course records (1,700)
Funding Applications	7,500 + historical application records (8,000 nos.)
Disbursement Requests	43,500 (until the end of the completion of processing of all disbursement request) + disbursement cycles and payment records (7,600 nos.)

b) **Supporting Document Migration**

There is approximately 1.2 TB of unstructured data currently stored in the legacy systems. Of this volume, the Contractor is only required to migrate the supporting documents that are provided to reviewers for review, ensuring all migrated files remain linked to their parent records. The estimated volumes to be migrated are as follows:

i. Disbursement Evidence: ~150 GB (approx. 60,000 files across 7,500 folders).

ii. Funding Application Files: ~230 GB (approx. 158,000 files across 7,900 folders).

iii. Pre-approved List Assets: ~14 GB (approx. 4,200 files across 1,400 folders).

Total estimated volume required to be migrated: approximately 394 GB.

c) **Storage Capacity Requirement for the New APOS**

Based on the historical growth rate of company accounts (approximately 20% per annum) and the expected accumulation of new applications and supporting documents, the Contractor shall design and provision the document storage of the new APOS with the following indicative minimum capacity:

i. **Go-Live (2027)**: projected volume ~0.5 TB; recommended capacity **0.8 – 1.0 TB**

ii. **Year 3 (2029)**: projected volume ~0.7 TB; recommended capacity **1.2 – 1.5 TB**

iii. **Year 5 (2031)**: projected volume ~1.0 TB; recommended capacity **1.5 – 2.0 TB**

d) **Migration Integrity Rules**

i. **Continuity of Records:** Migration must include all relevant metadata: company relationships, offline committees' meeting summaries, annual reviews, and historical inspection records.

ii. **Financial Accuracy:** All historical funding records must be migrated with 100% accuracy to ensure the **Calculation Engine** correctly determines remaining fund ceilings for existing applicants.

iii. **Audit Trail Preservation:** Historical timestamps, "created by" users, and approval logs must be preserved in the new system's audit trail.

iv. **Validation & Reconciliation:** The Contractor shall provide a Data Migration Report after each trial migration, providing a field-by-field reconciliation between the source and target systems.

v. **Data Cleansing:** The Contractor shall perform deduplication of company profiles based on Business Registration (BR) numbers during the migration into the Company Portal.

3.2.14 **Language of the Platform**

a) The Platform shall support a multi-lingual interface to cater to a diverse range of users, including local applicants, mainland stakeholders, and international vendors. The system must allow users to toggle between languages seamlessly without losing data or progress.

b) The language support requirements for each module are summarized in the table below:

System	Public Facing	Supported Language		
		English	Traditional Chinese	Simplified Chinese
Funding Application	Yes	P	P	P

System	Public Facing	Supported Language		
		English	Traditional Chinese	Simplified Chinese
and Pre-approved List Application Portal				
Funding and Case Management	No	P		

3.2.15 **License and Subscription**

a. The Contractor shall be debarred from tendering for, bidding for, offering, supplying, reselling, subcontracting for, or otherwise providing (whether directly or indirectly) any Hardware and/or Software (including but not limited to licenses, subscriptions, cloud services, AI subscriptions, appliances, equipment, and related components) required for the System under this tender. All such Hardware and/or Software shall be procured separately by CIC (or via CIC's designated procurement arrangement).

b. Notwithstanding the foregoing, the Contractor shall provide comprehensive details and specifications of all required Hardware, Software, and Subscriptions necessary for the proposed solution as part of its tender submission. The Contractor shall remain fully and solely responsible for all activities necessary to deliver a complete and fully functional System, including planning, installation, configuration, integration, testing, commissioning, and documentation, and shall not claim any additional costs, delays, or relief on the grounds that such Hardware and/or Software is not supplied by the Contractor.

3.2.16 **Maintenance and Support**

a) The Contractor shall provide a free nursing period for at least TWELVE (12) weeks after production launch of each Phase to ensure the ongoing performance, reliability, and security of the System. Details refer to Clause 4.1.8.

b) The Contractor shall provide ONE (1) year of maintenance and support upon completion of nursing period to ensure the ongoing performance, reliability, and security of the System. Details refer to Clause 4.1.8.

3.2.17 **Security Risk Assessment & Auditing (SRAA)**

a) The Contractor shall engage third party Consultant to conduct the Security

Risk Assessment & Auditing (SRAA) at its own cost. Details refer to Annex C – CIC ITD Security Terms.

3.2.18 **Privacy Impact Assessment (PIA)**

a) The Contractor shall engage third party Consultant to conduct the Privacy Impact Assessment at its own cost. Details refer to Annex C – CIC ITD Security Terms.

3.2.19 **Intellectual Property (IP) Rights and Source Code Ownership**

a) CIC Ownership of Deliverables: All Intellectual Property (IP) rights, copyright, patents, database rights, source codes, configuration scripts, object libraries, database schemas, custom algorithms, system architecture designs, and technical/user documentation created, authored, compiled, or developed by the Contractor under this Contract shall be the sole, exclusive, and unencumbered property of the Construction Industry Council (CIC) immediately upon creation.

b) Delivery of Source Code and Assets: Upon system Go-Live, milestone sign-off, or contract termination, the Contractor shall deliver to the CIC the complete, clean source code, uncompiled assets, deployment scripts, data models, configuration repositories, and comprehensive documentation necessary for an independent third party to build, deploy, modify, and maintain the APOS without reliance on the Contractor.

c) Declaration of Pre-Existing IP: Any background IP, pre-existing proprietary software, commercial off-the-shelf (COTS) components, open-source libraries, or proprietary frameworks that the Contractor intends to incorporate into the APOS must be explicitly and exhaustively declared in the Contractor's tender submission. The incorporation of any pre-existing IP is subject to formal review and written endorsement by the CIC.

d) Licensing of Pre-Existing IP: For any pre-existing or third-party IP endorsed by the CIC and embedded in the APOS, the Contractor shall grant to (or procure for) the CIC a perpetual, irrevocable, royalty-free, worldwide, non-exclusive, transferable, and sublicensable license to use, execute, reproduce, display, adapt, and maintain such IP as part of or in connection with the APOS and broader CIC operations.

e) Infringement Indemnity: The Contractor shall warrant that all deliverables supplied under this Contract do not infringe the Intellectual Property rights of any third party and shall indemnify and hold harmless the CIC against all claims, liabilities, costs, damages, and expenses arising from any alleged or actual

infringement.

3.2.20 Non-Disclosure Agreement

a) The Contractor is required to sign a Non-Disclosure Agreement to protect the CIC's confidential data and proprietary information from unauthorized disclosure or misuse.

3.2.21 Knowledge Transfer

a) Refer to Clause 4.1.8(b).

3.2.22 Optional Services

The Contract may be required to carry out additional work on a time and materials basis at the agreed rates. The Contractor shall quote the unit rate for the relevant type of personnel for the optional items in the Fee Proposal, which CIC could be able to opt for throughout the contract period.

Other items of work directly or indirectly related to this Agreement may be added by the CIC with the agreement of the Contractor and shall form part of the overall scope of the Agreement and be covered by the terms of the Agreement with additional fees that shall be mutually agreed by the CIC and the Contractor.

3.3 Standardised Technical Requirements

i. This section outlines the standardised technical requirements. In the event of any discrepancies between the standardised requirements and the project-specific technical requirements stated in Clause 3.5, precedence shall be given to the project-specific requirements at all times.

3.3.1 Data Management Requirements

a) Data Storage

i. Industry-standard encryption algorithms, such as Advanced Encryption Standard (AES) AES-256, shall be used. Data at rest, including backup copies and databases, offsite storage, local drives, mobile devices, cloud storage, shall have encryption applied.

3.3.2 Integration Requirements

a) API Management

i. All the integration and data exchange between systems and clients shall be done in microservices architecture via RESTful APIs.

ii. Design the APIs with the application network (https://www.mulesoft.com/api/what-is-an-application-network) concept in mind.

iii. Leverage CIC subscribed MuleSoft Anypoint Platform whenever applicable.

iv. API specifications shall be well-defined using OAS/RAML inside the **Design Centre**. The specifications shall properly define the request method, headers, URI, query parameters, response content schema, traits, description, example, library, etc.

v. Supplement with additional API documentation through **Anypoint Exchange**.

vi. Design and separate the APIs into System, Process and Experience API layers following MuleSoft's standard **API-led connectivity approach** (https://www.salesforce.com/blog/api-led-connectivity/) to facilitate API reuse and agility.

vii. Develop the APIs either using native Mule, deployed to CIC's **Mule Runtime**, or wrapping the APIs using CIC's **MuleSoft Flex Gateway**, both deployed on-premises.

viii. Apply MuleSoft's caching scope, object store and scheduler to properly cache commonly used APIs to ensure a swift API response time.

ix. All APIs shall support authentication, authorization, encryption in transit, audit logging and protection against common API threats.

x. Adopt proper API policies using **API Manager** to secure and protect the APIs, including but not limited to the use of the following:

a. Spike Control

b. Rate Limiting

c. JWT Validation

d. IP Allowlist and Blocklist

e. JSON Threat Protection

f. Client ID Enforcement

g. Cross-Origin Resource Sharing (CORS)

h. Integrate the APIs with CIC's **Sentry** platform (https://www.sentry.io) for application logging and abnormalities alert.

i. Supply **Postman** collection with proper definition of environment variables, request, response and test cases for all developed APIs to enable ad-hoc API testing and regular monitoring needs.

b) Notification

i. The Contractor shall have their own monitoring solution with proactive notifications sent to CIC regarding system availability or system degradation. The monitoring/ reporting parameters should align with defined SLAs in the agreement.

ii. Emails sent from system, if applicable

a. All emails sent from the system shall be from @cic.hk domain

b. If the email contains a call to action for the recipient, the link shall be deep linked to the respective content or the summary list of actions in the system.

c. Email sent from the system shall be HTML formatted in accordance with CIC branding guidelines.

3.3.3 IAM Requirements

a) Identity Lifecycle Management

i. The Contractor shall propose/ adopt a solution that supports Single-Sign-On ("SSO") protocols, including SAML, OpenID Connect and OAuth 2.0, to enable multi-factor authentication with CIC's identity and access management service. The Contractor shall communicate with CIC and specify whether the user accounts for the solution will be set up and managed within an Active Directory environment.

b) Authorisation

i. Ensure that each resource has defined permission sets that restrict access based on user role or group membership.

ii. Leverage Attribute-Based Access Control models that consider various attributes (such as location, department, clearance level) in addition to traditional role-based checks.

iii. Enable dynamic adjustment of authorisation rules based on real-time

context or conditions.

3.3.4 Infrastructure Requirements

a) Platform Requirements

i. Support browsers on Windows, Mac, iOS, and Android platforms including but not limited to Edge's latest version (including mobile version), Chrome's latest version (including mobile version) and Safari's latest version (including mobile version).

ii. Connections shall be provided through API calls, file transfer and any other protocols shall be going through the client's private network/ secure VPN/ cloud backbone network. All connections that are transporting data should be encrypted. All data at rest should be encrypted.

iii. Support data input and display in Unicode covering English and optional for Traditional Chinese, Simplified Chinese, and the Hong Kong Supplementary Character Set (HKSCS).

iv. Ability to use without client installation to user's computer. If there is any component or module of the proposed system that has to be installed on the user's local computer and run as a client application in Windows or Citrix. The Contractor shall provide details including the client OS (e.g. Windows) version supported.

b) Environment Management

i. Provide multiple environments, i.e., production, testing and development.

ii. Comply with CIC's Personally Identifiable Information (PII) standards, which will be provided by the CIC upon award of the Contract, when the data copied from the production environment for use in the replica environment. PII data will need to be either masked or replaced with pseudo data in the replica environments

iii. Production PII data should be replaced with pseudo data for the purpose of testing in non-production environments. The Contractor should provide an overall data map of how data is used, if it is encrypted during transport and at rest.

iv. The Contractor should articulate the data retention process for the replica environment e.g. can this be purged based on CIC requirements.

v. Determine the location (at least the region) of data for all available

environments (i.e., production, testing and development) of the application and backup by CIC.

c) Hosting Requirements

i. Preference will be given to solutions hosted within geographically redundant locations (if applicable) to minimise latency and maximise reliability.

ii. The hosting environment must provide high levels of redundancy across power supplies, network connections, and hardware components to prevent single points of failure.

iii. Sufficient bandwidth capacity and low-latency networking infrastructure are necessary to handle peak loads and maintain smooth operations.

iv. Regular automated backups with offsite storage options must be implemented to protect against data loss due to hardware failures or other unforeseen events.

d) Monitoring Requirements

i. Automatic monitoring and alerting shall be configured for early detection of technical issues, troubleshooting, and prevention of data downtime.

e) Infrastructure

i. The Contractor shall recommend the solution design of the proposed application, and present the solution in documents including:

a. Key functional design

b. System Architecture and Network Diagram

c. Process Flow Diagram/ Activity Diagram

d. Deployment Diagram

e. Cloud provider, if any.

ii. The Contractor shall provide technical advice to the CIC on the architecture design when necessary. The Contractor shall propose the necessary refinements and elaborations for CIC's consideration and endorsement to ensure that the solution architecture will achieve the project objectives, overall specifications, and performance while complying with the relevant regulations and data governance.

iii. The CIC will be responsible for software licensing and cloud consumption induced by the Platform. The Contractor should provide

comprehensive advice and options to CIC on best practices for cost optimization, including reviewing the provisioning of Azure resources to avoid under- or over-provisioning.

iv. The Contractor shall also support CIC in evaluating and selecting appropriate infrastructure options that balance performance, scalability, and cost-effectiveness. This includes making recommendations on cloud architecture configurations, resource scaling strategies, and potential areas for automation to ensure efficient and sustainable infrastructure management throughout the project lifecycle.

v. The Contractor shall provide the one-off cost and ongoing operating cost quotation covering all application infrastructure components/ cloud services with the breakdown of details if applicable, and clearly state whether the Contractor or CIC will absorb the cost, as **part of Technical proposal** as the fee will be absorbed by CIC.

(Note: Incorrect presentation of quotations within the required proposal may result in disqualification.)

3.4 Standardised Non-Functional Requirements

i. This section outlines the standardised non-function requirements. In the event of any discrepancies between the standardised non-functional requirements and the project-specific non-functional requirements stated in **Clause 3.6**, precedence shall be given to the project-specific non-functional requirements at all times.

ii. The Contractor shall refer to **Annex B** General Non-functional Requirement Checklist for the detailed technical specifications and functionalities. All responses shall address these requirements comprehensively.

iii. The Contractor shall indicate their level of compliance with each general non-functional requirement in the designated Contractor's Response column of Annex B. The response shall be submitted along with the proposal. Incomplete submissions may result in disqualification from the bidding process.

3.4.1 Capacity and Performance Requirements

a) System Capacity

Please refer to requirements under IT-SPSC in the checklist.

b) Storage Requirements

Please refer to requirements under IT-SPSC in the checklist.

c) Performance

Please refer to requirements under IT-SPSC in the checklist.

3.4.2 Availability Management

Please refer to requirements under IT-SPSC in the checklist.

3.4.3 Compatibility Requirements

Please refer to requirements under IT-SPSC in the checklist.

3.4.4 Accessibility Requirements

Please refer to requirements under IT-US in the checklist.

3.4.5 Configurability Requirements

Please refer to requirements under IT-US in the checklist.

3.4.6 Maintenance and Support Requirements

a) System Maintenance

Please refer to requirements under IT-OM in the checklist.

b) Data Maintenance

Please refer to requirements under IT-OM in the checklist.

c) Service Level Agreement (SLA)

Please refer to requirements under IT-OM in the checklist.

d) Patch Management

Please refer to requirements under IT-SU in the checklist.

3.4.7 DevSecOps Requirements

a) Code Repository

The Contractor shall store the source code and artifacts in a CIC repository (GitPlatform or equivalent). The Contractor shall implement version control for CIC data assets, including datasets, scripts, and models. The Contractor shall maintain a transparent audit trail of all changes. The Contractor shall enable the ability to roll back to prior versions if needed.

b) Secure Coding Practices

Enforce security standards like OWASP Top 10, integrate security tools such as static application security testing (SAST) and software composition analysis (SCA) into developers' IDEs for early vulnerability detection.

c) Automated Security Testing:

Include static (SAST), dynamic (DAST), infrastructure as code (IaC) scanning, container scanning, and dependency vulnerability checks in continuous integration / continuous delivery (CI/CD) pipelines

d) Continuous Integration/ Continuous Delivery (CI/CD)

The Contractor shall establish and maintain a robust CI/CD pipeline to automate the testing, integration, and deployment of data pipeline.

3.5 **Project-Specific Technical Requirements**

i. This section outlines the project-specific technical requirements in addition to the standardised requirements mentioned above. In the event of any discrepancies between the standardised requirements and the project-specific requirements, precedence shall be given to the project-specific requirements at all times.

3.5.1 Infrastructure Requirements

a) Platform Requirements (please refer to section 3.1 to 3.5 of Assignment Brief)

b) Environment Management (please refer to section 3.1 to 3.5 of Assignment Brief)

c) Hosting Requirements (please refer to section 3.1 to 3.5 of Assignment Brief)

d) Monitoring Requirements (please refer to section 3.1 to 3.5 of Assignment Brief)

e) Infrastructure

i. The CIC will be responsible for software licensing and cloud consumption induced by the Platform. The Contractor should provide comprehensive advice and options to CIC on best practices for cost optimization.

3.5.2 Integration Requirements

a) Overall - All AI agent services and intelligent components within the Employee AI Platform must communicate using the Model Context Protocol (MCP) for inter-agent interactions and capability exposure. MCP provides a standardised protocol for AI agents to discover capabilities, invoke tools, access shared resources, and coordinate workflows. Note that RESTful HTTP APIs remain required as specified in the Standardised Technical Requirements section of this document for broader compatibility for REST clients.

b) Core Protocol Requirements - Contractors must implement MCP using JSON-RPC 2.0 message format over supported transport layers (stdio for local

processes, SSE for HTTP-based remote connections). MCP server must support fundamental operations: capability discovery (listing tools, resources, and prompts), tool invocation (executing operations with structured inputs/outputs), resource access (reading and subscribing to shared data), and session management (maintaining conversational context). Implementations must handle protocol handshake, version negotiation, and capability exchange during initialisation to ensure agent compatibility.

c) Integration Patterns – Agent communication supports multiple transport mechanisms whilst maintaining standard MCP message formats. The Platform SHALL implement REST/HTTP for Teams and mobile client integration, WebSocket for bidirectional real-time communication, and stdio interfaces for local tool integration. Server-Sent Events (SSE) MAY be supported for one-way server updates.

   All transports SHALL handle MCP JSON-RPC message format consistently, with structured schemas, proper error handling using JSON-RPC error codes, and progress reporting for long-running operations. Session state SHALL be maintained across transports to enable multi-turn conversations, with session tokens portable between REST, WebSocket, and other supported protocols.

   The Platform acting as an MCP Agent SHALL abstract transport differences from end users, providing a unified experience regardless of originating client. Azure Entra ID authentication SHALL be supported across all network-based transports, with appropriate token handling for each protocol.

3.6 **Project-Specific Non-Functional Requirements**

i. This section outlines the project-specific non-functional requirements in addition to the standardised requirements mentioned above. In the event of any discrepancies between the standardised requirements and the project-specific requirements, precedence shall be given to the project-specific requirements at all times.

3.6.1 Capacity and Performance Requirements (Not used)

a) System Capacity (Not used)

b) Storage Requirements (Not used)

c) Performance (Not used)

3.6.2 Availability Management (Not used)

3.6.3 Compatibility Requirements (Not used)

3.6.4 Accessibility Requirements (Not used)

3.6.5 Configurability Requirements (Not used)

3.6.6 Maintenance and Support Requirements (Not used)

a) System Maintenance (Not used)

b) Data Maintenance (Not used)

c) Service Level Agreement (SLA) (Not used)

d) Patch Management (Not used)

3.6.7 DevOps Requirements

The Contractor shall maintain DevOps practices to ensure the efficient, secure, and reliable development, deployment, and operation of the Platform.

a) Code Repository

i. The Contractor shall utilize a secure and centralized code repository of CIC for managing all code related to the Platform.

ii. The Contractor shall ensure that the repository adheres to best practices, including:

a. Proper version control for all code, scripts, and configurations.

b. Implementation of branch management policies, including the use of feature branches, development branches, and main branches.

c. Regular code commits with clear and descriptive commit messages.

d. Enforcement of pull requests and code reviews to maintain code quality.

e. Secure access controls to ensure that only authorized personnel

have access to the repository.

iii. The Contractor shall collaborate with CIC's data team to ensure alignment on repository structure and ongoing maintenance.

b) Continuous Integration (CI)/ Continuous Delivery (CD)

i. The Contractor shall design and implement a CI/CD pipeline for automating the build, testing, and deployment processes of the Platform.

ii. The Contractor shall store source code, build scripts, deployment scripts, configuration artifacts, and relevant documentation in a CIC-provided GitHub repository unless otherwise approved in writing by CIC.

iii. The CI/CD pipeline shall be implemented using GitHub Actions only and shall integrate with the CIC-provided GitHub repository. Other CI/CD tools are not permitted unless CIC gives prior written approval. Any request to use another tool shall include technical justification, security assessment, integration approach, ownership, operational support impact, and migration/exit plan.

iv. The CI/CD pipeline shall include:

a. Build Automation: Automated compilation and packaging of code, data pipelines, and configurations.

b. Continuous Integration (CI): Automated CI pipelines that are triggered automatically upon code commits or pull requests to the main development branches and that include, at minimum, code compilation, unit testing, integration testing, performance testing, code quality analysis, and security vulnerability scanning to validate code changes before deployment.

c. Continuous Delivery/Deployment (CD) and Environment Management: Automated CD pipelines to deploy the application to non-production environments (e.g., development, testing) and to production with appropriate approvals. The deployment process shall be reliable, repeatable, controlled, and shall minimise manual intervention.

d. Rollback Mechanisms: Implementation of automated rollback procedures in case of failed deployments.

v. For OutSystems, Adobe Experience Manager, or other managed platforms, the Contractor shall define a CI/CD strategy compatible with the platform's lifecycle management mechanism and integrate it with the GitHub Actions-based workflow where feasible.

vi. The Contractor shall ensure that the CI/CD pipeline adheres to CIC's security and compliance requirements, including the use of secure credentials and secrets management.

vii. The Contractor shall monitor pipeline performance and provide recommendations for optimization where necessary.

viii. The Contractor shall document the CI/CD pipeline processes in English and provide training to CIC staff on its operation and maintenance, which shall be included in the knowledge transfer session – section 4.1.8 (b).

ix. The Contractor shall propose operating practices for CI/CD pipeline management, including but not limited to:

a. Scheduling regular updates and maintenance of pipeline tools and configurations.

b. Defining SLAs for pipeline execution and issue resolution.

c. Reviewing and updating automated tests to ensure continued relevance and coverage.

3.7 **Security Requirements**

i. The Contractor shall review and comply with all the security terms outlined in **Annex C** CIC ITD Security Terms. **Annex C** provides critical information regarding the security measures and protocols that shall be followed during the Service and shall be integrated into the proposed solution to ensure data protection and compliance with relevant standards. All responses shall address these requirements comprehensively.

ii. The Contractor shall indicate their level of compliance with each security requirement in the designated Contractor's Response columns of **Annex C**. The response shall be submitted along with the proposal. Incomplete submissions may result in disqualification from the bidding process.

iii. **Annex B, section 3.7, and Annex C** collectively constitute an integrated set of non-functional requirements for this project. The Contractor shall ensure that their proposal aligns with these requirements, demonstrating how they will meet the outlined technical and security criteria.

iv. The Contractor shall show the existence of a formally certified Information Security Management System (ISMS) relevant to the services under the tender including certification scope and validity.

v. The Contractors shall review Annex C in full before submission, as these obligations carry direct cost, resource, and schedule implications. All costs involved in meeting compliance types "FC", "BC", "RC" and "OF" must be fully accounted for and included in the total sum of the submission, and shall not be treated as variations or additional charges after contract award.

vi. The Contractor is required to pass the security requirement as mentioned in Appendix E (Tender Evaluation Procedures and Criteria) in Conditions of Tender document..

vii. External access to the CIC environment is restricted to whitelisted IP addresses only and must be established through the CIC-designated VPN and Privileged Access Management (PAM) solutions. Contractor shall ensure its personnel obtain and maintain valid connectivity through these solutions as a prerequisite for accessing the CIC environment; direct access from non-whitelisted IP addresses will not be permitted.

4 Project Management Requirements

4.1.1 Project Management and Governance

a) The Contractor shall be responsible for the project management and provide the following services:

i. Define and specify the methodology and approach for managing and executing the project, which may include industry-standard practices such as PRINCE2, PMBOK, or Agile Scrum.

ii. Serve as the primary point of contact for the CIC regarding all project-related activities and manage the entire project lifecycle;

iii. Prepare the logistics of Non-Disclosure Agreement ("NDA") signing;

iv. Organise Inception Meeting as the first meeting for project managers to meet stakeholders, introduction of stakeholders from all parties, and endorse project charter prior to formal kick-off meeting;

v. Orgnise official Kick-off meeting endorse project plan, align expectations and execution plan;

vi. Organise regular meetings to track project progress and milestones, fostering a dynamic feedback loop between the CIC's project team and the Contractor;

vii. Coordinate with various stakeholders, both internal and external, to ensure the successful completion of the project;

viii. Supervise and track the progress of project activities to ensure they are completed on schedule and meet the project's objectives;

ix. Maintain a collaborative and integrated working relationship with the project organisation to be established by CIC, which will include, but is not limited to, the Project Steering Committee, Project Assurance Team, Project Management Team and Project Team(s);

x. The Contractor must utilize specific communication tools and applications to enhance project transparency and efficiency:

a. MS Teams will centralize communication and document hosting, ensuring continuity and restricted vendor access. CIC Project team will be responsible to create a shared MS Teams site / folder to host all project documents and for communication during the whole project lifecycle;

b. ServiceNow will centralize project background information, status updates, financials, and timelines;

c. Jira will centralize system application issues and tasks, improving trackability and traceability;

d. GitHub will manage source code versions and repository storage, facilitating effective program development.

4.1.2 Project Organisation

b) Below outlines the key project stakeholders that consist of the project organization from CIC:

i. Project Steering Committee (PSC)

PSC is a governing board responsible for overseeing project expenditures, resources, and decision-making. The PSC represents interests from multiple business, user, and technical perspectives. Depending on the project classification (i.e. project grading), the scale and member's formation of the Project Steering Committee (PSC) may be varied. The formation of the PSC comprised of the project director, project managers, and / or selected representatives from the project owner's department or supporting departments, Executives deemed relevant, and the Contractor's senior management. The establishment of PSC is based on the decision of project owner and Chief Information Officer (CIO), and CIO is the ultimate decision maker for the PSC establishment. The PSC shall be defined in the Initial and Planning phases of Grade 1 / Grade 2 / Grade 3 projects.

ii. Project Assurance Team (PAT)

PAT looks after the quality assurance work on behalf of the PSC from the business, user and technical perspectives. They are individuals with knowledge or expertise in the specific area that is part of the project scope. PAT is appointed by PSC and is optional for Grade 2, and 3 projects.

iii. Project Owner

The Project Owner is the ultimate decision-maker for the project. The Project Owner takes holistic ownership of the project by defining the overall project strategic direction to ensure it conforms to the overall IT strategy.

iv. Project Director

The Project Director is the staff member from the project owner or supporting department who takes on part of the responsibilities of Project Owner in managing the project during its Implementation Phase.

v. Project Management

Project Management comprises the Project Managers (PM) from

- CIC IT Team
- CIC Business Unit (BU)
- The Contractor

The Project Manager is accountable for project management, overseeing project performance, monitoring project timeline, channel project communication and delivery of project deliverables.

vi. Project Team

The Project Team comprises the Project team members from CIC Team and The Contractor Team.

- CIC Team members – subject matter experts are team members with strong knowledge in the specific functional / technical areas. They are assigned to participate actively in one or more phases of the project.
- Contractor Team Members – contractor resources assigned to complete project tasks as directed by the Contractor Project Manager.

4.1.3 Project Management Approaches

a) Predictive

i. Review and analyse the information gathered on current operational processes and technical systems, if applicable, and identify existing problems and issues.

ii. Identify improvement areas reference from similar organisations, the latest market trends, and/ or industry best practices, if applicable.

iii. Study, clarify and confirm the detailed user requirements, furnishing the to-be processes and producing the solution architecture and the detailed designs of the System, and closely working with CIC in carrying our detailed SA&D to review and refining the design of the System to ensure that the requirements are fully met.

iv. Conduct project requirement management, including preparing a running list of project backlog items to promote project transparency, and reporting and following up on all outstanding issues with all related parties.

v. Provide detailed design with proposed components needed for implementing a complete and fully functional system during the SA&D stage, including all hardware (including Contractor supplied hardware), all software (including Contractor supplied software) and custom programs as required as appropriate.

vi. Produce the SA&D Report, which contains technical specifications and detailed designs of the System within the schedule as set out in the Project Schedule in accordance with the provisions of the Service

vii. Adopt iterative design-and-build process with elements like agile development, SCRUM, system simulations and wireframing for application development.

The HKSAR Digital Policy Office ("DPO") standards for conducting effective SA&D are preferred as the standards to be adopted. These standards and guidelines will be regarded as the major references to ensure the quality of the deliverables of the SA&D Services:
https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/methodology/system_development/effective_guide.html

4.1.4 System Analysis and Design (SA&D)

The Contractor shall be responsible for the system analysis and design and provide the following services:

a) The Contractor shall conduct Requirement & Design Workshops to analyse

and align all as-is and to-be business, data, and technical requirements. The workshop shall include but not be limited to, the following activities:

i. Business Requirements Analysis: The Contractor shall work closely with the stakeholders to understand current business processes and identify areas for improvement in the to-be state;

ii. Data Requirements Analysis: The Contractor shall assess existing data structures and flows, and define new data requirements necessary to support the to-be business processes;

iii. Technical Requirements Analysis: The Contractor shall evaluate the current technical infrastructure and propose enhancements or new technologies required to meet the to-be state;

b) The Contractor shall define the application, data, and architecture designs to support the to-be requirements. This includes:

i. Application Design: The Contractor shall develop detailed application designs that align with the identified business and data requirements;

ii. Data Design: The Contractor shall create comprehensive data models and schemas to ensure seamless data flow and integration between systems;

iii. Architecture Design: The Contractor shall outline the overall system architecture, including hardware, software, and network components, to ensure scalability, security, and performance;

c) The Contractor shall deliver the following deliverables as part of the output from the workshops:

i. Detailed documentation of as-is and to-be business processes;

ii. Functional design document;

iii. Technical design document which documents the data structure, database structure, architecture design deployment design, security design and Business Continuity Plan (“BCP”) in the technical design document;

d) The Contractor shall conduct at least two rounds of design and document reviews. These reviews shall be conducted in one of the following formats:

i. Presentation: The Contractor shall present the TO-BE process, design, and workflow to the Project Steering Committee (“PSC”) and/or Program Advisory Team (“PAT”);

ii. Circulation: The Contractor shall circulate the functional design,

technical design, and Privacy Impact Assessment ("PIA") documents (if applicable) to the Enterprise Architect for architecture review. The Contractor shall also consult with the Chief Information Officer ("CIO") during this process.

e) The Contractor shall ensure a formal sign-off process to confirm the completion and acceptance of this project phase. The sign-off process shall include the following steps:

i. Approval by PSC / Project Owner: The sign-off must be approved by the PSC or the Project Owner;

ii. Sign-Off by CIC Project Manager and Business Unit ("BU"): The sign-off must be completed by the Project Manager from CIC and Business Unit.

4.1.5 Application Development, Code Management and Deployment Requirements

a) The Contractor shall deliver, install and configure the Solution at the location(s) agreed with CIC. The Contractor shall ensure that all units of the Solution is properly connected to the designated computing devices / network equipment as per the directives of CIC.

b) The Contractor shall also provide all work ("Work") with no interruption to existing systems operating at the location(s). The Work include, without limitation, the following:

i. Provide sufficient experienced staff resources in the Project Team for coordination, installation, cabling, configuration and other related services.

ii. Coordinate with other relevant parties, such as the various support teams and users of CIC and other contractors engaged by CIC, during the rollout of the Solution which are located across various location(s).

iii. Label each cable according to the naming convention provided by CIC.

iv. Label each piece of Solution according to the naming convention provided by CIC.

v. Set up each unit of Solution and provide sufficient cables and cable patching service to connect the New Hardware to the existing network and system as per the network design and rack layout agreed upon by CIC.

vi. Prepare the plan for the Installation Test ("Installation Test Plan") for the Solution for the agreement by CIC.

c) The Contractor shall recommend the appropriate versions of firmware, and any related system components and the respective settings of each of these components to CIC for consideration. The recommended versions and settings shall ensure that the Solution is able to work reliably and optimally with each other and existing systems and networks. The recommended versions, settings, and configuration of the Solution should be vetted and supported by the manufacturer. Evidential support from the manufacturer (e.g. compatibility guides, data sheets, advice from manufacturer's representatives, etc.) should be provided wherever applicable. Upon agreement by the CIC, the Contractor shall apply the recommended versions and settings of the system components to the New Hardware and make proper written records for submission to the CIC.

d) The Contractor shall perform network and system configuration of the Solution as stated in Section 3.2 Functional Requirements above as per the configuration plan agreed by CIC.

e) The Contractor shall implement the System approved by the CIC and integrate with the related systems, following the timeframe stated in the Project Schedule agreed between CIC and the Contractor.

f) The Contractor shall follow development standard OWASP Top 10 awareness document for developers and web application security.

4.1.6 Testing

The Contractor shall perform all necessary tests before the deployment of the System to ensure compliance, including:

a) Unit Tests and System Integration Tests ("SIT")

i. The Contractor shall conduct comprehensive Unit Tests and SIT to ensure that the developed solution meets all specified requirements and integrates seamlessly with existing systems, if applicable.

ii. The objectives of the Unit Tests and SIT include, but are not limited to, the following:

a. Validates individual subprograms, subroutines, classes, procedures and specifications prior to integration with other functions;

b. Code review may be performed after the Unit Tests to improve the quality and maintainability of the program.

iii. The Contractor shall be responsible to prepare the integration test plan, setup test environment and assist PAT and business users to conduct integration test, and document test result.

b) User Acceptance Tests ("UAT")

i. The Contractor shall assist the CIC to conduct UAT to ensure the agreed and specified requirements (including but not limited to functional, non-functional and security requirements) are met;

ii. Functional Test shall be part of the UAT to test the delivered program, system and environment configurations, and migrated data on a function-by-functions basis against functional design document, with but not be limited to the following activities:

a. Outline functional test plan;

b. Conduct functional tests and provide test result document;

c. Setup test environment;

d. Prepare testing data (which may require data migration);

e. Assist PAT and business users to conduct functional tests and document test result;

iii. The Contractor shall prepare the UAT test cases, including the typical and extreme cases, to ensure they meet all agreed requirements;

iv. The Contractor shall provide the UAT test instructions and guide users;

v. The Contractor shall be responsible for urgent bug fixing and data patching without additional costs incurred to the CIC, for issues raised from UAT;

vi. All critical issues found shall be resolved and fixed prior to the production launch, and other issues should be resolved as soon as possible following production, upon agreement with the CIC.

c) Load Tests/ Stress Tests

i. The Contractor shall conduct Load Tests or Stress Tests to ensure that the System runs properly under the normal and abnormal loading, and meets the required performance level (i.e. Reliability Levels).

ii. The estimated number of concurrent users for the System is indicated in Section 3.3 *Non-functional Requirements* for the Contractor's reference.

d) Disaster Recovery ("DR") Drill Tests

i. The Contractor shall conduct annual DR Drill Tests to ensure the business continuity plan for the system is effective and operational in the event of a disaster or major disruption to IT systems or operations level.

e) Security Tests

i. The Contactor shall test the adequacy of the security controls and procedures imposed in the system by attempting to violate them;

ii. Ensure the system / application is comply with all the security terms specified by CIC.

f) Reliability Tests

i. Each batch of Solution will be operated continuously to determine whether the entire batch can meet the Reliability Levels as specified below.

ii. In respect of each batch of Solution, as part of the Reliability Tests, CIC will operate each unit comprised in that batch for four (4) consecutive weeks to determine whether the batch can achieve the minimum performance level (i.e. Reliability Levels) in accordance with the following criteria. In respect of each such batch, the Reliability Levels shall continue to be complied with throughout the Maintenance Period in respect of each successive month of the Maintenance Period ("Given Period").

iii. The minimum serviceability level for the Given Period shall be at least 99.95% and shall be measured at the end of the Given Period.

iv. The minimum mean time between failures ("MTBF") for the Given Period shall be at least 400 hours and shall be measured at the end of the Given Period.

v. For the purpose of measuring serviceability level and MTBF, the Contractor shall record all fault incidents in a fault investigation report which shall contain at least the following information:

a. the date and time the Contractor is notified of the fault.

b. the date and time of arrival, name, post and staff identity card.

c. number of the Contractor's maintenance personnel at the location.

d. the type, serial number and description of each failing component.

e. the date and time when repair starts.

f. the date and time when repair ends.

g. the description of faults and causes, if known.

h. the corrective action taken, including repair, maintenance, fix and replacement of parts.

The report shall be submitted to CIC within one (1) week after the Given Period to which it relates.

4.1.7 Deployment and System Launch

a) The Contractor shall be responsible for the deployment of the System into the production environment, ensuring a smooth transition from development to live operation.

The deployment process shall include the following phases:

i. Pre-deployment planning to establish a detailed deployment plan that outlines tasks, timelines, and resource requirements.

ii. Environment setup to ensure that the production environment meets all technical specifications and is fully prepared for deployment.

iii. Deployment execution to carry out the deployment activities, including data migration, configuration, and installation of the solution.

iv. The Contractor shall provide a choice of deployment, e.g. a process/ procedure to confirm which upgrade/ functionality to be deployed.

v. The Contractor shall perform system scanning, checking and hardening before production rollout, and the System hardened shall then be used as a baseline for any further changes.

vi. The Contractor shall develop a rollback plan to revert to the previous version of the System in case of critical issues during or after deployment. This plan must be tested and ready for execution if needed.

vii. The Contractor shall provide comprehensive deployment plans associated with the deployment process. In the event of system change, the Contractor shall prepare an Implementation Verification Fallback ("IVF") document for CIC review, outlining verification processes and contingency plans.

viii. The System should be launched within the planned timeframe as planned in the agreed Project Schedule.

4.1.8 Exit Requirements

a) Nursing Services

i. The Contractor shall provide a free nursing period for at least **TWELVE (12) weeks** after production launch of each Phase to ensure the ongoing performance, reliability, and security of the System.

ii. The nursing services shall include, but are not limited to, the following, which are subject to discussion with CIC:

a. Routine maintenance to check and update the System regularly to ensure the System operates efficiently and securely.

b. Technical support regarding the system usage and necessary fixes.

c. Supporting services should include phone and email enquiries and be provided from Mondays to Friday during office hours (9:00 a.m. to 6:00 p.m.).

d. Incident management to timely resolve the issues and incidents reported by users or identified through monitoring, the support requests of identifying and fixing bugs shall be given priority over other support requests.

e. Performance monitoring to continuously monitor the System performance metrics and proactively identify and address potential issues.

iii. The Contractor shall describe their supporting tools, such as knowledge base, community, documentation) in English language (and Traditional Chinese if required), and escalation procedures, such as diagnostic and reporting with a ticketing system.

iv. The Contractor shall adhere to the following Service Level Agreements ("SLAs") during the nursing period:

a. The Contractor shall resolve critical incidents within **TWO (2) working days** of acknowledgement, and resolve non-critical incidents within **TWO (2) weeks** of acknowledgement.

v. Upon the expiry of the nursing period, the Contractor should ensure a smooth system handover for the CIC in-house maintenance team. An on-site handover session shall be provided to CIC before the contract end date.

vi. Upon expiry of nursing period, the Contractor should provide maintenance service for approximately **ONE (1)** year covering the following major services:

a. To provide technical support for necessary fixes to minimise the service interruption and impact on the users; To provide written and/or verbal replies to enquiries within **ONE (1)** working day regarding IT issues and failure;

b. The contractor must fix critical problems within **TWO (2)** working days; minor problems within **TEN (10)** working days after being notified;

c. If the issues are out of the scope of the projects, the Contractor should give an acceptable explanation;

d. Supporting services should be provided from Monday to Friday during office hours (9:00 a.m. to 6:00 p.m.);

e. The contractor may need to cooperate with other services providers for the maintenance the Platform is necessary and;

f. Review and edit the functions and security system based on the CIC requirement,

vii. Upon completion of ONE (1) year of maintenance service, the Contractor should ensure a smooth handover of the system for CIC in-house maintenance

b) Knowledge Transfer

i. The Contractor shall provide a knowledge transfer training for the CIC IT team to align on the platform operation and maintenance.

ii. The Contractor shall provide THREE (3) on-site/ online training sessions (at least 4 hours per session) that cover the System's administrative operations and workflows of major features for at about FIVE (5) CIC colleagues with hands-on practice with training materials and manuals in English.

iii. Online training materials such as on-demand courses, tutorials, videos, and knowledge bases shall be provided for CIC colleagues to ramp up their skills in the deployed solution at their own pace.

4.1.9 High-level timeline/ milestones

a) The Service shall commence in **January 2027** tentatively and shall be implemented in two phases as follows:

i. Phase 1 – Company Portal and Pre-approved List Application Portal

- Target completion: May 2027

ii. Phase 2 – Full Operation Platform and Remaining Modules

- Target completion: August 2027

b) The overall project duration is expected to be approximately 9 months from commencement, or on such other date as may be agreed between the CIC and the Contractor.

c) The Service shall consist of SIX (6) payment stages (C1 to C6) as set out in Section 6. C1 to C5 are split into Phase 1 and Phase 2. C6 is not split.

4.1.10 Deliverables

a) The Contractor shall provide a comprehensive set of deliverables as part of the Service to ensure that all requirements are met and the system is successfully developed and deployed.

b) The major deliverables are listed below:

Payment Stage	Stages	Deliverables	Description	Tentative Timeline ("D" denotes the project commencement date)
C1	Ongoing project management	Progress Reports	A bi-weekly progress report that provides stakeholders a detailed overview of the current status of the project, which may include key components such as work in progress, work completed, risks and challenges, etc.	Throughout the period of the implementation stage
		Meeting minutes in Email	A written record of the discussions, decisions, and action items resulting from a meeting, which serves as a reference for participants to review the outcomes and responsibilities agreed upon during the meeting.	Throughout the period of the implementation stage
	Initiation	Project Initiation Document	A document to kick off the project with high-level project information included, such as project overview, project plan overall requirements, stakeholder information, project timeline, quality assurance and communication plan.	D + Two (2) weeks
C2	Systems Analysis & Design (SA&D)	Business Requirement Document	The BRD outlines the high-level needs and expectations of stakeholders regarding the PLATFORM.	D + Four (4) weeks
		Functional Specification Document	The document provides a detailed description of the functionalities and features that the Platform will provide, based on the requirements gathered in the BRD.	D + Six (6) weeks
		Technical Specification Document	A document that outlines the technical requirements, design, and architecture of the application under development.	D + Eight (8) weeks
C3	Testing	Test Plan	A document that outlines the scope, approach, resources and schedule for the testing activities of the System.	Three (3) weeks before system Launch
		Test Case	A document that includes a detailed description of a specific test to be performed on the System, designed to verify that a particular feature or function operates correctly.	Three (3) weeks before system Launch

Payment Stage	Stages	Deliverables	Description	Tentative Timeline ("D" denotes the project commencement date)
		Risk log/ Issue log	A document to track and manage risks and issues that may arise during the testing phase of the Service, for easier prioritisation for issues resolution of the Contractor.	Throughout the period of testing stage
	Development, Testing and Deployment	Deployment Plan	A detailed plan outlining the steps, timeline, and resources required for deploying the Platform.	i. Phase 1 – Company Portal and Pre-approved List Application Portal (Target completion: D + 5 months) ii. Phase 2 – Full Operation Platform and Remaining Modules (Target completion: 3 months after completion of Phase 1)
		System Monitoring Reports	Regular reports on the System's performance, including uptime, response times, and resource usage.	Throughout the project period
C4	Nursing	Technical Support Information	A document that provides all necessary details for IT team to access and utilise the full spectrum of technical support services.	Completion of Deployment and System Launch + One (1) month
		Incident Log	A document and report to track and manage incidents that may arise in the data pipeline. Comprehensive root causes analysis and remediation plan shall be provided.	Occurrence of Incidents + One (1) week
	Knowledge Transfer	User Training with Manual	Provision of Three (3) on-site/ online training sessions for about Five (5) CIC colleagues with hands-on practice with training materials and manuals in English. A guide for CIC data team on how to effectively operate the Platform, including common tasks and troubleshooting tips.	Completion of Deployment and System Launch + Two (2) weeks of Each Phase
C5	Completion of SRAA and PIA report with the endorsement from the CIC's Cybersecurity team			Work starts in SA&D of the relevant phase. Payment after that phase's C4, per Section 6.

Payment Stage	Stages	Deliverables	Description	Tentative Timeline ("D" denotes the project commencement date)
C6	Commencement of ONE (1) year maintenance period			Completion of Nursing Period of Phase 2 Delivery

Templates of relevant document deliverables would be provided by CIC for the Contractor to follow if applicable.

c) The execution of this Service and all deliverables shall comply with the Service requirements to the satisfaction of CIC. In case of ambiguities in any requirements in the Service, CIC shall have the final jurisdiction on the explanation and approach of implementation to meet the needs.

4.1.11 Conflicts and Crises Management

a) The Contractor shall be responsible for the conflict and crises management and provide the following services:

i. Resolve conflicts and crises during the entire project life cycle.

ii. The Contractor shall notify CIC when a potential or actual delay arises and shall detail what, in his opinion, are the reasons for the delay, the consequences or likely consequences of the delay and any additional time would be anticipated when compared to the baseline programme or the previous version of programme preferably in the form of a bar chart/ Gantt Chart.

iii. Subject to the approval of an extension of the project period, the Contractor shall prepare a revised project plan for CIC's comment and approval.

4.1.12 Project Delays

a) The Contractor shall be working according to the schedule as agreed by CIC, with each stage/ activity having its agreed date of completion;

b) The Contractor shall promptly report in writing to CIC all delays affecting the progress of the Service and refer their assessment regarding the granting of an extension of time ("EOT") for completion, if any, to enable CIC to provide its view on the matter before the Contractor reaches a decision. Delays caused by noisy work complaints or inclement weather conditions will not be entitled to an extension of time ("EOT") or additional compensation. These potential

delays shall be considered and accounted for by the Contractor when creating the Project Plan;

c) Subject to the approval of an extension of the project period, the Contractor shall prepare a revised Detailed Working Plan for CIC's comment and approval;

d) If the Contractor fails to complete the project within the Project Schedule agreed between CIC and the Contractor or any reasonable time extensions agreed by CIC after the expiration of the initial Project Schedule, CIC will need to contribute additional time and resources to manage the project. As a result, Liquidated Damages ("LD") will be calculated based on the daily rate of HKD $8,000 to cover the loss of additional time and resources. The LD amount will be capped at the total project sum;

e) CIC reserves the right to terminate the Service and hire services from other contractors that satisfy the requirements stated in this document.

4.1.13 Backfill Requirements

To ensure a seamless transition and continued high-quality service delivery, the Contractor must submit a comprehensive backfill plan in the event of a change, such as a team member leaving the project or a significant shift in responsibilities. The following sections outline the specific requirements for each area.

a) Transition Management

   i. Structured Transfer of Duties: The Contractor shall provide a detailed plan for transferring responsibilities to CIC staff/ subcontractors, including timelines and roles;

   ii. Documentation: The Contractor shall deliver comprehensive documentation of processes, workflows, and systems, including user manuals, system diagrams, and training materials;

   iii. Timeframes and Milestones: The Contractor shall define clear start and end dates for each phase of the transition, with specific milestones;

   iv. Risk and Change Management Approach: The Contractor shall identify potential risks and outline a structured approach for managing changes during the transition.

b) Resource and Capability Development

   i. Dedicated Transition Team Structure: The Contractor shall provide an organizational chart detailing the dedicated transition team structure;

   ii. Skills Transfer Methodology: The Contractor shall outline the training programs, workshops, and mentoring sessions planned to ensure skills transfer;

iii. CIC Team Enablement Approach: The Contractor shall describe the methods and resources available to enable the Council team to take over responsibilities;

iv. Succession and Contingency Planning: The Contractor shall include detailed plans for handling unexpected absences or departures of key personnel.

c) Service Excellence

i. Quality Assurance Framework: The Contractor shall implement a robust quality assurance framework with defined standards and controls.

ii. Performance Monitoring and Success Criteria: The Contractor shall define key performance indicators (KPIs) and metrics for measuring service performance.

iii. Stakeholder Communication Plan: The Contractor shall develop a comprehensive communication plan to keep all stakeholders informed throughout the transition and beyond.

iv. Issue Management Process: The Contractor shall outline a structured process for identifying, escalating, and resolving issues promptly.

5 Requirements to the Contractor and the Service Team

5.1 Contractor's Office

a) The Contractor shall maintain an office in Hong Kong for the duration of the Service.

b) The Contractor should have the ability to have adequate business partners in different regions (e.g. APAC, EMEA, AMER) for providing implementation, maintenance and consultancy services, strong and consistent system implementation support in Hong Kong/ implementation team is self-owned implementation team or subcontractor/ implementation experience of consultants on average.

c) The Contractor shall have at least FIVE (5) successful experiences in performing the Services from CIC or other governmental organisations in the past THREE (3) years as of Tender Closing Date. The FIVE (5) successful experiences shall not be from the same organisation. The Contractor shall provide detailed information of relevant project experience in of the Service to demonstrate their capability to successfully deliver the proposed/ relevant solutions. The information should include:

i. Project title and description

ii. Client information

iii. Project scope

iv. Project duration

v. Role and responsibilities

vi. Outcomes and success metrics.

5.2 **Proposed Service Team**

a) The Contractor's service team (except administrative support staff, if any) shall have the experience of undertaking projects of similar nature and scope to those required in this Service.

b) The Contractor shall propose the project team structure and provide CVs of key service team members, including the Project Manager, Solution Architect, Business Analyst, AI Engineer, Developer, Quality Assurance Team, sub-contractor(s) and other relevant roles, if applicable, along with their corresponding relevant qualifications (if any), project experience (as described in Section 5.2), and the commitment of resources (i.e. full-time/ part-time with man-hours stated) for this Service.

c) The service team shall work under the same time zone as the CIC Hong Kong office for system implementation and future maintenance support.

d) The Contractor shall maintain the same service team with all identified team members throughout the Service. In the event, for reasons beyond its control, the Contractor is unlikely to provide or maintain any key team member specified in the Technical Proposal or Project Plan approved by the CIC, the Contractor should report to the CIC as soon as practicable and propose for the CIC's approval of a substitute with equivalent experience and qualifications of the personnel who is leaving the service team. The Contractor shall acknowledge that any changes of members in the service team shall not discharge the Contractor's obligations under this Service.

e) The Contractor shall submit a detailed Manning Schedule in the Technical Proposal, showing the quantity of each type of manpower (i.e. number of persons and man-days) to be deployed on each of the major deliverables listed in Section 4.1.10. The Manning Schedule shall as a minimum include the following information in table format:

i. Deliverable name (as listed in Section 4.1.10)

ii. Role / Position

iii. Total man-days / man-hours allocated to that deliverable

iv. Full-time or Part-time commitment

The Manning Schedule shall be consistent with the proposed project team structure, the overall man-day input of each team member, and the Proposed Programme for Service Delivery.

5.2.1 **Project Manager**

The proposed Project Manager shall have the experience listed below:

a) At least **TEN (10)** years of IT experience including at least **FIVE (5)** years of experience in relevant projects during the past 5 years.

b) Proven track record of managing projects of similar scale, scope and complexity.

c) Strong communication and leadership skills with experience in stakeholder management.

d) Certification in Project Management Professional (PMP)/ Certified Associate in Project Management (CAPM)/ PMI Agile Certified Practitioner (PMI-ACP) is preferred, but not mandatory

5.2.2 **Solution Architect**

The proposed Solution Architect shall have the experience listed below:

a) At least **FIVE (5)** years of IT experience in the relevant projects during past 5 years.

b) Proven track record of enterprise solutions delivery;

c) Certification in Dynamics 365, Cloud Solution Architect and AI Engineering is preferred, but not mandatory.

5.2.3 **Business Analyst**

The proposed **Business Analyst** shall have the experience listed below:

a) At least **FIVE (5)** years of IT experience in the relevant projects during past 5 years.

b) Proven track record of enterprise solutions delivery;

5.2.4 **AI Engineer**

The proposed AI Engineer shall have the experience listed below:

a) At least **THREE (3)** years of IT experience in the relevant projects during past 3 years.

b) Proven track record of data engineering and data modelling

c) Proven track record of enterprise AI solutions delivery;

d) Certification in Cloud AI Engineering is preferred, but not mandatory.

5.2.5 **Developer**

The proposed Developer shall have the experience listed below:

a) At least **FIVE (5)** years of IT experience in the relevant projects during past 5 years.

b) Proven track record of enterprise solutions delivery;

c) Certification in Dynamics 365 and Cloud is preferred, but not mandatory.

5.2.6 **Quality Assurance Team**

The proposed Quality Assurance Team shall have the experience listed below:

a) At least **TWO (2)** years of IT experience in the relevant projects during past 2 years.

b) Proven track record of quality assurance in AI projects

5.3 **Contractor Management**

a) The Contractor shall be directed and supervised by the CIC. The Contractor should allocate sufficient resources to complete the Service according to the Project Plan as approved by the CIC.

b) The Contractor shall obtain the necessary sign-off from the CIC on all project milestones, where appropriate, to ensure that each phase/ activity is completed to the CIC's satisfaction before advancing to subsequent stages.

5.4 **Sub-contractor Management**

a) Unless otherwise provided for in the Service, the Contractor shall not, without the prior written consent of the CIC, assign, transfer, sub-contract or otherwise dispose of any of its interests, rights, benefits or obligations under the Service. The performance of the Service by the Contractor shall be personal to it. Any person purportedly appointed by the Contractor as an agent shall be treated as sub-contractors for the Service.

b) The engagement with third parties, whether for the supply of products (e.g., systems, applications) or services, involves the processing of Personal Data. In such cases, whether the third party is a separate data user or a data processor, their engagement shall obtain the CIC's prior written consent.

c) Award of the Service does not signify the CIC's acceptance of any sub-contracting proposal set out in the Assignment Brief.

d) The CIC may impose conditions either to be complied with by the Contractor and/ or any proposed sub-contractors before giving any approval under Clause 5.4 above including without limitation the

execution of a subcontractor's undertaking by the proposed sub-contractor in favour of the CIC in such form and substance to be prescribed by the CIC.

e) The Contractor shall remain fully liable and shall not be relieved from any of its obligations hereunder by entering into any sub-contract for the performance of any part of the Service. The Contractor shall be responsible for all acts, defaults, omissions and neglect of any of its officers, employees, agents, sub-contractors (at whatever level), and employees and agents of any such sub-contractor as if they were its own.

f) No additional fee or expenses rendered locally or overseas for the provision of any specialist or sub-contractor services required for the satisfactory completion of the Service shall be payable by the CIC.

6 Payment Schedule

6.1 Upon receipt and satisfactory acceptance of the deliverables by the CIC, the Contractor shall be paid in accordance with the following payment schedule within 30 calendar days of the receipt of the invoices subject to verification of the invoice. The payment schedule is as follows:

Payment Stage	**Project Deliverables / Milestone**	**Phase Delivery** (Phase 1 – Company Portal and Pre-approved List Application Portal); Phase 2 – Full Operation Platform and Remaining Modules)	**Payment Schedule (%)**
C1a	Completion and Approval of Project Initiation Document and Project Plan of the Deliverables mentioned in 4.1.10 of the Assignment Brief by CIC	Phase 1	5%
C1b		Phase 2	10%
C2a	Completion and Approval of SA&D of the Deliverables mentioned in 4.1.10 of the Assignment Brief by CIC	Phase 1	10%
C2b		Phase 2	10%
C3a	Completion of Development, Testing, and Deployment stages of the	Phase 1	10%

Payment Stage	Project Deliverables / Milestone	**Phase Delivery** (Phase 1 – Company Portal and Pre-approved List Application Portal); Phase 2 – Full Operation Platform and Remaining Modules)	Payment Schedule (%)
C3b	Deliverables mentioned in 4.1.10 of the Assignment Brief by CIC	Phase 2	10%
C4a	Completion of TWELVE (12) weeks nursing period, knowledge transfer and update of all documentations to the final version, subject to the approval by CIC	Phase 1	5%
C4b		Phase 2	10%
C5a	Completion of Security Risk Assessment and Auditing (SRAA) and Privacy Impact Assessment reports with the endorsement from the CIC's Cybersecurity team	Phase 1	5%
C5b		Phase 2	10%
C6	Commencement of ONE (1) year maintenance period	/	15%
	TOTAL		**100%**

Optional Items / Additional Items as requested and confirmed by the CIC		
O1	On actual basis upon satisfactorily receipt or approve respective optional / additional item by the CIC	100%
O2	Commencement of Additional ONE (1) year maintenance period	100%

6.2 The percentages of payment do not imply or indicate the relative or absolute amount of resources and expenses to be spent by the Contractor to produce the concerned deliverables and to complete the tasks and services of the Project.

7 Technical Proposal

Please refer to condition of tender.

8 Technical and Fee Evaluation

Please refer to condition of tender.

9 Third Party Risk Security Assessment Requirements

Notwithstanding the tender evaluation outcome, the successful tenderer shall, during project delivery and prior to the solution or service being deployed into production or otherwise becoming operational for CIC, satisfactorily complete CIC's Third-Party Risk Assessment. The assessment is intended to validate the security posture of the delivered solution and the contractor’s compliance with CIC’s security requirements and contractual obligations.

Failure to satisfactorily complete the assessment, including the timely remediation of any identified deficiencies to CIC's satisfaction, may result in the withholding of project acceptance, completion sign-off, milestone payments, project termination or the exercise of any other contractual remedies available to CIC.

Annex A – Compliance Table

The Contractor shall reflect the level of compliance with all mandatory requirements and features, using the compliance table provided in this Annex. **Please note that failing to complete the compliance tables, or providing a 'Non-Compliant' response to any mandatory requirement, may lead to disqualification.**

Compliance Type	Description	May Require Extra Cost/ Effort
FC	**Fully Compliant**: The proposed solution meets the requirement as is, without any need for changes or adjustments.	No
BC	**Compliant by Configuration**: The proposed solution can meet the requirement through configuration settings.	Yes, if applicable
RC	**Compliant but Require Customisation**: The proposed solution can meet the requirement, but it requires customisation.	Yes, if applicable
OF	**Optional supported Feature:** Feature requiring additional license/subscription.	Yes, if applicable
RM	**RoadMap Planned**: The proposed solution does not currently meet the requirement, but there is a clear plan in the roadmap to include this functionality in the future (within 12 months).	No
NC	**Non-compliant or functionality is not provided**: The proposed solution does not meet the requirement and the functionality is not provided.	No
ALT	**Alternative Counter Proposed**: The contractor proposes an alternative solution to meet the requirement.	No

Section No. in Assignment Brief	Section	Sub-section	Compliance Type	No. of Man-day for Configuration/ Customisation/ Modification (if applicable)
Section 3.1	Overall Scope			
Section 3.2.1	Functional Requirements	General Requirements		
Section 3.2.2	Functional Requirements	Business Requirements		
Section 3.2.3	Functional Requirements	Tentative To-be Process Flow		
Section 3.2.4	Functional Requirements	User Interface and User Experience (UI/UX)		
Section 3.2.5	Functional Requirements	Company Portal for Company Identity Authentication with the Integration with the Funding Application and Pre-approved List Portal		
Section 3.2.6	Functional Requirements	CITF Application Portal		
Section 3.2.7	Functional Requirements	Pre-approved List Application Portal		
Section 3.2.8	Functional Requirements	Funding, Pre-approved Item and Case Management Portal (Internal Operation Platform)		
Section 3.2.9	Functional Requirements	[OPTIONAL] Calculation Engine		
Section 3.2.10	Functional Requirements	AI Engine		
Section 3.2.11	Functional Requirements	Role-based Access Control		
Section 3.2.12	Functional Requirements	Overall Integration Requirements		
Section 3.2.13	Functional Requirements	Data Migration Requirements		
Section 3.2.14	Functional Requirements	Language of the Platform		

Section No. in Assignment Brief	Section	Sub-section	Compliance Type	No. of Man-day for Configuration/ Customisation/ Modification (if applicable)
Section 3.2.15	Functional Requirements	License and Subscription		
Section 3.2.16	Functional Requirements	Maintenance and Support		
Section 3.2.17	Functional Requirements	Security Risk Assessment & Auditing (SRAA)		
Section 3.2.18	Functional Requirements	Privacy Impact Assessment (PIA)		
Section 3.2.19	Functional Requirements	Intellectual Property (IP) Rights and Source Code Ownership		
Section 3.2.20	Functional Requirements	Non-Disclosure Agreement		
Section 3.2.21	Functional Requirements	Knowledge Transfer		
Section 3.2.22	Functional Requirements	Optional Services		
Section 3.3	Standardized Technical Requirements		Please fill in Annex B Standard Non-Functional Requirements Checklist	
Section 3.4	Standardized Non-functional Requirements		Please fill in Annex B Standard Non-Functional Requirements Checklist	
Section 3.5	Project-specific Technical Requirements			
Section 3.6	Project-specific Non-functional Requirements			
Section 3.7	Security Requirements		Please fill in Annex C CIC ITD Security Terms	
Section 4	Project Management Requirements			

Annex B – Standard Non-Functional Requirements Checklist

The Contractor shall reflect the level of compliance (refer to the compliance type in Annex A) with all non-functional requirements, using the compliance table provided in this Annex. The Contractor shall provide a justification for each BC, RC, OF, RM, ALT and N/A entry, each of which the CIC will assess against the intent of the original requirement.

Please note that failing to complete the compliance tables, or providing a 'Non-Compliant' response to any mandatory requirement, may lead to disqualification.

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-SPSC-01	Service Performance & System Capacity	Service Performance	Y	Y	Y	Ability to provide Service Level Agreement ("SLA") related to service performance, availability, maintenance and support. The service performance SLA shall articulate the performance expectation and SLA for the various functions within the application as applicable - for example, transaction time, page response time, report generation time, etc. The support hours with a minimum of 99% availability, channels and languages. The downtime for system upgrades should be minimised and comply with the agreed SLA. The Contractor shall provide their calculation on availability.	1			
IT-SPSC-02	Service Performance &	Service Performance	Y	Y	Y	Ability for user to access the system anytime and anywhere, including ability to support worldwide access	3			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
	System Capacity					via mobile/ outside-of-office network (no regional boundary on the access location).				
IT-SPSC-03	Service Performance & System Capacity	Service Performance	Y	Y	Y	Ability to complete transparent backup (i.e., no response latency should occur during normal business usage).	3			
IT-SPSC-04	Service Performance & System Capacity	System Capacity	Y	Y	Y	Ability to support at least the estimated number of concurrent users stated in Section 3.3Standardised Technical Requirements of the Assignment Brief, without degradation in performance. The Contractor shall provide detailed documentation outlining the system's architecture, scalability, and the specific measures in place to ensure this level of concurrent user support.	3			
IT-SPSC-05	Service Performance & System Capacity	System Capacity	Y	Y	Y	Ability to migrate all data on the relevant existing systems, and data necessary to fulfil the functional requirements to the new system accordingly.	3			
IT-SC-01	Scalability	System Scalability	Y	Y	Y	Ability to support both horizontal and vertical scale up and down according to the changing transaction volume and growth of business in the future. Please specify which scaling approach below will be adjusted for	2			

<table>
<tr><th colspan="8">General Non-Functional Requirements</th><th colspan="3">Contractor's Response with the Compliance Type</th></tr>
<tr><th>Req Ref</th><th>Technical Area</th><th>Sub Category</th><th>SaaS</th><th>PaaS</th><th>IaaS</th><th>Technical Requirement Description</th><th>Priority (1-3)</th><th>Solution Module</th><th>Requirement Compliance</th><th>Remarks</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td></td><td>this project based on the nature of this project:
<table><tr><th>Non-auto scaling</th><th>Auto-scaling</th></tr><tr><td>On-premises infrastructure</td><td>Cloud-based infrastructure</td></tr><tr><td>Static, predictable usage</td><td>Variable, unpredictable traffic</td></tr><tr><td>Fixed resources on a single server</td><td>Dynamic scaling of multiple instances based on resource needs</td></tr><tr><td>Controlled, predictable costs</td><td>Variable costs based on actual usage</td></tr><tr><td>Simplified management</td><td>More complexed but efficient resource management</td></tr></table></td><td></td><td></td><td></td><td></td></tr>
<tr><td>IT-US-01</td><td>Usability</td><td>Compatibility & Accessibility</td><td>Y</td><td>Y</td><td>Y</td><td>Ability to support browsers on Windows, Mac, iOS, and Android platforms including but not limited to Edge's latest version (including mobile version), Chrome's latest version (including mobile version) and Safari's latest version (including mobile version)</td><td>3</td><td></td><td></td><td></td></tr>
</table>

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
						Connections shall be provided through API calls, file transfer and any other protocols shall be going through the client's private network/ secure VPN/ cloud backbone network. All connections that are transporting data should be encrypted. All data at rest should be encrypted.				
IT-US-02	Usability	Compatibility & Accessibility	Y	Y	Y	Ability to support data input and display in Unicode covering English and optional for Traditional Chinese, Simplified Chinese, and the Hong Kong Supplementary Character Set (HKSCS).	3			
IT-US-03	Usability	Compatibility & Accessibility	Y	Y	Y	Ability to use without client installation to user's computer. If there is any component or module of the proposed system that has to be installed on the user's local computer and run as a client application in Windows or Citrix. The Contractor shall provide details including the client OS (e.g. Windows) version supported.	1			
IT-US-04	Usability	Configurability	Y	Y	Y	Ability to provide customisation development tools for database, screen, function, report, interface customisations and workflow. The Contractor shall provide details on the tools.	1			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-IN-01	Integration	System Interface	Y	Y	Y	Ability to provide capabilities to extract full set of data and delta set of data to reporting tools.	3			
IT-IN-02	Integration	System Interface	Y	Y	Y	Ability to support single source of truth to maintain data traceability and integrity across modules.	3			
IT-IN-03	Integration	System Interface	Y	Y	Y	Ability to support real-time or near real-time system interfaces between functional modules and external systems for data tracking/transfer purposes. If a real-time interface cannot be configured, the Contractor shall articulate how frequently its time-based interface can be set.	2			
IT-IN-04	Integration	System Interface	Y	Y	Y	Ability to support batch job, including: including: - Bulk data import and export using interface files in CSV, JSON, DAT or delimited format. The bulk import/export mode shall allow configuration on its execution schedule and frequency; - Report generation scheduling; and - Export generated reports to email, with job results and success/ error result log provided. The Contractor shall state any limitation if not applied to all tables and fields.	3			
IT-IN-05	Integration	System Interface	Y	Y	Y	Ability to support web services for system interface. The Contractor shall specify the supported	2			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
						standards (e.g. XML, SOAP, WSDL).				
IT-IN-06	Integration	System Interface	Y	Y	Y	Ability to provide procedures (e.g. cryptographic techniques) to protect exchanged information from interception, copying, modification, misrouting and destruction.	3			
IT-OM-01	Operation Management	System Maintenance	Y	Y	Y	Ability to provide centralized and full-functioned web interfaces for administration, monitoring, and configuration of the entire system.	3			
IT-OM-02	Operation Management	System Maintenance	Y	Y	Y	Ability to have their own monitoring solution with proactive notifications sent to CIC regarding system availability or system degradation. The monitoring/ reporting parameters should align with defined SLAs in the agreement.	3			
IT-OM-03	Operation Management	System Maintenance	Y	Y	Y	Ability to cover the following operations: - Service start-up and shutdown - Backup and restore - Monitoring and control - Other day-to-day operation tasks - Business continuity (server level and site failure)	3			
IT-OM-04	Operation Management	System Maintenance	Y	Y	Y	Ability to support configuration deployment without manual intervention if the system requires an application client.	3			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-OM-05	Operation Management	System Maintenance	Y	Y	Y	Ability to provide functions to rollback the deployed release to the last stable version. The Contractor should articulate the impact on end-user data if the system is rolled back in terms of data integrity and accuracy.	3			
IT-OM-06	Operation Management	System Maintenance	Y	Y	Y	Ability to provide functions to package and deploy a new release of selective configuration items to all available environments (i.e., production, testing and development) of the application	3			
IT-OM-07	Operation Management	System Maintenance	Y	Y	Y	Ability to generate alerts on system outage and events requires attention. The Contractor should articulate details of their alert mechanism and tools including escalation levels.	3			
IT-OM-08	Operation Management	System Maintenance	Y	Y	Y	Ability to provide means to view the performance of the System and identify peak loading triggered by the user.	2			
IT-OM-09	Operation Management	System Maintenance	Y	Y	Y	Ability to provide the descriptions of how they administer their servers/hardware (e.g. backup).	3			
IT-OM-10	Operation Management	System Maintenance	Y	Y	Y	Ability to describe the maintenance and upgrade processes of their cloud-based SaaS solutions, and the corresponding effect on service availability	2			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-OM-11	Operation Management	System Maintenance	Y	Y	Y	Methodology for system implementation process and bug fixing.	3			
IT-OM-12	Operation Management	Data Management	Y	Y	Y	Ability to support online full system and data backup on a daily basis, and support online incremental data backup on a daily basis. It must adhere to the client's backup retention policies. The Contractor must adhere to restore SLA. The Contractor must also provide information on how backup is encrypted or secured.	3			
IT-OM-13	Operation Management	Data Management	Y	Y	Y	Ability to provide daily backup to CIC and able to restore the backup upon CIC's request.	3			
IT-OM-14	Operation Management	Data Management	Y	Y	Y	Ability to articulate the handling approach on system data if the client is no longer using and subscribing to the SaaS service. (e.g. How will client retrieve the master data back? How will the data be purged?)	3			
IT-OM-15	Operation Management	Data Management	Y	Y	Y	Ability to propose data archiving SLAs and recommended best practices (e.g. Duration, process) for client's review and approval.	3			
IT-OM-16	Operation Management	Development Support	Y	Y	Y	Ability to provide the system coding to CIC.	1			
IT-OM-17	Operation Management	System Maintenance	Y	Y	Y	Ability to provide recovery strategy, performing annual testing and review etc	2			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-IA-01	Infrastructure & Architecture	Infrastructure & Architecture	N	N	Y	Ability to provide or propose online monitoring tools for bandwidth throughput and latency issues.	2			
IT-IA-02	Infrastructure & Architecture	Infrastructure & Architecture	N	N	Y	Ability to articulate for review and approval what intrusion detection and prevention and anti-virus/malware tools they are using.	3			
IT-IA-03	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to include web application firewall features and meet client's requirements for regular scanning/ penetration test/ patch management.	3			
IT-IA-04	Infrastructure & Architecture	Infrastructure & Architecture	N	Y	Y	Ability to be willing to undergo a regular code scanning to prevent programming faults.	3			
IT-IA-05	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to support Microsoft ADFS3.0 or SAML2.0 for IAM management.	3			
IT-IA-06	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to provide multiple environments, i.e., production, testing and development.	2			
IT-IA-07	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to comply with Personally Identifiable Information (PII) standards when the data copied from the production environment for use in the replica environment. PII data will need to be either masked or replaced with pseudo data in the replica environments Production PII data should be	3			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
						replaced with pseudo data for the purpose of testing in non-production environments. The Contractor should provide an overall data map of how data is used, if it is encrypted during transport and at rest. The Contractor should articulate the data retention process for the replica environment e.g. can this be purged based on CIC requirements.				
IT-IA-08	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to determine the location (at least the region) of data for all available environments (i.e., production, testing and development) of the application and backup by CIC.	3			
IT-IA-09	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to enforce application integrity, data integrity (referential integrity in database tables and interfaces, and information integrity (during data transformation).	3			
IT-IA-10	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	Ability to provide operating system access control such as Unique IDs for OS users, OS accounts under password policies control, data at rest encryptions etc	3			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
IT-IA-11	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	The Contractor shall adopt the following technologies, if applicable, for: - Authentication: - API management: Mulesoft - Source Code management: GitPlatform	2			
IT-IA-12	Infrastructure & Architecture	Infrastructure & Architecture	Y	Y	Y	The Contractor may adopt the following technologies, if applicable, for: - Database: - Programming language: - DevOps tool: Github Actions Please provide your suggested technologies and rationale in the remarks if other technologies are used. CIC hold the ultimate decision to adopt the suggested technologies or not.	2			
IT-SU-01	Sustainability	Product Roadmap	Y	Y	Y	Ability to provide a clear product roadmap with minimum 6-month timeframe to indicate company's focus on product development. For example: major updates and unsupported versions.	3			
IT-SU-02	Sustainability	Release Management	Y	Y	Y	Ability to provide notifications, guidelines and support on product release by listing out the details. For example: required process time/downtime for the release, impacts (e.g. new features/functions/bugfix), impacts of not applying (e.g. versions de-	3			

General Non-Functional Requirements								Contractor's Response with the Compliance Type		
Req Ref	**Technical Area**	**Sub Category**	**SaaS**	**PaaS**	**IaaS**	**Technical Requirement Description**	**Priority (1-3)**	**Solution Module**	**Requirement Compliance**	**Remarks**
						supported) and rollback procedures. The release shall be interpreted as, including but not limited to, product upgrade (e.g. 2.x to 3.x), major updates, regular patches and bug fix.				
IT-SU-03	Sustainability	Release Management	Y	Y	Y	Ability to provide the historical records on typical product/solution cycle (e.g. previous version lifespan), how frequently it requires a major system update, and any alternative support plan for the desupported product version.	3			
IT-SU-04	Sustainability	Patch Management	Y	Y	Y	Ability to articulate hardening guidelines performed on the infrastructure of cloud components.	2			

Annex C – CIC Security Requirements

The information provided in this Annex forms part of CIC's Security Compliance Assessment. This is a MANDATORY PREREQUISITE for a proposal to proceed to the scored technical assessment. The assessment will be conducted on a **pass/fail basis** and will not carry any technical assessment marks.

Unless otherwise stated, the security requirements set out in this Annex are project and solution delivery requirements. The Contractor shall **demonstrate how the applicable controls will be designed into, implemented within, integrated with, and operated** as part of the proposed solution and associated services delivered to CIC. Responses should therefore demonstrate not only the Contractor's internal security capabilities and practices, but also how the requirements will be fulfilled through the proposed solution, services, or project deliverables. Requirements relating to the Contractor's own governance, certifications, policies or information security management systems shall be assessed as evidence of organisational capability and maturity.

To satisfy the Security Compliance Assessment requirements, the Contractor shall state the applicable compliance type. Compliance type FC/BC/RC/OF/NC/NA is applicable in this Annex.

The Contractor shall, in the "Requirement Compliance" and "Control Implementation Description" columns, **declare its level of compliance** with each applicable security requirement using the compliance categories provided below, and **clearly explain how the requirement will be implemented, configured, operated, or otherwise fulfilled** within the proposed solution and services.

The quality, completeness and level of detail provided in the "Control Implementation Description" column will be considered during evaluation. Contractors are therefore encouraged to provide clear and sufficiently detailed explanations to demonstrate how the requirement is met within the proposed solution and service delivery model.

Any applicable requirement assessed as Non-Compliant (NC) may result in disqualification.

Compliance Type	Description	May Require Extra Cost/ Effort
FC	**Fully Compliant**: The proposed solution meets the requirement as is, without any need for changes or adjustments.	No
BC	**Compliant by Configuration**: The proposed solution can meet the requirement through configuration settings.	Yes, if applicable
RC	**Compliant but Require Customisation**: The proposed solution can meet the requirement, but it requires customisation.	Yes, if applicable
OF	**Optional supported Feature:** Feature requiring additional license/subscription.	Yes, if applicable
NC	**Non-compliant or functionality is not provided**: The proposed solution does not meet the requirement, and the functionality is not provided.	No
N/A	**Not Applicable**: The requirement is not relevant or does not apply to the proposed solution within the given context or scope of assessment.	No

The Contractor would be assessed as not satisfying the Security Requirement Compliance Assessment requirements where:

(i) One or more applicable security requirements are assessed as NC;

(ii) Security Compliance Pack are incomplete or left blank;

(iii) Responses are generic, irrelevant, contradictory, misleading, or otherwise fail to adequately explain how the applicable security requirements will be satisfied; or

(iv) Insufficient information is provided to enable CIC to reasonably determine whether the applicable security requirements will be satisfied.

Failure to satisfy the Security Compliance Assessment requirements would result in the tender submission being rejected or disqualified at CIC's sole discretion. CIC reserves the right to assess any response as NC where the supporting remarks or evidence provided are deemed insufficient, unjustified, or irrelevant to the requirement. The Contractor shall complete this Annex and submit it as a separate submission pack titled “Security Compliance Pack” under the “Technical Proposal” on or before the Tender Closing Date.

Where the Contractor claims to hold a valid ISO/IEC 27001 or GB/T 22080 certification covering the same scope of delivery, services, operational environment, or activities relevant to the proposed engagement; and /or a publicly verifiable SecurityScorecard rating of "B" or above (or equivalent rating at the time of tender submission), supporting evidence shall be submitted together with their proposal for verification.

CIC Security Requirements			**Contractor's Response**		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
AST-01	Asset Inventories	Mechanisms exist to perform inventories of technology assets. Baseline Requirements: - Maintain an accurate, up-to-date inventory of all current systems, applications and services in use; - Identify all authorized software products with supporting business justification; - Inventory shall be maintained at sufficient granularity for tracking and reporting purposes; - Include organization-defined information necessary for effective property accountability; - Make inventory available for review and audit by designated CIC personnel upon request.			
BCD-04	Contingency Plan Testing & Exercises	Mechanisms exist to conduct tests and/or exercises to evaluate the contingency plan's effectiveness and the organization's readiness to execute the plan. Baseline Requirements: - Conduct contingency plan tests or exercises at least annually or upon significant system changes; - Document test results, identified gaps and remediation actions; - Provide evidence of testing (e.g. test reports, exercise records) to CIC upon request			
BCD-06	Data Backups	Mechanisms exist to create recurring backups of data, software and/or system images, as well as verify the integrity of these backups, to ensure the availability of the data to satisfying Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs). Baseline Requirements:			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		- The Contractor shall provide backup capability that supports data restore to any specified date within the agreed data retention period; - Backup method is not prescribed — full, incremental or differential backups are all acceptable provided restore capability is demonstrated; - The Contractor shall demonstrate ability to meet CIC's defined RTO and RPO; - The Contractor shall document backup approach, frequency and retention period in the Technical Proposal;			
CAP-02	Performance Monitoring	Automated mechanisms exist to centrally-monitor and alert on the operating state and health status of critical systems, applications and services. Baseline Requirements: - Implement centralised monitoring and alerting covering availability, performance and health status of all critical components; - The Contractor shall demonstrate scalability capability to accommodate growth in usage or data volume — the specific scaling approach (horizontal, vertical or otherwise) is not prescribed; - The Contractor shall commit to meeting CIC's defined SLA and performance benchmarks under both normal and peak load conditions; - Specific performance metrics (e.g. response time, throughput, concurrent users) shall be documented in the Technical Proposal;			
CFG-01	System Hardening Through Baseline Configurations	Mechanisms exist to develop, document and maintain secure baseline configurations for technology platforms that are consistent with industry-accepted system hardening standards. Baseline Requirements: - [Cloud] Provide completed ISO and PCI columns of the Cloud Controls Matrix (cloudsecurityalliance.org); - Implement configurable idle time / inactivity timeout with automatic logoff; - Describe implemented internal best practices for Cyber Security risk control (e.g. CIS Critical Controls).			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
CLD-03	Application & Program Interface (API) Security	Mechanisms exist to ensure support for secure interoperability between components with Application & Program Interfaces (APIs). Baseline Requirements: - [Where API is used] Implement and document API security best practices in accordance with OWASP API Security Top 10; - [Where Not Applicable] Declare in writing if no APIs are used in the solution.			
CLD-05	Multi-Tenant Environments	Mechanisms exist to ensure multi-tenant owned or managed assets are designed and governed such that provider and customer (tenant) user access is appropriately segmented from other tenant users. Baseline Requirements: - Arrange cloud services or resources dedicated to CIC in separate and independent subscriptions from other customers; OR - Build solution under CIC's own tenant; - Provide mechanism for dedicated cloud resources to be accessible only from CIC on-premises offices by VPN or IP whitelisting, where applicable;			
CLD-06	Data Handling & Portability	Mechanisms exist to ensure cloud providers use secure protocols for the import, export and management of data in cloud-based services. Baseline Requirements: - Facilitate encryption / masking for data-in-storage, provided by cloud service provider, application vendor or CIC; - Provide full specification for data extraction and migration, including tooling and data formats; - Clearly state pricing structure if charges apply for data extraction or migration services.			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
CLD-07	Sensitive Data In Public Cloud Providers	Mechanisms exist to limit and manage the storage of sensitive/regulated data in public cloud providers. Baseline Requirements: - Identify and declare all categories of sensitive/regulated data stored in public cloud environments; - Data residency shall comply with CIC's requirements — data to be primarily stored in the Hong Kong region unless otherwise agreed in writing; - Implement controls to prevent unauthorized access to sensitive data stored in public cloud.			
CRY-01	Transmission Confidentiality	Cryptographic mechanisms exist to protect the confidentiality of data being transmitted. Baseline Requirements: - All data transmissions shall use HTTPS with TLS 1.2 or above; strong cipher suites shall be applied; - Apply SSL/TLS encryption for sensitive data transmission when integrating with third-party systems; - Specify cipher suites and transport layer security protocols in the Technical Proposal; - All connections to the solution shall enforce HTTPS; HTTP redirect chains shall be avoided.			
CRY-03	Encrypting Data At Rest	Cryptographic mechanisms exist to prevent unauthorized disclosure of data at rest. Baseline Requirements: - Apply AES-256 or equivalent industry-standard encryption to all data at rest, including backup copies, databases, cloud storage and mobile devices; - Encryption keys for sensitive data stored in cloud storage shall be managed by CIC.			
CRY-04	Cryptographic Key Management	Mechanisms exist to facilitate cryptographic key management controls to protect the confidentiality, integrity and availability of keys. Baseline Requirements: - All access to sensitive data and cryptographic keys shall be strictly controlled and tracked via audit trail;			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		- Encryption keys for CIC's sensitive data stored in cloud shall be managed by CIC; - Document key management approach, rotation schedule and access controls in the Technical Proposal.			
DCH-07	Ad-Hoc Large File Transfers	Mechanisms exist to secure ad-hoc exchanges of large digital files with internal or external parties. Baseline Requirements: - All large file transfers shall use secure, encrypted channels; - Transfer activities shall be logged and auditable; - Apply data protection measures covering transfer, retention and removal of information.			
DCH-08	Media & Data Retention	Mechanisms exist to retain media and data in accordance with applicable statutory, regulatory and contractual obligations. Baseline Requirements: - Provide automatic data purging function for both production and backup data upon lapse of retention period or CIC's request; - All data shall be deleted within ONE (1) month upon contract termination; - Hardware disposal (including storage devices) shall comply with Hong Kong Personal Data (Privacy) Ordinance (PDPO) — all data shall be securely and permanently erased; - Describe procedures for removable media disposal.			
DCH-10	Transfer of Sensitive and/or Regulated Data	Mechanisms exist to restrict and govern the transfer of sensitive and/or regulated data to third-countries or international organizations. Baseline Requirements: - Data shall be primarily stored in the Hong Kong region; - No sensitive data, including backup copies, shall be transferred outside Hong Kong without CIC's prior written agreement; - Apply encryption for all sensitive data transfers.			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
END-01	Endpoint Protection Measures	Mechanisms exist to protect the confidentiality, integrity, availability and safety of endpoint devices. Baseline Requirements: - Implement endpoint protection on all devices used to access or process CIC data; - Controls shall include device encryption, access control and activity logging.			
END-02	Prohibit Installation Without Privileged Status	Automated mechanisms exist to prohibit software installations without explicitly assigned privileged status. Baseline Requirements: - Software installation shall require administrator-level authorization; - Unauthorized installation attempts shall be blocked and logged.			
END-03	Malicious Code Protection (Anti-Malware)	Mechanisms exist to utilize antimalware technologies to detect and eradicate malicious code. Baseline Requirements: - Deploy up-to-date anti-malware solutions on all relevant endpoints and servers; - Malware detection events shall be logged and reported to CIC upon request			
GOV-01	Cybersecurity & Data Protection Governance Program	Mechanisms exist to facilitate the implementation of cybersecurity & data protection governance controls. Baseline Requirements: - Establish, implement and maintain an ISO27001 certification or an Information Security Management System (ISMS), together with documented cybersecurity and data protection governance structures, policies and procedures relevant to the service; - Assign clear roles and responsibilities to support the implementation and oversight of cybersecurity and data protection controls; - Support compliance with applicable statutory, regulatory and contractual cybersecurity and data protection requirements; - Provide information, documentation and evidence reasonably required by CIC to demonstrate the effectiveness of governance controls; - Facilitate periodic review, monitoring and continuous improvement of cybersecurity			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		and data protection measures.			
IAC-01	Identification & Authentication for Organizational Users	Mechanisms exist to uniquely identify and centrally Authenticate, Authorize and Audit (AAA) organizational users and processes acting on behalf of organizational users. Baseline Requirements: - Support Single-Sign-On (SSO) protocols including SAML, OpenID Connect and OAuth 2.0 for MFA integration with CIC's identity and access management service; - Confirm whether user accounts will be set up and managed within an Active Directory environment; - [If SSO not supported] Assign a privileged account to CIC's designated administrator for managing permissions and access control lists.			
IAC-02	Identification & Authentication for Non-Organizational Users	Mechanisms exist to uniquely identify and centrally Authenticate, Authorize and Audit (AAA) third-party users and processes that provide services to the organization. Baseline Requirements: - Same SSO and MFA integration requirements as IAC-01 apply to third-party users; - Confirm access management arrangements for all third-party user accounts.			
IAC-03	Multi-Factor Authentication (MFA)	Automated mechanisms should exist to enforce Multi-Factor Authentication (MFA). Baseline Requirements: - Enforce MFA for: remote network access; third-party system access; non-console access to critical or sensitive data systems; - Support SSO with SAML, OpenID Connect and OAuth 2.0 for MFA integration with CIC's identity management service.			
IAC-04	User Provisioning & De-Provisioning	Mechanisms exist to utilize a formal user registration and de-registration process that governs the assignment of access rights. Baseline Requirements: - System shall facilitate an administrator role to create user accounts with security levels lower than their own;			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		- Support security settings with effective start and end dates for pre-scheduled access changes; - Support "forget password" function for locally-created user accounts, accessible by users and system administrators.			
IAC-05	Role-Based Access Control (RBAC)	Mechanisms exist to enforce a Role-Based Access Control (RBAC) policy over users and resources that applies need-to-know and fine-grained access control for sensitive/regulated data access. Baseline Requirements: - Support role-based security by system function, organisation structure and/or employee level; - Apply principle of least privilege — access rights shall be necessary and appropriate for each user's responsibilities; - Support role-based, menu-based and function-based security settings; - Role-centric homepages displaying information and dashboards relevant to each role; - Support generation of user access rights reports in user-readable format.			
IAC-06	Password-Based Authentication	Mechanisms exist to enforce complexity, length and lifespan considerations to ensure strong criteria for password-based authentication. Baseline Requirements: - Password complexity shall follow CIC's password standard; - Support configurable login password policy (e.g. force change on first login; change every 3 months; auto-disable after 6 months of inactivity); - Password policy shall be definable and configurable by system administrators to fulfil CIC's required password protection standard.			
IAC-08	Privileged Account Management (PAM)	Mechanisms exist to restrict and control privileged access rights for users and services. Baseline Requirements: - Use of special privileges shall be restricted, controlled and logged; - Privileged access activities shall be auditable and available for CIC review upon request.			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
IRO-03	Incident Response, Chain of Custody & Forensics	Mechanisms exist to perform digital forensics and maintain the integrity of the chain of custody, in accordance with applicable laws, regulations and industry-recognized secure practices. Baseline Requirements: - The Contractor shall preserve and retain all relevant system logs, event records and associated information to support forensic investigations; - Log and evidence integrity shall be maintained to ensure admissibility in legal or regulatory proceedings; - The Contractor shall cooperate fully with CIC or CIC-appointed forensic investigators upon request; - Forensic investigation support shall be provided within a timeframe agreed with CIC.			
MON-02	Centralized Collection of Security Event Logs	Mechanisms exist to utilize a SIEM, or similar automated tool, to support the centralized collection of security-related event logs. Baseline Requirements: - Centrally collect and retain security event logs for a minimum period agreed with CIC; - Implement alerting mechanisms for critical security events; - Log data shall be available for CIC review and forensic investigation upon request.			
NET-01	Layered Network Defenses	Mechanisms exist to implement security functions as a layered structure that minimizes interactions between layers of the design. Baseline Requirements: - Describe the defence-in-depth network security architecture in the Technical Proposal; - Security layers shall avoid dependence by lower layers on the functionality or correctness of higher layers.			
NET-02	Boundary Protection	Mechanisms exist to monitor and control communications at the external network boundary and at key internal boundaries within the network. Baseline Requirements:			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		- Define and enforce rules restricting connections to only required ports and services for business functions; - Propose adequate network security policies ensuring usability and integrity of network and data.			
NET-03	Data Flow Enforcement – Access Control Lists (ACLs)	Mechanisms exist to implement and govern Access Control Lists (ACLs) to provide data flow enforcement that explicitly restricts network traffic to only what is authorized. Baseline Requirements: - Restrict connections to only required ports and services for business functions; - Document and maintain ACL rules governing all authorized network traffic flows.			
NET-04	Network Segmentation	Mechanisms exist to ensure network architecture utilizes network segmentation to isolate systems, applications and services. Baseline Requirements: - Establish clear network zoning distinguishing authorized from unauthorized access; - Implement controls to block access from unauthorized locations (e.g. non-approved home networks).			
NET-06	Remote Access	Mechanisms exist to define, control and review organization-approved, secure remote access methods. Baseline Requirements: - Document all approved remote access methods and associated security controls; - Remote access shall be protected by MFA and encrypted channels; - Remote access activity shall be logged and auditable.			
NET-08	Data Loss Prevention (DLP)	Automated mechanisms exist to implement Data Loss Prevention (DLP) to protect sensitive information as it is stored, transmitted and processed. Baseline Requirements: - Describe DLP capabilities covering sensitive data at rest, in transit and in use; - DLP policy violations shall be logged and reported to CIC.			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
NET-09	DNS & Content Filtering	Mechanisms exist to force Internet-bound network traffic through a proxy device for URL content filtering and DNS filtering. Baseline Requirements: - Implement DNS and content filtering to restrict user access to dangerous or prohibited Internet sites; - Propose adequate network security policies ensuring usability and integrity of network and data.			
RSK-02	Data Protection Impact Assessment (DPIA)	Mechanisms exist to conduct a Data Protection Impact Assessment (DPIA) on systems that store, process and/or transmit Personal Data (PD) to identify and remediate reasonably-expected risks. Baseline Requirements: - The Contractor shall, at its own cost and expense, engage an independent, certified third-party service provider that is registered under the Standing Offer Agreement for Quality Professional Services (SOA-QPS) scheme and possesses the appropriate qualifications, skills and relevant experience to conduct the Privacy Impact Assessment (PIA), in accordance with the latest PCPD PIA Leaflet. CIC reserves the right to review and approve the proposed PIA service provider and may reject the proposed service provider if CIC considers that the scope of services, qualifications, relevant experience, independence or past performance is unsuitable for the engagement. - Submit PIA report to CIC's project manager; remediate all findings before project launch; provide retest evidence confirming resolution; - The Contractor shall clear up any legal implications regarding the system operation by adding proper disclaimers, statements, and measures to the system for personal data collection and sharing ,complying with Hong Kong PDPO; - PIA report shall include: project description; data process cycle analysis; privacy risk identification; mitigation measures and consideration of less privacy-intrusive alternatives have been considered and where appropriate, why they have not been adopted. - CIC reserves the right to further engage an independent consultant, auditor or tool to			

CIC Security Requirements			Contractor's Response		
Req Ref	**Sub Category**	**Security Requirements Description**	**Requirement Compliance - Compliance Type (FC/BC/RC/OF/ NC/NA)**	**Control Implementation Description**	**Remarks**
		conduct a Privacy Impact Assessment (PIA) whenever CIC considers it appropriate, at the Contractor's cooperation and facilitation. If consultants, auditors or tools propose any recommendations for the platform/system/website/solution: Baseline Requirements: - The Contractor shall submit an action plan to CIC for approval within FIVE (5) working days after acceptance of reports, or any other time specified by CIC; - Once CIC approves the action plan, the Contractor shall implement all actions within the agreed period, at its own cost and expense.			
RSK-03	Risk Assessment	Mechanisms exist to conduct recurring assessments of risk that includes the likelihood and magnitude of harm, from unauthorized access, use, disclosure, disruption, modification or destruction of the organization's systems and data. Baseline Requirements: - The Contractor shall, at its own cost and expense, engage an independent, certified third-party service provider that is registered under the Standing Offer Agreement for Quality Professional Services (SOA-QPS) scheme and possesses the appropriate qualifications, skills and relevant experience to conduct the Security Risk Assessment and Audit (SRAA) of the platform, system, website or solution at the commencement of the project lifecycle. CIC reserves the right to review and approve the proposed SRAA service provider and may reject the proposed service provider if CIC considers that the scope of services, qualifications, relevant experience, independence or past performance is unsuitable for the engagement. The SRAA service includes: - The Preliminary assessment at the beginning of the project. - Risk Assessment during project execution including Risk Identification, Risk Analysis, Risk Evaluation, Risk Treatment; and System Risk Registers. - Code Scan, Configuration Review, Penetration Test, and Vulnerability Scan during the development process. - Remediation shall be taken for all findings; and retesting shall confirm resolution to			

CIC Security Requirements			Contractor's Response		
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		CIC's satisfaction. - SRAA report shall include at minimum: - Introduction and background; - Executive summary; - Assessment scope, objectives, methodology, timeframe and assumptions; - Current environment/system description with network diagrams; - Security requirements; - Risk assessment team details; - Summary of findings and recommendations; - Risk analysis results (assets, threats, vulnerabilities, impact, likelihood, risk levels); - Recommended safeguards with cost/benefit analysis; - Conclusions; - Annexes: general control review checklist, vulnerability scanning report, penetration testing report, asset identification and valuation results. If consultants, auditors or tools engaged by the Contractor or CIC propose recommendations for the platform/system/website/solution: Baseline Requirements: - The Contractor shall submit an action plan to CIC for approval within FIVE (5) working days after acceptance of reports, or any other time specified by CIC; - Once CIC approves the action plan, the Contractor shall implement all actions within the agreed period, at its own cost and expense. The SRAA shall, in accordance with the latest version of the Practice Guide for Security Risk Assessment & Audit, Practice Guide for Mobile Security, and Practice Guide for Cloud Computing Security as published by the DPO.			
RSK-05	Risk Remediation	Mechanisms exist to remediate risks to an acceptable level to ensure ongoing compliance. Baseline Requirements: - The Contractor shall provide support to fix any issues reported by CIC's cybersecurity			

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		team or CIC-appointed security assessor; - Response and remediation timelines shall be agreed with CIC prior to project commencement.			
SEA-01	Alignment With Enterprise Architecture	Mechanisms exist to develop an enterprise architecture, aligned with industry-recognized leading practices, with consideration for cybersecurity & data privacy principles that addresses risk to organizational operations, assets, individuals and other organizations. Baseline Requirements: - Implement anti-DDoS protection at infrastructure, network and application layers; - Design solution, data schema and data storage with minimal impact on personal privacy; comply with Hong Kong PDPO; - Describe the design's compliance with PCPD's six data protection principles in the Technical Proposal; - Be aware of applicable data protection regulations (GDPR, PIPA, BASEL, etc.); promptly discuss any compliance questions with CIC before proceeding.			
TDA-01	Secure Coding	Mechanisms exist to develop applications based on secure coding principles. Baseline Requirements: - [WEB] Adopt OWASP Top 10 web application security practices; - [WEB] Implement secure cookie flags and appropriate HTTP Security Headers (CSP, permissions policy); - [WEB] Adopt CAPTCHA or equivalent bot protection on all input pages; - [WEB] Conceal all system and application information (platform type, technology, version) from public disclosure; - All passwords entered on screen shall be disguised and not used for any purpose other than authentication;			
TDA-02	Separation of Development, Testing and Operational Environments	Mechanisms exist to manage separate development, testing and operational environments to reduce the risks of unauthorized access or changes to the operational environment. Baseline Requirements:			

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		- Maintain separate production, testing and development environments with appropriate access controls for each; - Access management shall cover all available environments of the application; - Production data shall not be used in non-production environments without explicit written approval from CIC.			
TDA-04	Use of Live Data	Mechanisms exist to approve, document and control the use of live data in development and test environments. Baseline Requirements: - Use of live/production data in non-production environments requires explicit written approval from CIC; - Where approved, apply appropriate data masking or anonymisation before use; - All instances of live data use in non-production environments shall be documented and auditable.			
TPM-06	Third-Party Management	Mechanisms exist to mitigate the risks associated with third-party access to the organization's systems and data. Baseline Requirements: Data & Service Location Transparency: - Disclose locations of data, development and delivery centres; provide contingency plans if centres are in geopolitically sensitive areas; - Inform CIC of options for storing data, servers and applications in various geographical locations (e.g. Hong Kong, China, Europe); - Disclose locations of engineers, sub-processors and sub-contractors; document mitigating steps and emergency response plans for geopolitically sensitive locations; - Notify CIC of any changes in development or support locations for products or services in use; - Information portability in case of change of Third/Forth Party or insourcing shall be defined; Network & Access Security - Provide separate private network access (site-to-site VPN available) for secure			

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		communication with CIC's systems; - The Contractor can only access types, services or classifications of information authorised by CIC; Authority & Vendor Access: - State procedures when an authority requires access to data and associated systems; explain how data jurisdiction influences these procedures; - Declare whether vendor access (including sub-processors and engineers) to CIC data is required; if so, seek CIC approval and maintain access activity logs (reason, data accessed, duration); - Confirm whether CIC is informed of any data access activity before, during and/or after such access; Third-Party Security Assurance: - Complete and pass CIC's Third-Party Security Risk Assessment (TPSRA) prior to commencement of service and at intervals required by CIC; - Achieve and maintain a SecurityScorecard rating of B or above, or an equivalent external security posture rating accepted by CIC. - Remediate identified security findings within timelines agreed with CIC, based on risk severity; - Ensure personnel with access to CIC data or systems receive regular cybersecurity and data protection awareness training, including secure access practices and data handling obligations. Incident Response & CIC Support: - Establish and maintain documented incident response procedures applicable to incidents affecting CIC data, systems or services; - Notify CIC without undue delay upon detection of any actual or suspected security incident that may impact CIC; - Cooperate with CIC during incident investigation, containment, eradication and recovery activities, including provision of relevant logs, information and impact			

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		assessments upon request; - Designate incident response contact point(s) to support timely coordination with CIC during security incidents.			
VPM-01	Vulnerability Remediation Process	Mechanisms exist to ensure that vulnerabilities are properly identified, tracked and remediated. Baseline Requirements: - Address emergency/critical vulnerabilities within ONE (1) months or a period agreed with CIC; - Provide support to fix issues reported by CIC's cybersecurity team.			
VPM-02	Software & Firmware Patching	Mechanisms exist to conduct software patching for all deployed operating systems, applications and firmware. Baseline Requirements: - Describe the patch management process in the Technical Proposal; - Apply security patches at least once every 3 months for OS, system services and all third-party components;			
VPM-03	Vulnerability Scanning	Mechanisms exist to detect vulnerabilities and configuration errors by routine vulnerability scanning of systems and applications. Baseline Requirements: - Conduct comprehensive vulnerability scanning (OS + application layer, referencing OWASP Top 10) using third-party assessors or tools before production launch; - Submit scan report to CIC for review and approval; remediate all findings prior to go-live; - Scanning shall cover system (OS) vulnerabilities and application vulnerabilities.			

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VPM-04	Penetration Testing	Mechanisms exist to conduct penetration testing on systems and web applications. Baseline Requirements: - Conduct security penetration testing through to API and integration level with business applications in the ecosystem; - Submit penetration test report to CIC; all findings shall be remediated and retested before production launch.			
WEB-01	Web Application Firewall **(WAF)**	Mechanisms exist to deploy Web Application Firewalls (WAFs) to provide defence-in-depth protection for application-specific threats. Baseline Requirements: - Deploy WAF with capability to block access by IP address and detect/block suspicious traffic patterns; - Implement anti-DDoS protection to protect the application against external attacks.			
AI-01	AI Related Controls	Mechanism should exist to assess AI risks and impacts at application and agent level during design phase and prior to production. All critical and high risks should be mitigated prior production release.			
AI-02	AI Related Controls	Mechanism should exist to define, document, and control the intended use, approved scope, AI system functionalities and capabilities, limitations, assumptions, and dependencies/integrations of the AI system.			
AI-03	AI Related Controls	Mechanism should exist to enforce least privilege, permission boundaries, and controllability over AI agents, inter-agent interactions, tools, connectors, and action execution.			
AI-04	AI Related Controls	Mechanism should exist to ensure AI systems are evaluated and tested prior to production deployment and after material changes, with a baseline requirement that solutions achieve not less than 80% accuracy based on evaluation criterias proposed by the vendor and approved by CIC.			
AI-05	AI Related Controls	Mechanism should exist to maintain sufficient AI-specific audit logs for traceability including but not limited to AI interactions, executions, retrivals, tool calls, guardrail events and errors, supporting accountability, troubleshooting, incident investigation, and audit review.			

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AI-06	AI Related Controls	Mechanism should exist to monitor AI application and agent behaviour in production, including performance, security events, violations, abnormal usage, and drift.			
AI-07	AI Related Controls	Mechanism should exist to protect AI systems and agent components, data, prompts, memory, context, inter-agent and inter-components interactions, integrations, and supporting technologies from unauthorized access, disclosure, manipulation, misuse, or compromise.			
AI-08	AI Related Controls	Mechanism should exist to validate and support validation of AI outputs and control unsafe, misleading, unauthorized, biased, or inappropriate responses before downstream use or user reliance.			

Annex D – Business and functional requirements

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
1 Application Portal	Daily operation maintenance	Bug fixing	Generation of bug report by users and the vendor shall be notified accordingly		Timely bug fixing	Generation of bug report automatically and the vendor shall be notified.
		Regular updates	Provision of user-friendly UI for admin. users to update easily e.g. add/ modify application form/ fields/ attachment easily without need for changing coding		Updating of description, wordings, links, Application Framework and Terms and Conditions, Important Notes	All attachment shall be changed from coding line to 'file' upload with a user-friendly UI for admin. Users
	Regular enhancement	New scheme/ Scheme change	Provision of user-friendly UI for admin. users to add/ modify forms/ fields/ attachment	1	Addition or modification of information regarding applicant type	Provision of user-friendly UI for admin. users to add/ modify forms/ fields/ attachment
				2	Addition or modification of categories	
				3	Addition or modification of application forms	
				4	Addition or modification of fields	
				5	Addition or modification of attachment	
				6	Addition or modification of application workflow	
		Change of internal workflow	Provision of user-friendly UI for admin. users to add/ modify checklists/ workflow		a) Change to internal workflow and administration (UI, checklist and workflow)	Provision of user-friendly UI for admin. users to add/ modify checklists/ workflow
	Funding Application	Application by applicants	A more user-friendly and item-by-item application form with necessary guidelines for each field (e.g. sample answers, links to reference materials to be provided next to the relevant fields) with reasonable running speed and AI-initial vetting function	1	Required application data fields and forms for each of the funding categories and funding schemes with guidance for completion (see existing Application Portal and the list of data fields/ information required for the various types of applications). Display a Personal Information Collection (PIC) Statement informing applicants about how their personal information will be collected, used, and stored in compliance with data protection. Implement a consent management checkbox requiring applicants to acknowledge and provide explicit consent of PIC before submitting their application.	Provision of full set of required data fields in the Application Portal to facilitate centralised and complete information submission and storage/ processing Provision of guidance to improve quality and completeness of submission
				2	For non-pre-approved items, provide an e-form in the Portal for the data fields currently	To provide all the required data fields in the Portal to avoid the need

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					required in Form 1 - technical/ product details and local development declaration, allow submission of PPT and videos, data sheet, test reports, award details, client's reference letter etc. (see Pre-approved List Application Module)	for multiple documents submission
				3	For sole agent products without price comparison available, provide alternative for applicant to opt for application based on published approved product price.	To provide such option per the recent MC-CITF-endorsed streamlined application procedures
				4	Attachment shall be appended to the relevant data field with self-explanatory file name (e.g. ID123-Quotaion1, ID123-Quotation 2) (control by specific upload field or re-writing the file names by system)	Every file shall be made specific and identifiable by its name
				5	Applicant shall be prompt for missing/ wrong information (e.g. outdated NAR1, not on specified consultant list, etc.) (i.e. information completeness and integrity checking by the system with AI capability)	Initial screening by the system to avoid invalid applications
				6	The application form and relevant submission documents shall be kept at CITF sharepoint automatically in specified pattern similar to existing practice (it depends on the file structure of the Portal, i.e. relevant case information can be centralised and found easily when needed like the existing sharepoint)	Automation
				7	Applicant shall be given the amendment right to wrong entries when pointed out by CIC in subsequent queries with audit trail	The duty shall rest on the applicants and the CIC shall just check
		Calculation engine *[OPTIONAL]—see cl. 3.2.9]*	Automatic calculation of remaining fund ceiling balance of an applicant for both the CITF team members and the relevant applicants *Required only if CIC takes up the Optional Calculation Engine. If not taken up, remaining-ceiling display may be*	1	Calculate fund ceiling balance by scheme and display the calculation steps to show how the fund balance is derived. The figure should be up-to-date. The figures for both approved and vetting in process should be shown.	An automatic and customizable calculation engine shall be provided
				2	The parameters (i.e. variables governing the calculation) of the engine should be customizable (e.g. cofund ratio, per-tech cap,	Self-amendment function for the calculation parameters or simple logic shall be provided

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
			manual / imported and is outside this item.		etc) in a user-friendly UI.	
				3	CITF staff should be able to check the figures with one-click (per-technology, per-company or per-project caps shall be made available).	Automatic ceiling calculation function shall be provided
				4	Applicants should be able to check the figures in their UI (per-technology, per-company or per-project caps shall be made available for the applicants but which ones are to be disclosed shall be subject to review on associated risk)	Fund ceiling self-checking function shall be provided for applicants
				5	Offer functionality to export the calculation breakdown into various formats (e.g., PDF, Excel) for offline review or presentation purposes. Automatic capture of snapshot of the fund ceiling balance upon completion of the vetting. All snapshots of the funding ceiling shall be given the cut-off date and time in the report and the names of applicants and shareholders involved and archived in the Application Portal. Allow to archive a history of calculations and changes, ensuring that officers can trace back and review previous computations.	To automate the fund ceiling balance sheet
				6	Allow officers to input hypothetical data or assumptions to see how different scenarios impact the overall calculation.	To enable such function in the Internal Operation Platform
				7	Allow user to generate fund ceiling utilisation status reports by different segments/ parameters e.g. applicant sizes, applicant types, application types, funding categories etc.	To enable automatic fund ceiling utilisation analysis.
				8	Enable bulk update for calculation when scheme has changed	
	Pre-approved Product List View and Expression of Interest to Vendor (Funding	A platform enabling the applicants to view all pre-approved products and show interest to	Provision of an UI in the Funding Application Module for applicants to view all pre-approved products / training to facilitate selection and application and expression of interest to the product vendors	1	For pre-approved products, allow applicants to view product details of similar products side-by-side in the Portal including the Approved Product Price list and allow checkbox selection for auto-filling the product information in the application form	A one-stop service shall be provided
				2	Provide an UI built-in the Application Portal for	To provide a vendor database and a

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
	Application)	vendors for pre-approved products			applicants to express interest to relevant product vendors which shall consists of the followings: a) a vendor database for each of the pre-approved products based on vendors' own registration, CIC's input or AI-enabled automatic input from quotations received in the Application Portal *[OPTIONAL]*; b) a product list for applicants to select the target product; c) Once a product is selected, the list of available vendors shall be shown d) Applicant can select all or multiple vendors from the vendor list to express interest in the product to the relevant vendors. e) Once the applicant confirmed the selection, the system shall send out an email notification in standard template (to be provided by the CIC) to the relevant vendors requesting them to approach the applicants (the notification shall include the PA code, product name, applicants' contact information, date of expression of interest). f) The relevant vendors (pre-registered or user-identified) shall be notified about the interest expression but the vendors cannot reply via the CIC system g) The system shall log whether the applicant has used the Application Portal for expressing interest for statistic purpose.	platform for applicants to communicate with vendor to provide quotations
				3	*[OPTIONAL]* - Applicants generally know their project needs but may not know their remaining funding balance or available pre-approved products. The system shall allow applicants to input a short project description. - The system shall then automatically analyse the input, company profile, remaining funding quota and pre-approved product list to	*[OPTIONAL]* Allow applicants to input a short project description so that AI can provide targeted product/scheme recommendations, thereby improving application quality, reducing invalid submissions and enhancing overall funding utilisation efficiency.

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					recommend the most suitable funding schemes and products.	
	Application Change Management	Change application and management workflow	A change application and management module for applicant to raise withdrawal request and change request with administration processing workflow	1	The applicant shall be allowed to submit change request (including withdrawal) after the approval e.g. change of approved items, projects, quantity, withdrawal by whole application or by item in standard template (to be provided by the CIC). The standard form shall include auto-/ pre-filled details of the approved applications including product name, qty., amounts of approved items, approved project title, project duration, technology adoption period etc. against which the applicant can provide details of changes requested and the justification. Display a Personal Information Collection (PIC) Statement informing applicants about how their personal information will be collected, used, and stored in compliance with data protection. Implement a consent management checkbox requiring applicants to acknowledge and provide explicit consent of PIC before submitting their application. Require users to confirm their intent with a clear warning about the consequences of withdrawal, such as loss of right to submit Disbursement Request upon withdrawal	To include the application and vetting workflow in the Internal Operation Platform to centralise the data storage and record
				2	The case handler shall assess and change request and conduct Q&A as necessary in the Internal Operation Platform. There shall be standard categorisation of reasons for withdrawal (to be provided by the CIC) for statistics purpose. Once completed the vetting, the Approver shall be notified automatically upon change of the vetting status. The approval path shall be defined by the user. The Approver shall complete the approval and be able to make comments on item basis. Once the Approver	ditto

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					completed the review and made the decision, the relevant parties shall be notified automatically, i.e. in case approved/ rejected, the applicant will be notified in standard email templates (to be provided by the CIC); or if there are follow-up required by the case hanlder, the case handler will be notified automatically.	
				3	Work step tracking system shall be made available to keep track of each step of the work including outstanding response to applicant, reply to CIC queries, vetting/ approval completion etc. at specified times. There shall be alerts and automatic reminders.	An alert system to avoid delayed handling shall be provided
				4	Upon approval of the change request, the approved details in the database shall be updated such that the stats/ dashboard/ reports/ tracking system for outstanding DR submission etc. will reflect the latest situations.	To automate the database updating work across different functional modules
	Case vetting (Funding Application)	Vetting of funding application by CIC including Q&A process (See Q&A Function below)	Auto-assingment function		Enable auto case assignment for certain types of applications defined by users based on pre-defined rules e.g. type of applications, even distribution among specified officers etc. Allow specified officers to manually assign cases or reassign cases to other officers as needed. Real-time availability status of all officers shall be made available.	To enable auto-assignment to improve efficiency to shorten the processing time.
			A more user-friendly UI consisting of specific standard checklists for the specific type of applications/ funding schemes designed to enable minimum input by the vetting officers and reviewers including one-to-one data-field specific reference supporting documents and auto case summary generation, auto notification workflow and status updating.	1	A more user-friendly checklist for vetting officers including the risk factor checklist with links to the case-specific reference materials e.g. the applicable version of the Application Framework, Terms and Conditions, Guide to Applications and Operation Manual shall be provided and necessary guidelines for each field (e.g. requirements, guiding questions/ factors of consideration for that particular field) and prompting function for missing checking result (i.e. vetting of completeness of checking results	Full workflow and set of reference / supporting documents shall be in Portal and there shall be completeness checklist to avoid missing vetting items/ results

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					by system and risk factors checking by CIC officers)	
				2	Supporting document shall be made data-field-specific (i.e. the required documents shall be shown/ available right next to the relevant data field)	Automatic pairing up data-field/ comment/ supporting document to avoid manual input or locating. Full set of supporting documents shall be available in the Internal Operation Platform without cross reference to other locations
				3	The system shall immediately alert the Vetting Officer upon detecting any missing or incorrect information. This includes discrepancies such as mismatched items or descriptions (e.g., applicant's name/product name in the quotation, qty/price in the quotation not matching those entered in the application form). This functionality enables automated checking of information completeness and integrity using AI-powered validation.	Automatic initial checking of the system
				4	Auto generation of case summary for non-pre-approved items in specified standard templates.	To generate the summary automatically
				5	Vetting status shall be updated automatically with time stamp once submitted to Reviewer/ Approver (i..e pending review/ pending approval) (according to user-defined submission path depending on the specific set of criteria e.g. type of applications and proposed fund grant amount)	Allow admin. user (not case officers) to define the review/ approval path by types or other user-defined criteria
	Case review (Funding Application)	Review of funding application by CIC	A more user-friendly UI for reviewer including point-to-point review / comment function and auto case summary generation function and auto notification to approver/ case handler of the review results.	1	Review shall be made data-field-/ document-specific (i.e. point-to-point)	Comments on specific data field shall be made field-specific for easy reference and locating
				2	Automatic input of the case information in specified format for relevant VSCs (BIM, ACT, MiC and MPD) upon completion of review.	Automatic input in specified format to save time
				3	Case status shall be updated when the review is completed (either reviewed, pending approval or reviewed with comments for case officer to follow-up). Time stamp shall be there for cases	Automatic notification

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					reviewed or pushed back to case officers with automatic notification to case officers	
	Case approval (Funding Application)	Approval of Funding application by CIC	Case-specific approval workflow with Automatic application result notification generation and status updating.	1	Once reviewed, automatically notify the approver (according to user-defined path for specific types of funding applications). Apart from a free text box, the approval shall be able to make mark-up comments on specific data-field as required.	Automatic notification on individual case basis and provision of data field-specific comment function to simplify the input required and shorten the processing time
				2	For applications requiring the approval by Vetting Sub-committee or Management Committee on the CITF, selection of applications and auto generation of case summary (template to be provided by the CIC) in a batch shall be enabled.	To allow batch case summary for batch approval
				3	Email to committees shall be enable in the Internal Operation Platform for bulk approval.	To allow this function in Internal Operation Platform to improve efficiency and allow centralised storage of data
				4	Reply by committees shall be saved in the respective case folders and a centralised place designated for circulation to committees for internal view only	To centralise the storage and management of all data in the Internal Operation Platform
				5	Once approved, the case status shall be updated in the admin. interface (i.e. Approved by approver) with time stamp and automatically notify case officer	Automatic notification
				6	Once approved by approver, automatically issue the result notification (i.e. approval / rejection letter) to the applicant one-by-one (i.e. case by case instead of batch by batch) with email notification to applicants and update the case status with the notification letter at the frontend of the Portal	Automatic notification to case officers and applicant and keep the copy in the Portal
				7	The approval letter template shall be made customisable.	To allow customisation of templates in the system
	Disbursement Request (DR)	Submission by applicants	A more user-friendly and 'approved-item-specific' DR form with necessary guidelines for each fields and review and	1	Required application data fields and forms of DR for each of the funding categories and funding schemes with guidance for completion	Provision of full set of required data fields in the Application Portal to facilitate centralised and complete

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
			approval workflow		(see existing Application Portal and the list of data fields/ information required for the various types of applications). Display a Personal Information Collection (PIC) Statement informing applicants about how their personal information will be collected, used, and stored in compliance with data protection. Implement a consent management checkbox requiring applicants to acknowledge and provide explicit consent of PIC before submitting their application.	information submission and storage/ processing
				2	A more user-friendly and 'approved-item-specific' DR form with necessary guidelines for each fields (e.g. sample information/ documents required (quotation, invoice, DN, receipt, bank transfer record), links to reference materials e.g. Guide to Applications to be provided next to the relevant fields; applicant shall be given the amendment right to wrong entries when pointed out by CIC in subsequent queries with audit trail)	The approved items shall be listed one-by-one with the respective unit and total fund grant to applicant to specify which items the DR is being applied for; Provision of guidance to improve quality and completeness of submission
				3	Functions to guide and alert applicants similar to those for funding application shall be provided, i.e. attachment shall be appended to the relevant data field with self-explanatory file name (e.g. ID123-DR1-Invoice, ID123-DR1-receipt etc.); prompt for missing/ wrong information; keeping the DR form and relevant submission documents in CITF sharepoint in specified pattern similar to existing practice	Submitted info. and files shall be saved automatically in the right folders without manual input. Applicants shall make good wrong entries themselves.
				4	The system shall immediately alert the Vetting Officer upon detecting any missing or incorrect information. This includes discrepancies such as mismatched items or description (e.g. applicant's name, product's name) or figures (e.g. qty. or prices) between the invoice and approval letter, or illogical dates (e.g., a Delivery Note date earlier than the Invoice	Automatic initial checking of the system

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					date). This functionality enables automated information completeness and integrity checking through AI-powered validation.	
				5	If instructed under cl. 3.2.12(d), integration with Evaluation Portal to enable automatic dissemination of the evaluation link to the successful applicant upon approval of the application and submission of first DR (i.e. there is evidence that the case should not be withdrawn and will be proceeded to final DR stage); automatic retrieval of evaluation reports from the Evaluation Portal for checking as one of the required documents for approving a final DR and calculating the fund balance for BIM training/ non-local MPD programmes.	*[OPTIONAL — cl. 3.2.12(d)]* If instructed, integrate with CIC eSurvey / Evaluation tools so that, upon approval of the 1st DR, the system identifies eligible cases, generates survey / evaluation links and issues them to the applicant; and, where made available by CIC, retrieves evaluation reports for final DR checking
	Vetting of DR	Vetting of DR by CIC including Q&A process (See Q&A Function below)	A more user-friendly UI consisting of specific standard checklists for the specific type of DRs/ funding schemes designed to enable minimum input by the vetting officers and reviewers including one-to-one data-field specific reference supporting documents and auto notification workflow and status updating.	1	Enable the vetting and Q&A workflow similar to funding application for DR esp. the vetting shall be done item-by-item (i.e. with the approved items and items to be disbursed listed one-by-one with their unit / total fund grant/ disbursed amounts, which shall be accessible by the applicant upon result announcement)	Provide a standard checklist for vetting with risk factors. Provide the balance sheet i.e. breakdown directly in the Portal for easy review.
				2	If instructed, provide a calculation engine for disburse amount (i.e. 100%/ 80%/ 20% of fund grant by default according to the types of applications which shall be custimaizable by Admin. User but can be overridden by vetting officer subject to the actual assessment) *Disbursement amount calculation by the engine is required only if the Optional Calculation Engine is instructed. Payment-list generation in cl. 3.2.8(i)(ii) remains core.*	To provide the calculation engine in the Internal Operation Platform and automate the calculation without the need for uploading the result.
				3	Upon completion of vetting, the vetted DR shall be submitted to specific reviewer/ approver with notification by suitable means. The logic of assignment shall be customisable, initially, according to the no. of DRs pending review/ approval in hand.	To provide assignment function and auto assign function to improve efficiency.

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
	Review of DR	Review of DR by CIC	A more user-friendly UI for review with user-defined workflow logic consisting of data-field specific reference supporting documents and auto notification workflow and status updating.		Enable the review workflow similar to funding application for DR according to the prevailing procedures (i.e. for some specific types of funding applications, review on DR is not required but just spot-checks, data-field-/ document- specific (i.e. point-to-point) review rather than one free-text box difficult for officer to locate the items being referred to in the comments, etc.)	To make the comment simple and straight item-by-item to reduce the need for giving detailed description in comment box.
	Approval of DR	Approval of DR by CIC	A more user-friendly UI for approval with user-defined workflow logic consisting of data-field specific reference supporting documents and auto notification workflow and status updating.		Enable the approval workflow similar to funding application for DR except that no VSC/ MC-CITF engagement is required, i.e. automatically issue the result notification (i.e. email) to the applicant one-by-one (i.e. DR-by-DR instead of batch-by-batch) in standard email template (to be provided by the CIC). But the bank transfer amount shall be notified separately upon bank transfer completion. Once approved by approver, update the case status at the frontend of the Portal as "DR approved, pending transfer" or "DR rejected" and keep the notification email in Portal (the notification shall be made generic e.g. "Please check your CITF Application Portal account for latest approval results of your Disbursement Request for IDXXXX").	To automatically notify DR approval results one by one first and notify the transfer result later.
	Bank instruction generation	Generation of bank instruction for autopay	Automatic bank instruction generation for Finance Department checking		Once a DR is approved, automatically input the DR details of approved DRs in bank-specified format for submission to Finance Department checking and autopay by bank	Automatic input by system to improve efficiency with less errors
	Finance Department Checking	Checking by CIC Finance Department	Automatic report and extraction of necessary required information with workflow for Finance Deparment's approval	1	Generate the reports (DR approval package) required for Finance Checking automatically upon approval of DR in system, i.e. a file consisting of DR form, approval record, Approval Letter, bank statement directly drawn from the Portal with machine checking results for Finance Department spot-check	Automatic input by system to improve efficiency with less errors
				2	Provide an UI for Finance Department to sign	To enable completion of the whole

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					off after checking.	DR checking process in the Internal Operation Platform.
	DR payment notification	Payment notification upon bank transfer	Automatic notification to applicants, status updating and record keeping		Upon bank transfer as reported by importing the list of paid cases in specified format or manual selection from the list of Finance Department-reviewed DRs generated in Portal, issue bulk notification (in standard templates to be provided by the CIC) to applicants on payment made and update the case status of the batches of DR involved in bulk at the frontend of the Portal as "Paid" and keep the notification in Portal. (the notification shall be made generic e.g. "Please be informed that the disbursed amount for Disbursement Request for IDXXXX was transferred to your submitted bank account").	To automatically notify the bank transfer result
	Q&A between CIC and applicant (Funding Application, Disbursement Request (DR) and Pre-approved List Application)	Provision of Q&A functions in the Portal to avoid email communication and keep all records in the same system	Allow in-Portal Q&A between the CIC and applicant.		As listed below	To enable in-Portal Q&A function and keep full Q&A record with automatic status updating/ tracking in the Application Portal for easy reference and centralised storage.
				1	Set-up an application-specific communication channel in the Portal	To provide a communication platform for case-specific tracking in the Portal
				2	CIC can issue queries with enclosure (1 entry for 1 query and data-field-specific to enable 1-to-1 answers and follow-up) (there shall be a time stamp for the whole set of queries), requested reply date (calendar format). Automatically change the status to 'pending information"	To provide a communication platform for case-specific tracking in the Portal
				3	Automatic prompt in applicant's email for new queries with direct access link to Application Portal log-in page (once logged in, applicant shall be directed to that particular application and set of queries); but the applicant cannot reply by email, and Portal shall log whether the applicant has opened and read the query	To provide a communication platform for case-specific tracking in the Portal

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
				4	Applicant shall give answer to each query 1-by-1 with enclosure with time stamp to the whole set of answers; applicant shall be prompt for no answers. Upon reply by applicant, automatically change the status to 'vetting in progress".	On-the-spot query next to the data field / document submitted with prompting function to enable applicants to be clear about what the queries are really about and avoid missing answers
				5	Upon expiry of specified deadline for reply, send out reminder email (a first reminder and a final reminder only for each case) with specified reply deadline and change.	To automate the reminder dissemination
				6	Upon completion of 90-day information submission deadline or the deadline for reply given in the last query, whichever the later, automatically send out 'Notification of Suspension of Case Processing" (i.e. the case status of "Cannot be proceeded due to insufficient information" but not 'Rejected")	Automatic notification to applicant to ensure applicant is made known they failed to provide the requested information by the deadline and avoid the need for VSC submission; Automatic status updating
	Case tracking	Tracking system with dashboard to visualise the current progress of each application and provide necessary alerts to applicant and admin. Users	A comprehensive tracking system for case approval which can track every step in the approval process including vetting, review, approval, result notification, bank transfer etc. with alerts, performance indicators and role-specific dashboard to facilitate tracking, follow-up and monitoring.	1	Provision of sufficient data field to keep track an application, e.g. application date, first query date* , all Q&A dates, last information date, review date (if applicable), approval date, date of submission to VSC (or MC for Pioneering Application), VSC approval date (or MC for Pioneering Application), result notification date. *(pledged and actual)	To provide detailed status for each step for easy monitoring and identification of action required
				2	Provide application status automatically based on action taken in the Portal (frontend and admin. end): application submitted, notification of case handler once assigned, 1st and subsequent queries received, pending information, vetting in progress, pending review, pending approval (CIC or VSC for non-Pioneering Application or MC for Pioneering Application), no. of days remaining from result notification (according to pledge)	To improve transparency of case status for internal monitoring and applicants
				3	Calculate the processing time for each step against the internal or external pledges with	Automatic processing time calculation

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					alerts for monitoring and reporting.	
				4	For specified types of applications which can be defined by users in an user-frienly UI (e.g. application for non-pre-approved items or pre-approved items with an estimated fund grant exceeding $200,000) with complete information submitted (i.e. complete information status/ date logged), automatically issue email and Portal notification to responsible manager for review at 7 days before pledged result notification date	Provide alerts and escalate the cases to ensure pledge compliance
		Post-approval Case (i.e. Approved Project) Tracking	A comprehensive tracking system for approved case status tracking which can track every step in the implementation of approved projects including DR, completion report submissions, annual declaration submission according to specified timeframes, with alerts, reminders, performance indicators and role-specific dashboard to facilitate tracking, follow-up and monitoring.	1	Automiatic reminders, notices, warning, notification of penalty etc. to applicants at specified times for outstanding submission of DR or completion report or annual declaration on compliance with the Terms and Conditions (within the first 3 years from procurement) according to the prevailing Operation Manual (e.g. reminder before the deadline, expiry notice, final reminder, warning, notification of panelty). The parameters, i.e. the different dates due for issuing the different documents/ notification shall be customisable in an unser-friendly UI for users.	Automate the tracking process and centralise the data storage and management
				2	Automatic suspension for new funding applications until the outstanding DR is submitted.	Automate the process and centralise the data storage and management
				3	Automatic case status update with automatic report in dashboard	Automate the process and centralise the data storage and management
				4	Automatic release of the suspension upon submission of the outstanding DR in the system and automatically update the case/ applicant status	Automate the process and centralise the data storage and management
	Data Management, Stats and Reporting	General data management system	A comprehensive data management system to enable efficient retrieval and visualisation of data	1	Data stored in the various modules should be searchable (with comprehensive filtering system), viewable and exportable for master record maintenance	To provide a comprehensive dashboard showing all the status and performance data
				2	Implement version control for each case	To implement version control with

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					document to track changes and updates over time, ensuring the most current information is always available	full log
				3	Provide functionality for case officers to tag documents with specific categories (e.g., business registration certificates, quotation, identification documents) for easier searchability. A user-predefined file naming convention shall be enabled.	To provide tagging function to improve searchability
				4	Enable company relationship diagram (graphical representations (e.g. tree diagram)) including subsidiaries and partners and automatically update based on new data entries or changes to existing company information. This information shall be made available in the vetting module of the funding application and the vendor account management module.	To provide this function to improve visulisation of related companies against potential abuse
				5	Follow the data retention requirements of the CIC and alert users for deadlines for data clearance and enable a approval workflow for clearance with record and audit trial.	To provide this function for auotmatic clearance
		Generation of real-time standard reports in specified format	A comprehensive report generation engine to provide standard reports, customisable reports and full data export.	1	There shall be an officer-specific dashboard for showing the overall application / vetting status and officer-specific case status	To provide a comprehensive dashboard showing all the status and performance data
				2	Auto generation of standard/ pre-defined reports (20 nos. user-defined standard report forms in dashoboard and excel format) and customisable reports including full data export in excel format shall be made available for automatic generation with one-click operation. The standard reports shall be made customisable by the users in a user-friendly UI.	To enable pre-defined report and customisable report generation
				3	Reporting views shall provide different officer levels (e.g., Case Handler, Case Reviewer, Case Approver, Disbursement Officer) with separate access to reporting information relevant to their responsibilities. The level of access will be predefined by manager to ensure that users can	To allow view access control which is more desirable

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					view only the information necessary for their roles e.g. SLA / compliance/ workload/ progress report.	
				4	AI/ LLM to enable generation of report by natural language queries *[OPTIONAL]*	To provide AI to help provide specific data/ stats or report upon request
				5	- AI-enabled Predictive Operations & Risk Dashboard - Identify high-risk application patterns (e.g. sudden rise in rejection rate for specific technology categories or repeated errors by certain applicants) *[OPTIONAL]*	- Automatically generate monthly "Operation Health Report" with suggested optimisation actions (e.g. "Average processing time for BIM scheme is 15 days behind pledge – recommend checklist adjustment") - Configurable automatic alerts sent to responsible officers via email and in-portal notification
	Account management	Applicant user account	Application user account registration, vetting and management system	1	Applicant legal-entity registration, login, password reset and MFA shall be performed in the CIC Company Portal to be designed, developed and deployed under this Service (as specified in Section 3.2.5). The CITF Application Portal shall integrate with the Company Portal via APIs / Okta SSO, map CIC Company ID, and hold only CITF-specific profile data (shareholding, sites, CITF bank account, eligibility flags) per clauses 3.2.5–3.2.6.	To provide a central register of company information for self-served updating without the need for CIC's input.
				2	AI-enabled machine vetting of company details and eligibility (against CIC internal Sub-contractor Registration System, Levy paying contractor database, consultants lists of the government/ professional bodies etc.) with the checking result and eligibility and document expiry dates displayed in the account page. Utilise optical character recognition (OCR) to identify the information from the documents uploaded by applicants.	To provide centralised checking without the need for repeated checking under each application.
		Administration user account	Administration user account registration, assignment and management system	1	Enhance the current role-based access right (i.e. all CITF teammates are accessible to all	To provide the option of case-specific access right

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					applications) to allow case-specific access and action right in case needed (e.g. there is conflict of interest). Provide fine-grained control over permissions for each role, allowing specific actions such as view, edit, delete, and create in data updates and workflows. Different levels of user (e.g., administrator, case officer, reviewer, approver, disbursement officer) will have distinct access permissions (e.g., view-only, edit, no access) for each module. Access rules will be predefined by either the specified Manager or Senior Manager	
				2	Maintain logs of user activities and role assignments to track access and changes made.	
				3	Personal data or sensitive data shall be masked for normal operation and the checking may be done by system with the case officer notified about the checking result.	To limit the extent of data CITF team members can access to 'as required' level
		Vendor user account	Vendor user account registration, vetting and management system	1	Provide a new vendor account registration and management system. Vendors shall be required to provide their company information and contact person information and register the pre-approved items they can provide for implementation of the Pre-approved Product List View and Expression of Interest to Vendor, e-Pre-approved List Application and Pre-approved List database management systems.	To provide a vendor account management system for E-quotation system and Pre-approved List Application and database management
				2	Mass notification to vendors for invitation for participation in promotion events	To provide mass notification in system
		Profile Deactivation	Allow comprehensive profile deactivation capability and workflow	1	Allow users to export their application history and submitted documents, in a structured format (e.g., ZIP) to retain historical records. Require users to confirm their intent with a clear warning about the consequences of deletion, such as loss of access to data and active applications	To enable deactivation function
				2	Profile deactivation should be approved by CIC (workflow and approval path shall be defined	

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					by user)	
				3	Send a confirmation email to the user once the profile has been successfully deactivated	
				4	Upon deactivation, the account will be locked and all on-going application shall be withdrawn	
	Efficient running speed	Fast running speed to provide smooth and efficient application and vetting	Upgrading of necessary hardware / computing power to enable efficient running speed of the Application Portal		Performance shall meet the non-functional requirements in Section 3.4 / 3.6. Hardware, software and cloud subscriptions shall be procured by CIC (cl. 3.2.15). The Contractor shall specify the bill of materials and configure / implement them; it shall not supply the hardware.	To improve the running speed
2 Pre-approved List Application Module	Pre-approved List application	Pre-approved List application by public (vendors)	A comprehensive Application Portal for receiving of Pre-approved List applications		Provide an application portal (or as a module of the new Application Portal) for receiving applications for admission to the Pre-approved List which shall include the required information in the existing pdf form, excel Form 1, and Form 2 - local development declaration form with guidance and sample answers to facilitate application. (See enclosed Form 1 and 2). Display a Personal Information Collection (PIC) Statement informing applicants about how their personal information will be collected, used, and stored in compliance with data protection. Implement a consent management checkbox requiring applicants to acknowledge and provide explicit consent of PIC before submitting their application.	To provide a digital platform for application and internal processing
				2	Auto/ manual assignment function	
				3	Auto creation of case folder and saving of files in sharepoint	
				4	Auto notification of case officer to applicant	
		Internal vetting by case handler	A comprehensive Internal Operation Platform for processing and management of Pre-approved List applications and annual Pre-approved List Review with approval workflow and tracking and	1	Provide vetting function and workflow similar to that of funding application (esp. that for non-pre-approved items); upon completion of vetting, change status as "Under Internal Review" (internal), "Under Vetting" (external)	

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
			reporting system	2	Automatically generation of a product comparison report. This includes a side-by-side comparison of the applicant's product with (i) similar CITF Pre-Approved List products from the CITF database that have been previously approved, and (ii) comparable products currently available in the market with respect to the key attributes (sample will be provided after award of contract) and prices.	
				3	Auto generation of case summary for non-pre-approved items in specified standard templates.	
		Internal review by reviewer	Ditto		Provide review function and workflow similar to that of funding application (esp. for non-pre-approved items) and enable field-specific annotation of comments in the case summary; change status as "Under VSC Review"	
		Q&A by case officer	Ditto		Provide Q&A function and workflow similar to that of funding application and DR (see above)	
		Circulation to VSC	Ditto		Generate case summaries and draft email for circulation (in-Portal) to VSC from selected reviewed applications in Portal; upon report to system on circulation in progress, change status as "Under VSC Review"	
		Circulation to MC	Ditto		Generate case summaries and draft email for circulation (in- Internal Operation Platforml) to MC from selected reviewed applications in Portal; upon report to system on circulation in progress, change status as "Under MC Approval"	
		Tracking and Reporting function (dashboard)	Ditto		Provide a dashboard to show status and alerts and provide reports in pre-defined format or customisable format.	
	Pre-approved List Database	Pre-approved List database containing the information of existing excel	Ditto	1	Provide a platform to store Pre-approved product information which is currently contained in an excel table. The platform shall integrate with the Funding Application Module database such that the funding application data	

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
		with tagging function			can be mapped with the Pre-approved List database to provide necessary insight, report and list of applications recommended for delisting	
				2	Enable regular / ad-hoc updating according to MC's decision	
	Change Management of Pre-approved Items	Change application and management workflow	A change application and management module for applicant to raise delisting request and change request with administration processing workflow	1	The applicant shall be allowed to submit change request (including deslisting request) after the approval e.g. change of approved item's specification, price, sales channel, photos/ description for posting on website etc. in standard template (to be provided by the CIC). The standard form shall include auto-/ pre-filled details of the approved applications including approved product name, description, sales channel, sole agent status, photos/ video/ PPT/ price list posted on website etc. against which the applicant can provide details of changes requested and the justification. Display a Personal Information Collection (PIC) Statement informing applicants about how their personal information will be collected, used, and stored in compliance with data protection. Implement a consent management checkbox requiring applicants to acknowledge and provide explicit consent of PIC before submitting their application. Require users to confirm their intent with a clear warning about the consequences of delisting.	To include the application and vetting workflow in the Internal Operation Platform to centralise the data storage and record
				2	The case handler shall assess and change request and conduct Q&A as necessary in the Internal Operation Platform. There shall be standard categorisation of reasons for withdrawal (to be provided by the CIC) for statistics purpose. Once completed the vetting, the Approver shall be notified automatically upon change of the vetting status. The approval path shall be defined by the user. The Approver	ditto

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
					shall complete the approval and be able to make comments on item basis. Once the Approver completed the review and made the decision, the relevant parties shall be notified automatically, i.e. in case approved/ rejected, the applicant will be notified in standard email templates (to be provided by the CIC); or if there are follow-up required by the case hanlder, the case handler will be notified automatically.	
				3	Work step tracking system shall be made available to keep track of each step of the work including outstanding response to applicant, reply to CIC queries, vetting/ approval completion etc. at specified times. There shall be alerts and automatic reminders.	An alert system to avoid delayed handling shall be provided
				4	For changes requiring the assessment by the Vetting Sub-committee and Management Committee on the CITF, the system shall enable the generation of a case summary in standard template (to be provided by the CIC).	To standard the request format to facilitate committees' review and approval.
				5	Upon approval of the change request, the approved details in the database shall be updated such that the stats/ dashboard/ reports/ tracking system for outstanding DR submission etc. will reflect the latest situations.	To automate the database updating work across different functional modules
	Annual Pre-approved List Review	Annual Pre-approved List Review	A comprehensive Application Portal for processing and management of Pre-approved List applications and annual Pre-approved List Review with approval workflow and tracking and reporting system	1	Automatic invitation to vendors for information updates (product spec., price, distribution channel)	
				2	Automatic reminders to vendors for outstanding reply	
				3	Automatic collection, saving, reporting and analysis of returned information in specified format	
				4	Generate report in specified format	

System	Function	Description	Works required/ user requirements		Specific Functional Requirements	Suggestion
3 Inspection module	Inspection Management	Random and manual case selection function	A comprehensive inspection module to be integrated with the Application Portal for inspection case shortlisting, selection, appointment, inspection form completion, supporting document uploading and submission, review and approval workflow, automatic report generation in dashboard.	1	Provide random case selection based on specified inspection frequencies in the Operation Manual with manual overriding function for specification cases to be inspected on ad-hoc basis	To provide such function and avoid the copy and paste of data to the inspection summary
		Communication between CITF staffs and applicant		2	Provide Q&A function and integrate with the application portal and calendar	To provide a digital platform for internal processing, e.g. Use the D365 e-ticketing integration for communications
		Inspection form		3	Provide digital form to record the information and storage of the files (photos, videos, etc.)	To provide a comprehensive dashboard showing all the status and performance data including the pledge and alerts for outstanding submission or review works
		Report		4	Auto generation of standard/ pre-defined reports (with customisable) and ad-hoc customisable reports including full data export in excel	
		Review workflow		5	Provide a submission and review workflow (case officer submission to M/ SM for review and comments). Follow-up shall be enabled.	
4 Internal CITF Chatbot	Internal CITF AI Chatbot	AI assis tant for internal CITF data queries	Develop a secure AI chatbot with access to SharePoint database and historical data (e.g. emails) for querying applications, products, policies, views from CIC staff/ stakeholders/ committees etc.	1	Support natural language queries on application statistics, product approval history, internal policies, historic documents/ correspondences in the department's various database including Application Portal, sharepoint, TEAMS, emails etc. including summarization of useful reports	Implement Internal CITF Chatbot to centralize knowledge access, reduce redundancy, and improve team efficiency.
				2	Access to abovementioned CITF database.	
				3	Identify previous handlers for same/ similiar applications to prevent duplication and proactively notify users of relevant internal policies	
5 Website	System Integration	Automatic updating according to the Pre-approved List Application Module database	The new Pre-approved List Application Module shall contain the full and up-to-date database of all the Pre-approved Items and status which shall be integrated with the website for automatic updating.		Automatic bulk updating of the three Pre-approved List on the CITF website according to the Pre-approved List Application Module database without the need for manual updating item-by-item	To synchronize the published PAL with the internal DB
6 DAMS	System Integration	Replacement by APOS	Full functions of the existing DAMS shall be enabled in APOS. DAMS operational functions sit in the Internal Operation		The new Application Portal shall be designed to have all the functions of the existing DAMS to become one single platform and database;	Merged all systems and DB into one.

System	Function	Description	Works required/ user requirements	Specific Functional Requirements	Suggestion
			Platform which shall completely replace the existing DAMS with necessary data migration	Contractor shall migrate the records specified in cl. 3.2.12 and provide reconciliation reports. An independent third-party data checker is not a separate deliverable unless instructed as optional work under cl. 3.2.22.	
7 **Email e-Ticketing**	System Integration	Integration with the new Application Portal	The function of the existing e-mail ticketing system shall be integrated with or enabled in the new Application Portal as one single system	Full integration with the new Application Portal to become one single platform and database esp. the Q&A workflow and case tracking system	Merged all systems into one.
8 **General requirement applicable to all systems**	Language Option	Language option availability	Provide multi-language selection options for users and store the preference for future applications	Language options shall follow cl. 3.2.14: public-facing Funding Application and Pre-approved List Application Portals — English, Traditional Chinese and Simplified Chinese; Internal Operation Platform — English only.	To provide comprehensive language option
	Password Recovery	Password Recovery	Allow recovery of password by applicants	Password reset and MFA shall be redirected to the Company Portal Okta interface (cl. 3.2.5, SSO item (iii)).	Retain the current function with enhanced security level
	Progress Saving	Application Progress Saving	Allow applicants to save the application progress	Enable the capability for applicants to save their current progress and resume the application, particularly if additional time is needed to correct document issues.	Retain the current function
	Document Uploading	Flexible and user-friendly uploading function	Allow flexible and user-friendly uploading function to faciliate application submission	Enable drag-and-drop functionality for ease of use; and notify users of successful uploads and any errors. The file size limit for uploading shall be 20Mb max. per document and there shall not be limit on no. of documents	To provide a flexible and user-friendly uploading function
	Submitted Document Snapshot	Snapshot of submitted document as official record	Provide a snapshot of submitted document as official record for both CIC and applicant	The system shall save the version of information and documents in the submitted application. All previous draft versions shall not be kept.	Retain the current function
	Important Notes/ Messages/ Reference Document Posting	Posting function of important notes/ key messages/ reference documents	Provide in the system promintent areas to show important notes/ key messages/ reference documents with updating flexibility	Provide flexibility in the UI for the CIC to post general important notes/ message/ links to reference documents e.g. quotation templates etc.	Users shall be allowed to post by their own when needs arise
	Application	Application	Enable users to update information and	Applicant shall be given the amendment right to	The duty shall rest on the applicants

System	Function	Description	Works required/ user requirements	Specific Functional Requirements	Suggestion
	Data Update	Date Updating	upload new documents.	wrong entries when pointed out by CIC in subsequent queries with audit trail. Approved documents shall be retained with trail as record	and the CIC shall just check

Annex E – CITF Workflow

Current CITF Workflow (As-Is)

LEGEND AND DESCRIPTION

Application Portal
Core platform for Applicant and CITF staff

Offline Handling
Tasks being handled in traditional approach such as email, phone, local server etc. No specific e-platform is included

Evaluation Form Platform
Platform created by ITD to generate survey form for Applicant to provide feedback in CITF fund

CITF — Case Handler: CITF staff who handles case and contact with Applicant
Case Reviewer: Assistant Manager or Above, who reviewing the application vetted by Case Handler
Case Approver: Senior Manager, last approval stage in the CITF operation

Applicant — Entity submit Funding/ Disbursement/ Pre-approved List Application to CITF

Vetting Sub-committee — Four Committees (BIM,ACT,MiC and MPD) with subject expert in approving corresponding fund application and pre-approved list application

Management committee — Committee to oversee the CITF operations

Vendor

File Used in Daily Operation

1. Summary of E-portal (.xlsx)
Master excel spreadsheet for storing funding application data and approval status
2. Summary of Disbursement (.xlsx)
Master excel spreadsheet for storing disbursement application data and approval status.
3. Summary of Pre-approved List Application (.xlsx)
Master excel spreadsheet in SharePoint for storing pre-approved list application data and approval status. Changes in the list will be updated in Website by CITF/ Website vendors

4. SharePoint Progress tracker (.xlsx)
A SharePoint file aims to facilitate team collaboration, supervisor to monitor Case Handler and Case Review performance and regular reporting. It is because collaboration is not allowed for excel Summary (1) to (3) due to data scale, complexity, and low processing speed. Case status such as Vetting by Case Handler, Pending applicant information, Under review by Case Reviewer etc. cannot be reflected in the above excel. This Progress Tracker only show simplified case infomation for team performance monitoring.

Summary of E-portal (.xlsx)

Summary of Disbursement(.xlsx)

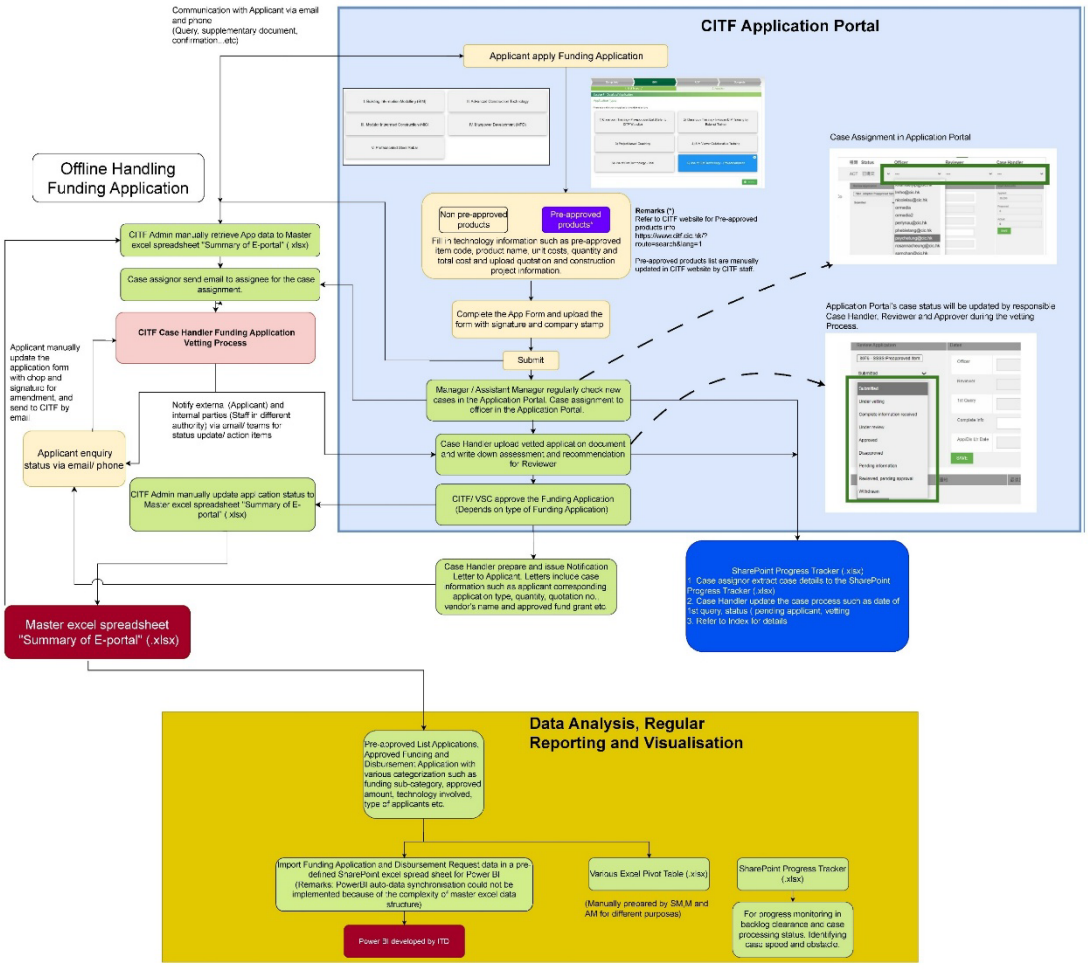
Pre-approved List in summary(.xlsx)

SharePoint Progress Tracker (.xlsx)

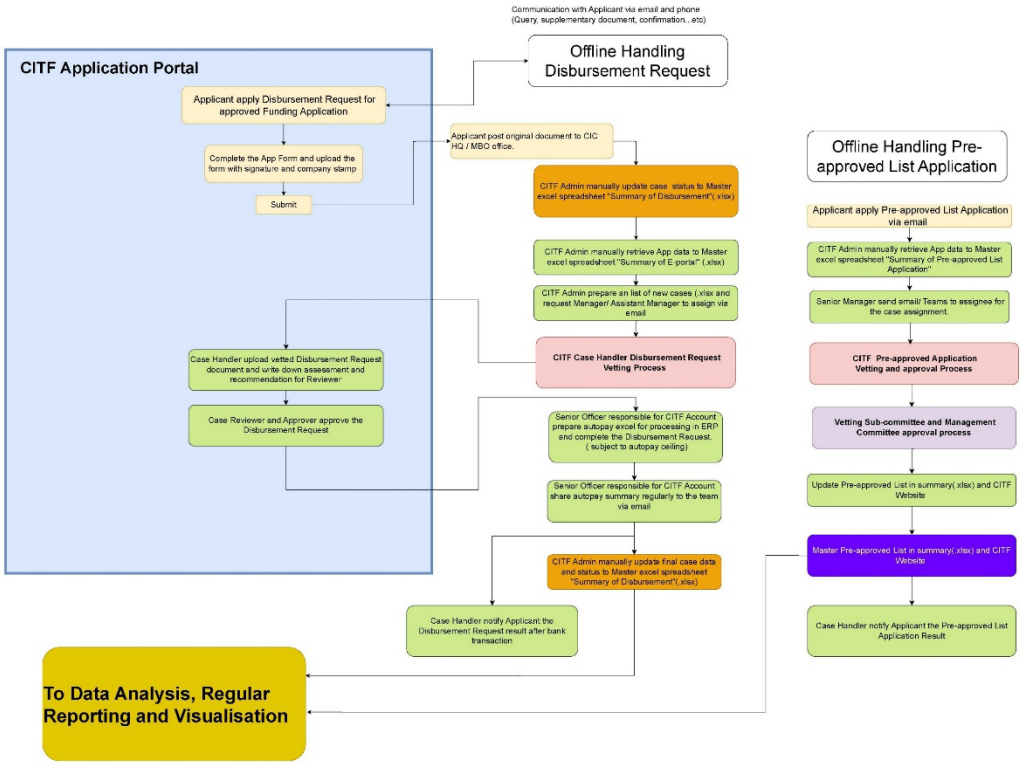
Data required in 4) SharePoint Progress Tracker:	Status explanation:
1. Assigned Date #DDMMYYYY 2. Type of Application #Funding Application / Disbursement Request) 3. Submission ID #for Funding Application only 4. Disbursement Request No. #for Disbursement Request only) 5. Progress / Final DR #for Disbursement Request only 6. Name of Applicant 7. Case Handler 8. Case Reviewer 9. Date of Application #DDMMYYYY 10. 1st query date 11. Last query date 12. Applicant last reply date 13. Completed Info Day 14. Date of review 15. **Status***	1. Not commenced 2. Vetting in progress 3. Pending Applicant Information (initial) 4. Pending Applicant Information 5. Pending review 6. Withdrawn 7. Withdrawn (after approval) 8. Approved 9. Disapproved 10. Vetted - to Recommend for Approval 11. Vetted - to Recommend Rejection 12. Vetted - pending VSC approval 13. Pending Transfer # for Disbursement Request only

The intended to-be workflows are for reference only. Bidders should refer to the detailed user requirements specified in the Assignment Brief, which will be finalized after the contract award. The successful vendor shall provide a total solution to fully meet all user requirements.

As-Is CITF Process Overview (simplified version)

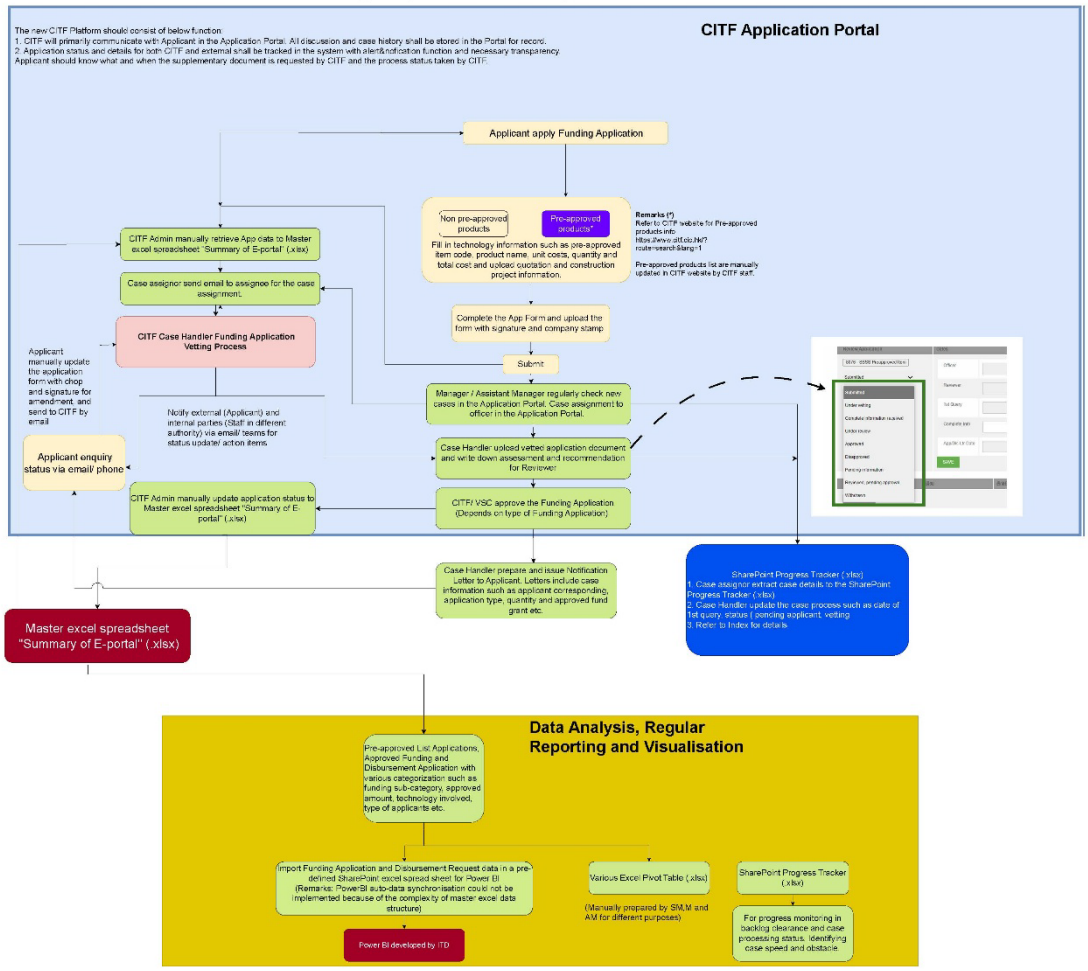


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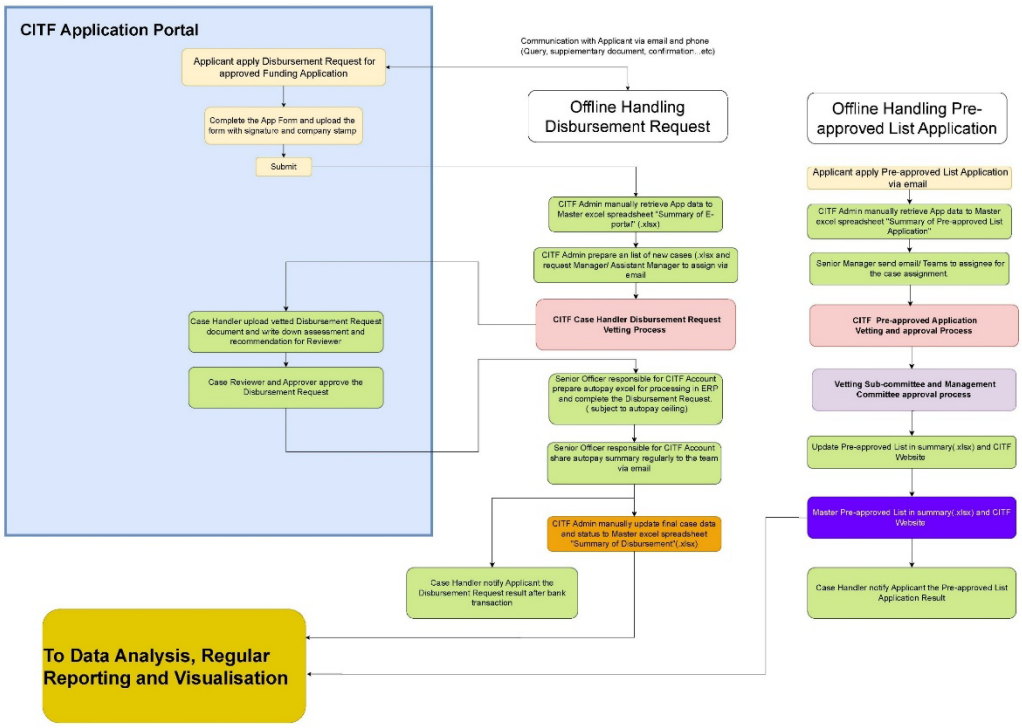


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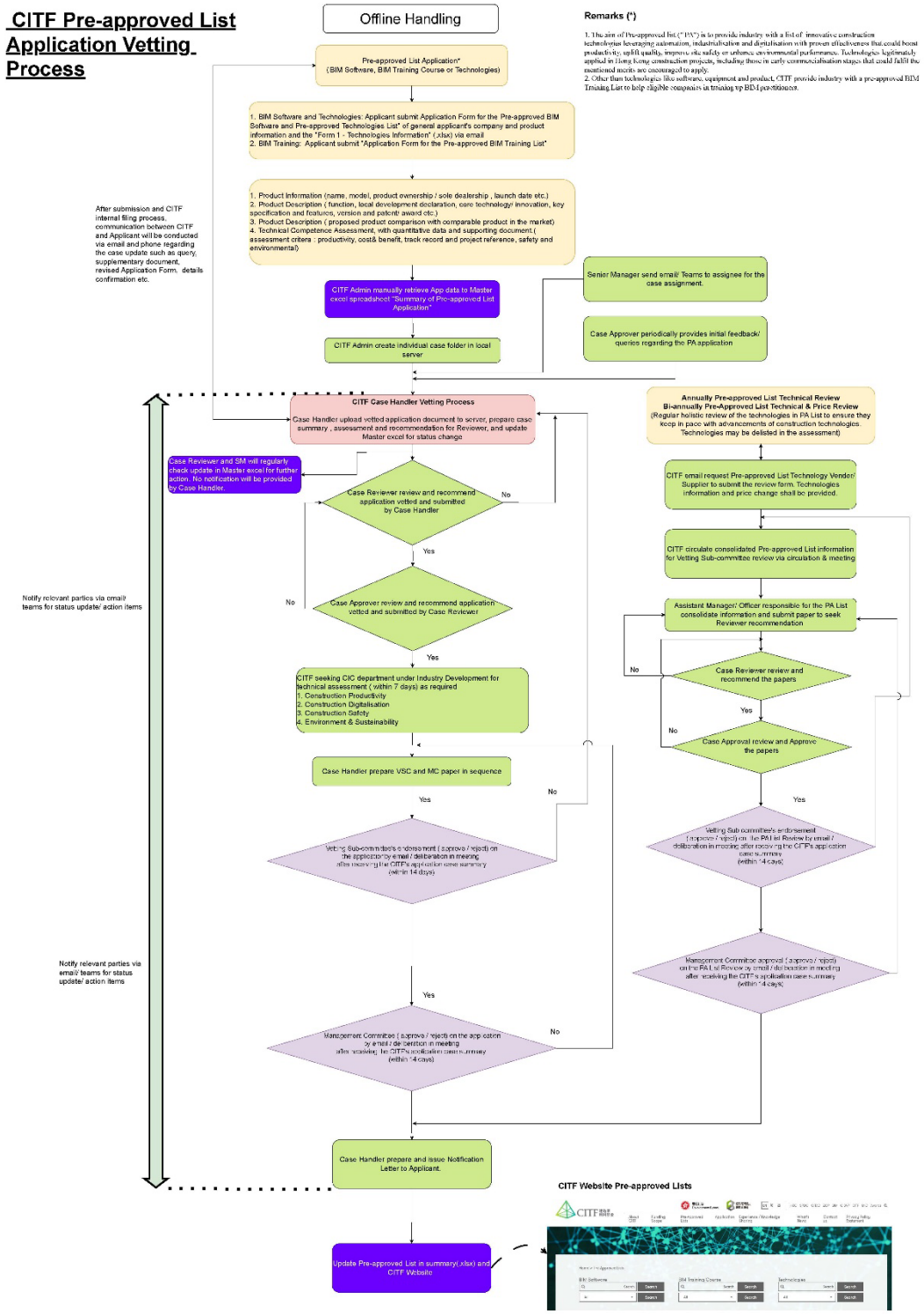
As-Is CITF Process Overview (simplified version)



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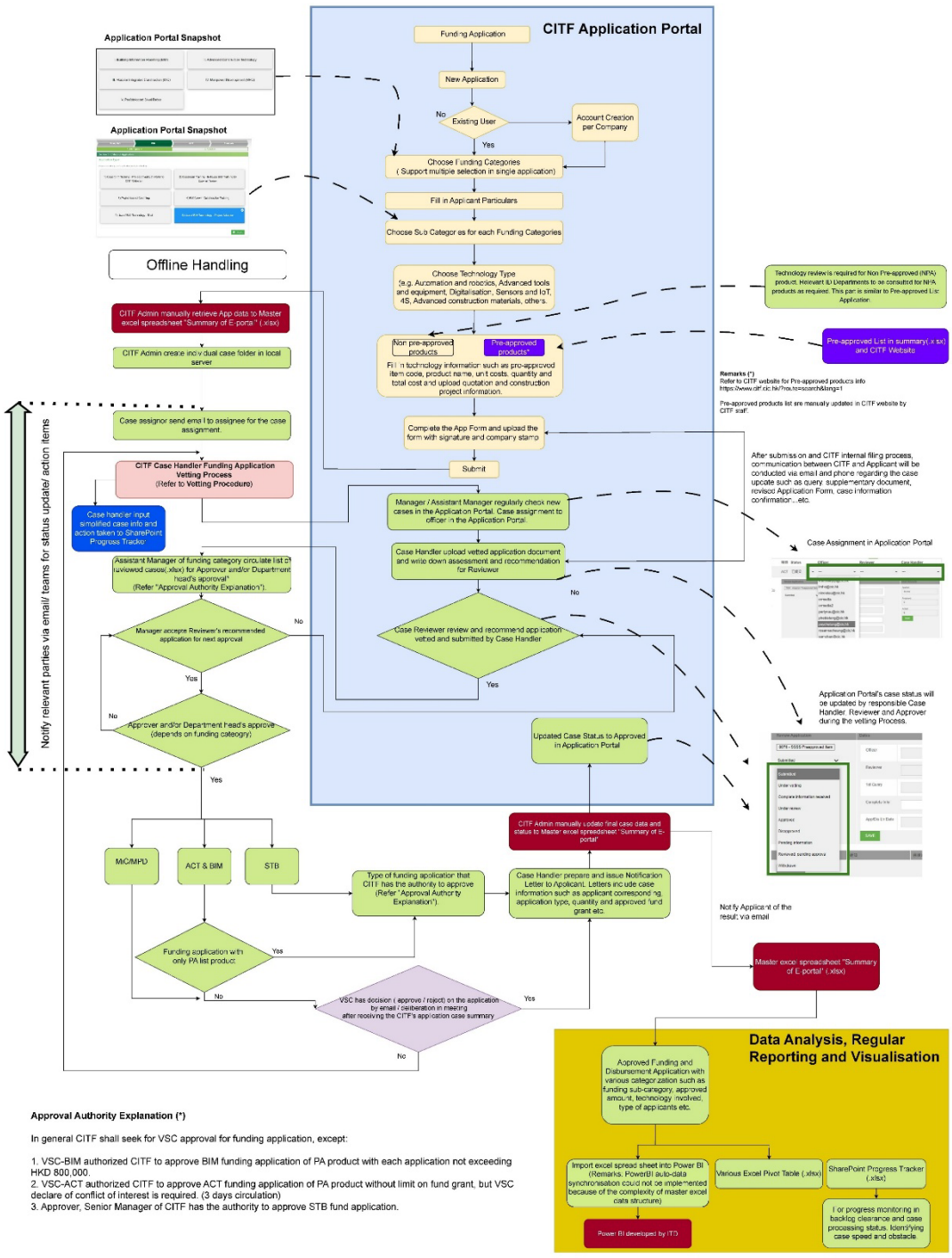


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Funding Application Workflow



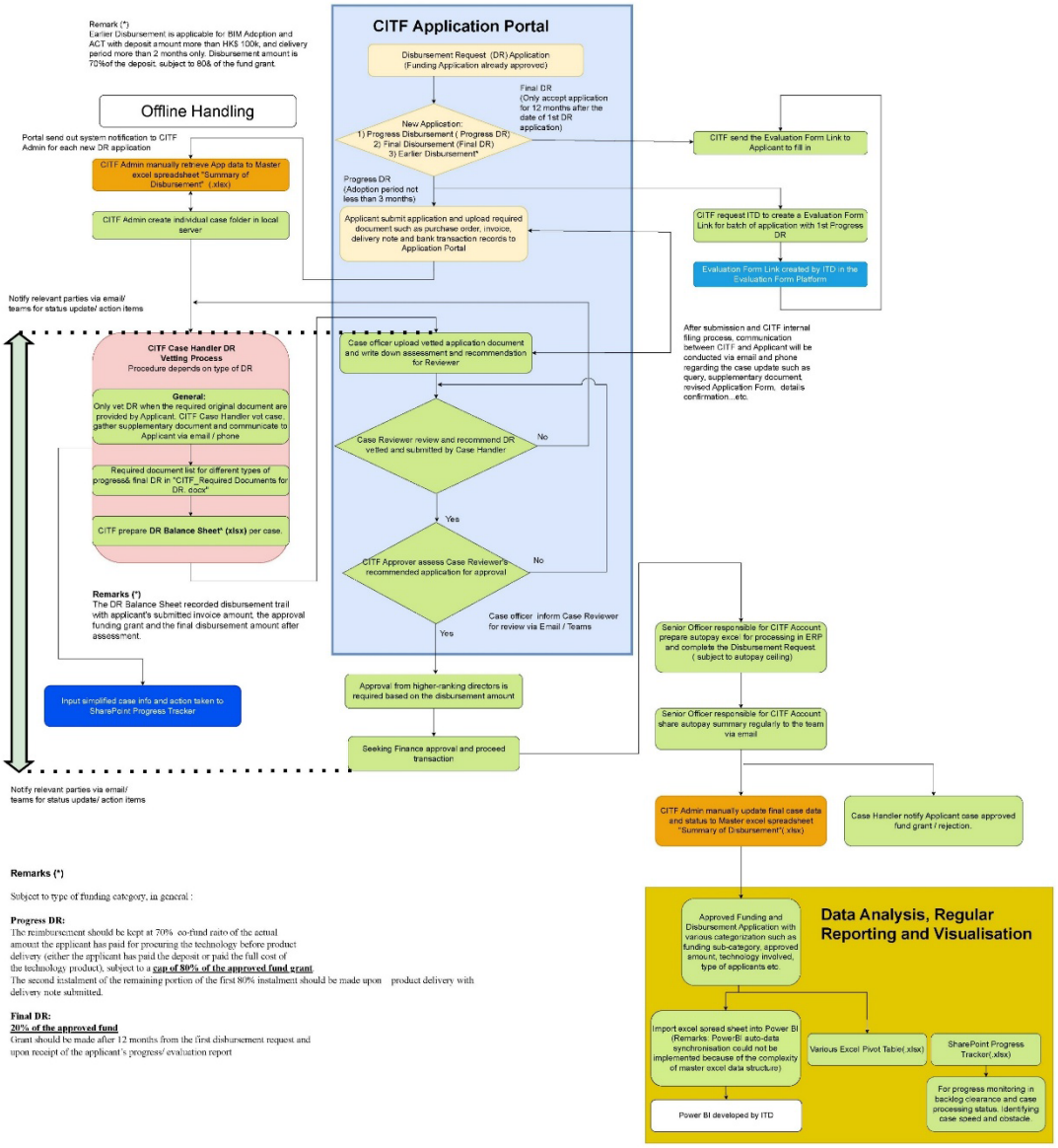
Approval Authority Explanation (*)

In general CITF shall seek for VSC approval for funding application, except:

1. VSC-BIM authorized CITF to approve BIM funding application of PA product with each application not exceeding HKD 800,000.
2. VSC-ACT authorized CITF to approve ACT funding application of PA product without limit on fund grant, but VSC declare of conflict of interest is required. (3 days circulation)
3. Approver, Senior Manager of CITF has the authority to approve STB fund application.

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Disbursement Request Workflow



Remarks (*)

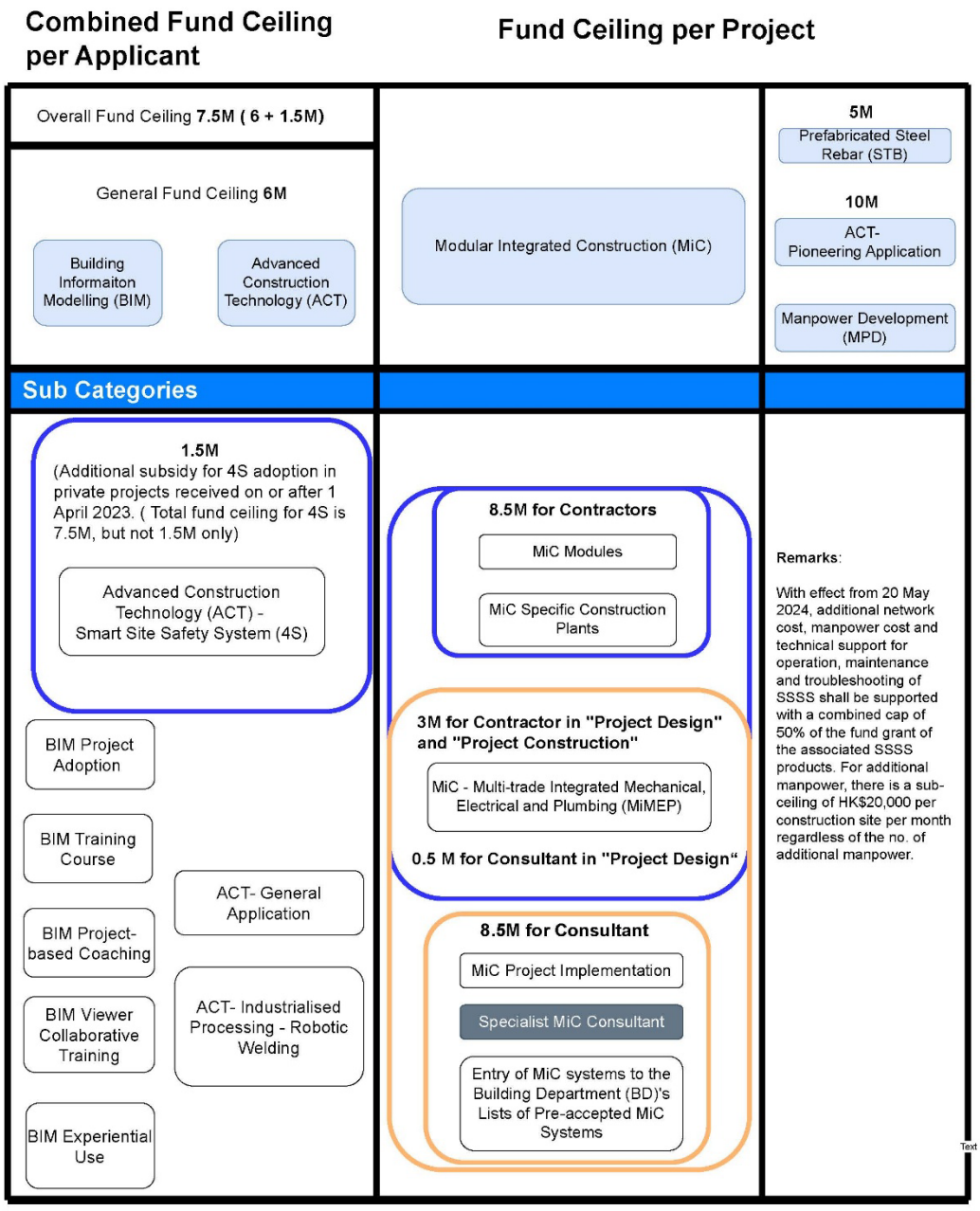
Subject to type of funding category, in general :

Progress DR:
The reimbursement should be kept at 70% co-fund ratio of the actual amount the applicant has paid for procuring the technology before product delivery (either the applicant has paid the deposit or paid the full cost of the technology product), subject to a **cap of 80% of the approved fund grant**.
The second instalment of the remaining portion of the first 80% instalment should be made upon product delivery with delivery note submitted.

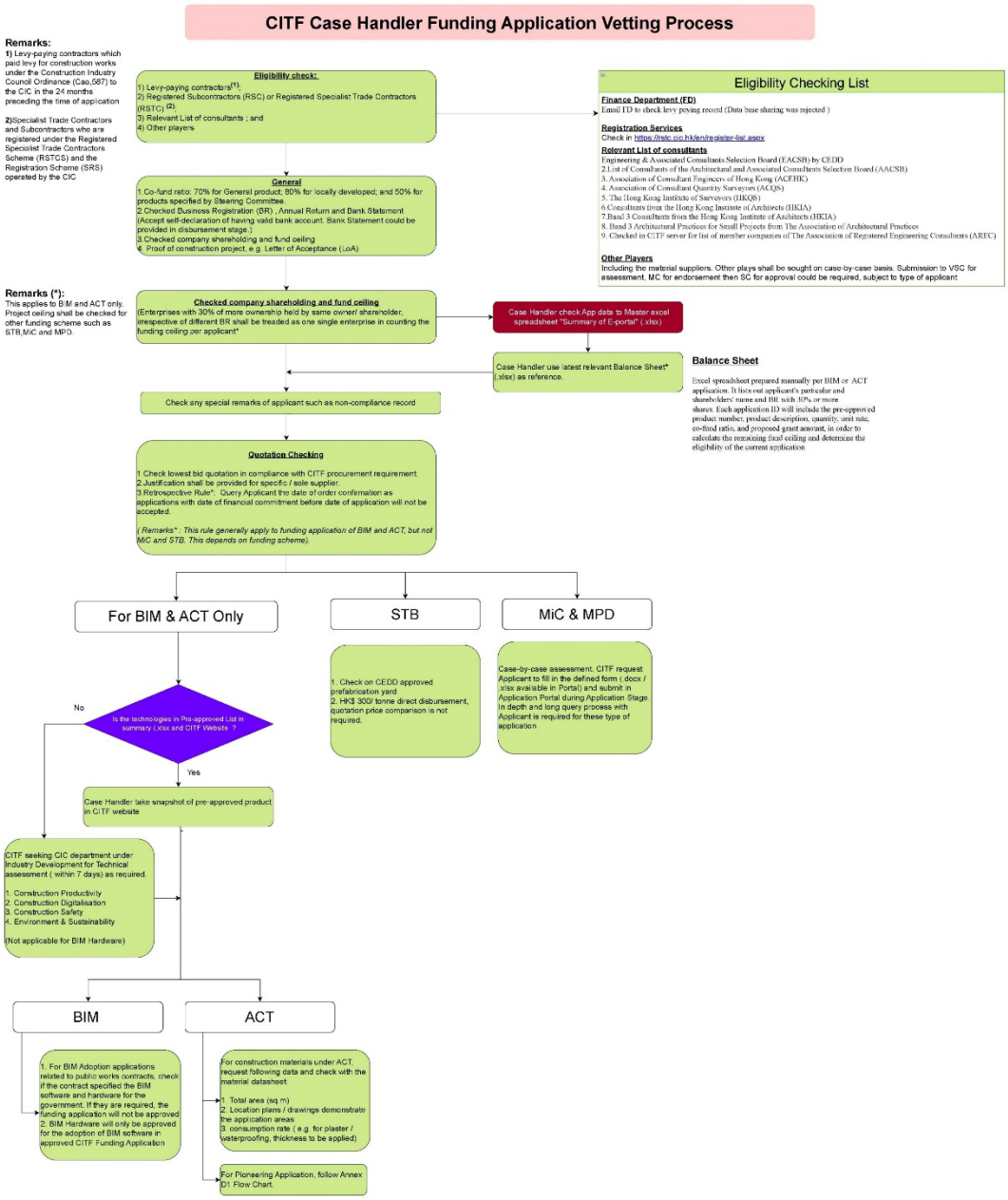
Final DR:
20% of the approved fund
Grant should be made after 12 months from the first disbursement request and upon receipt of the applicant's progress/ evaluation report

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Brief Funding Framework and Ceiling Allocation



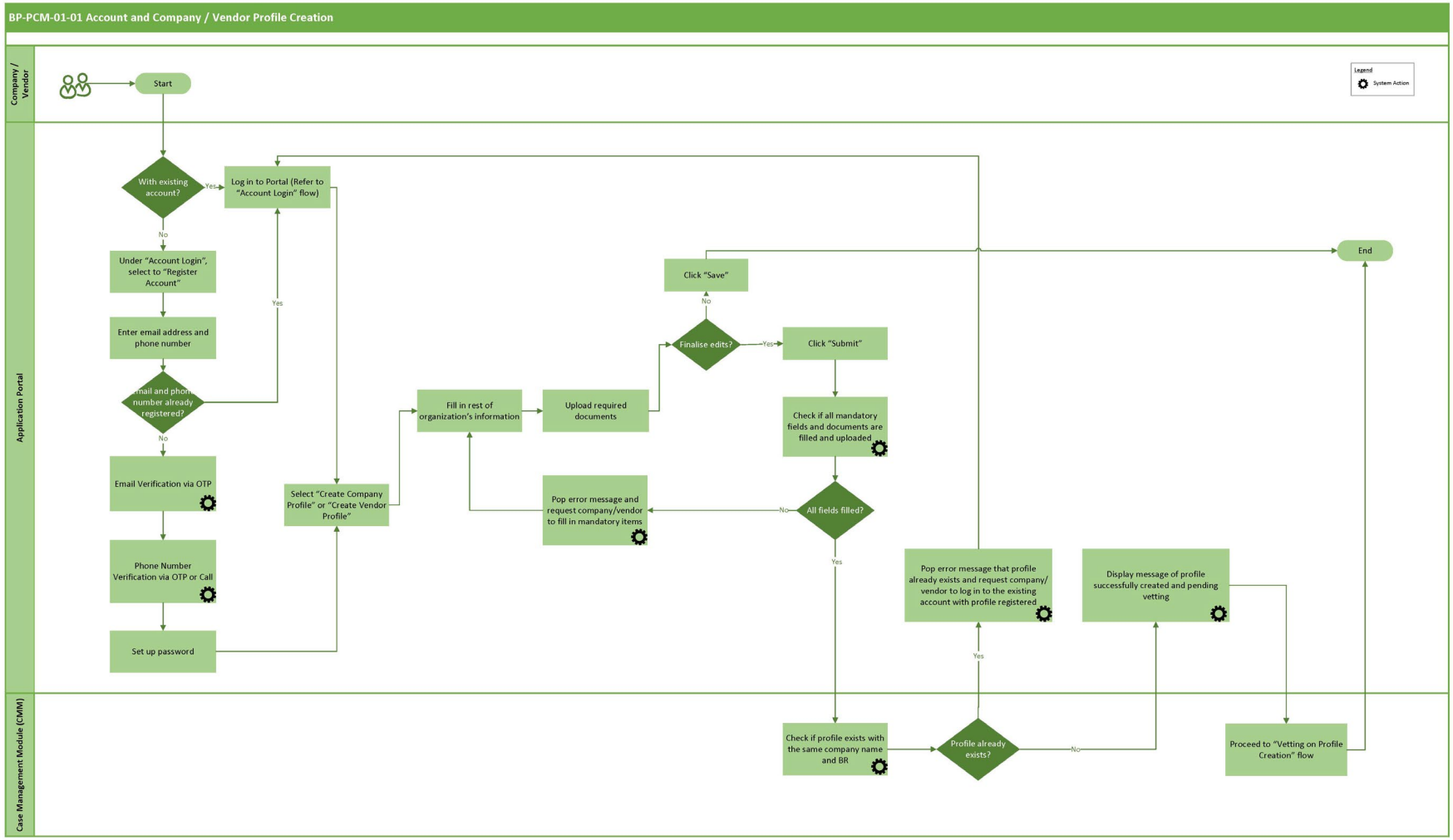
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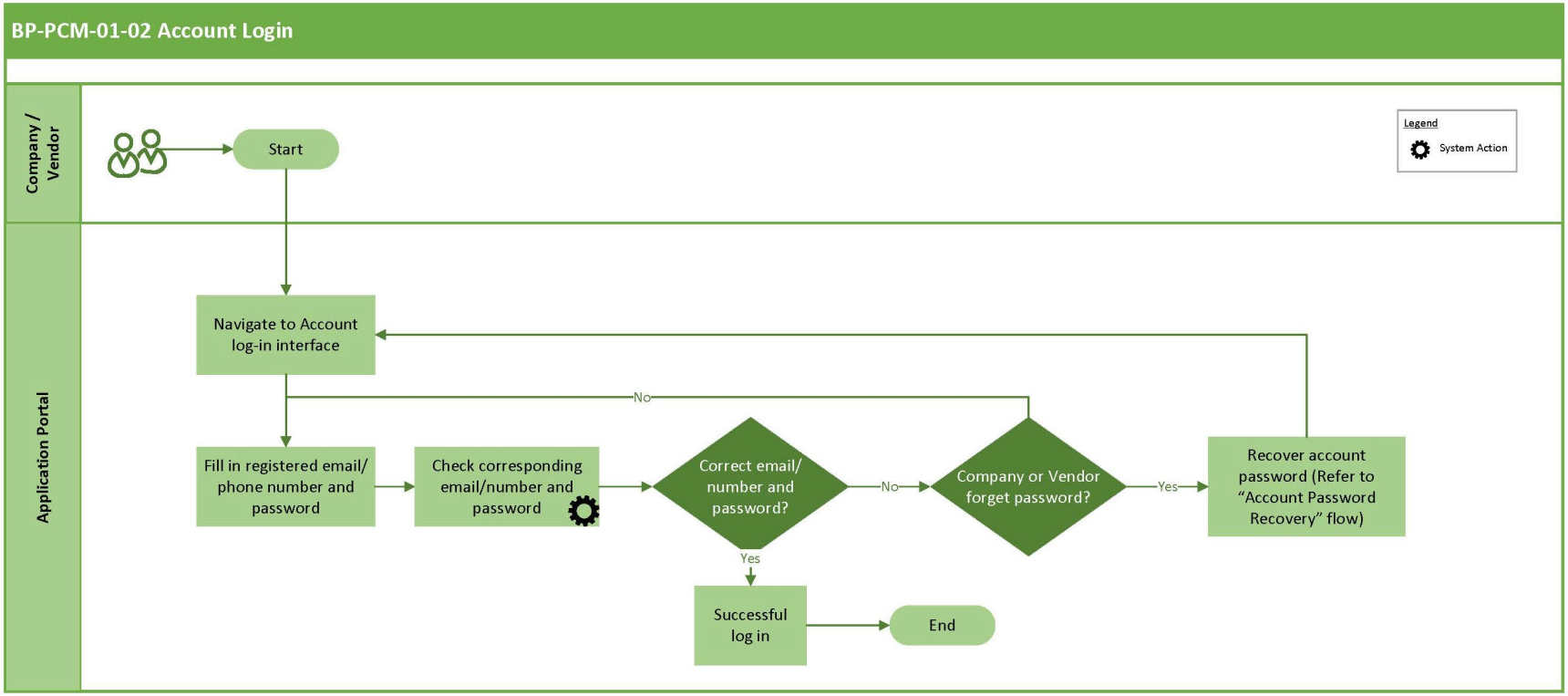
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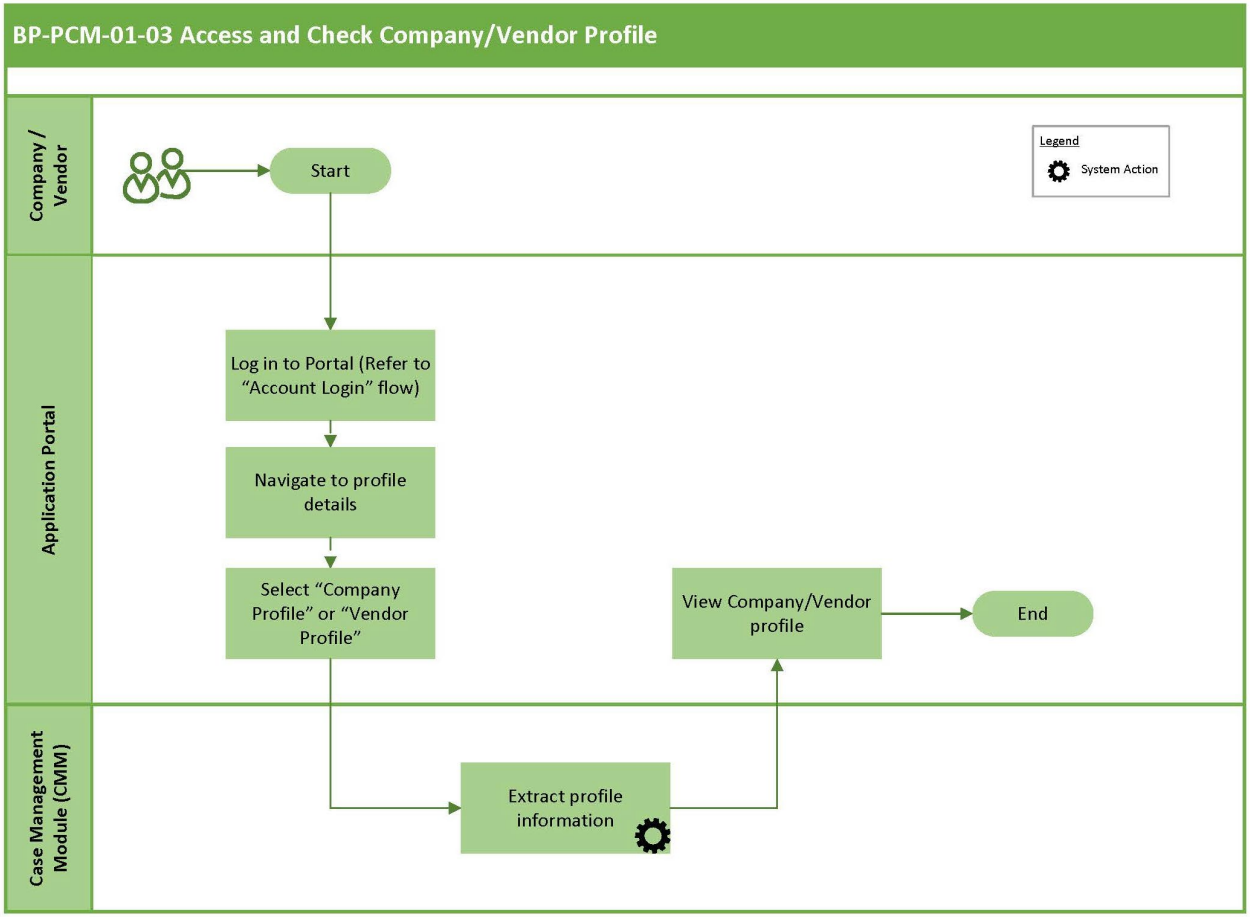
Proposed CITF Workflow (To-Be)



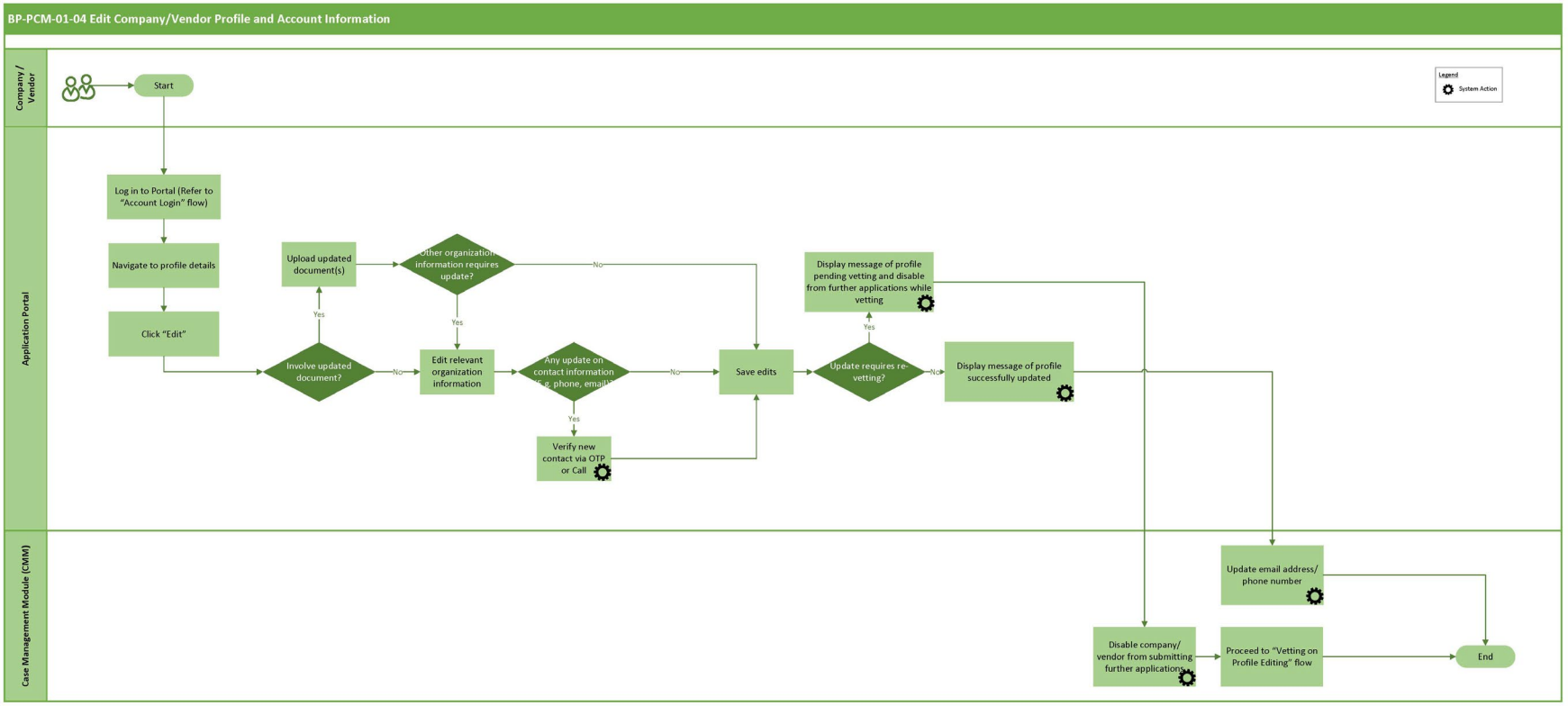
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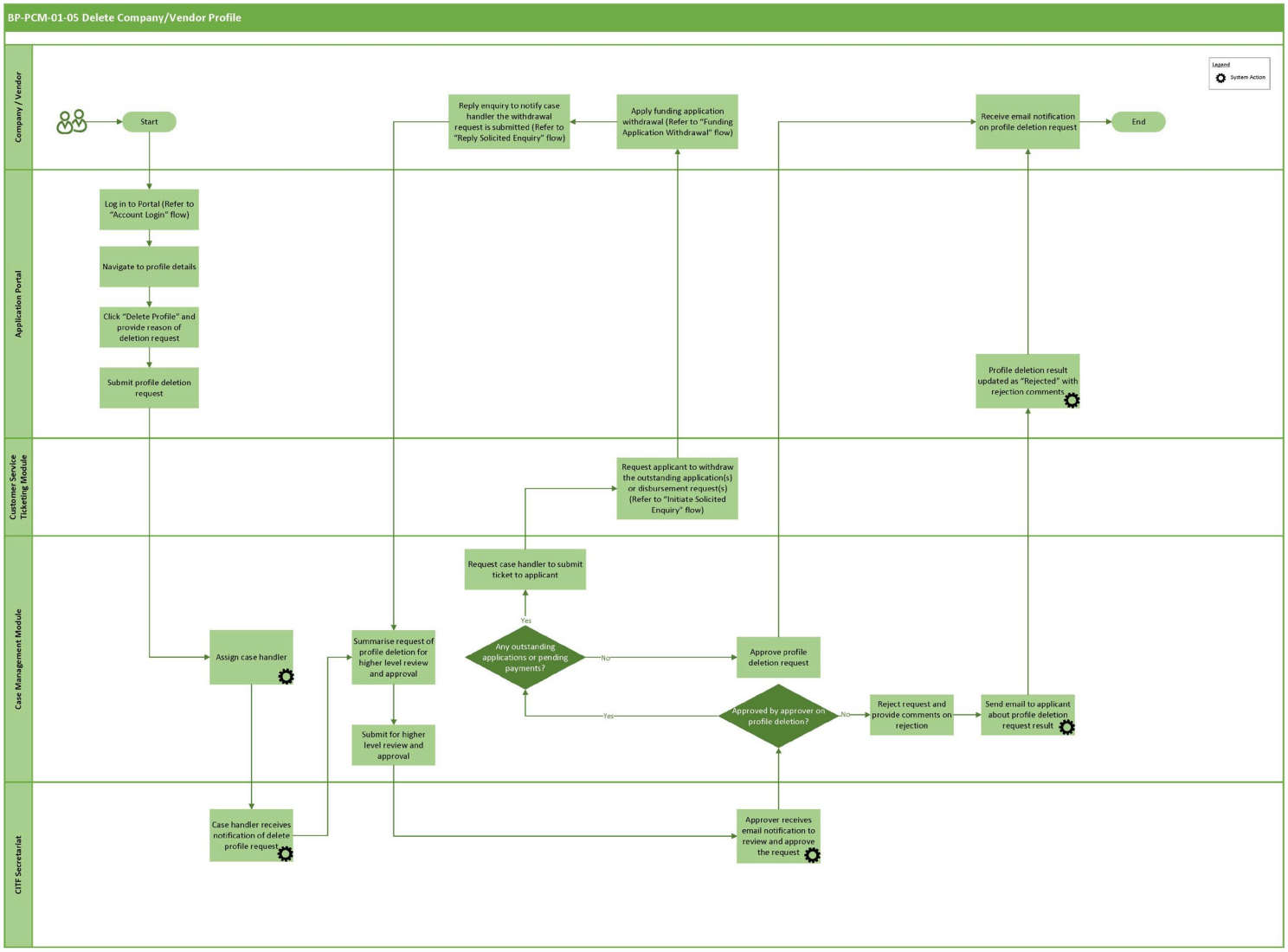
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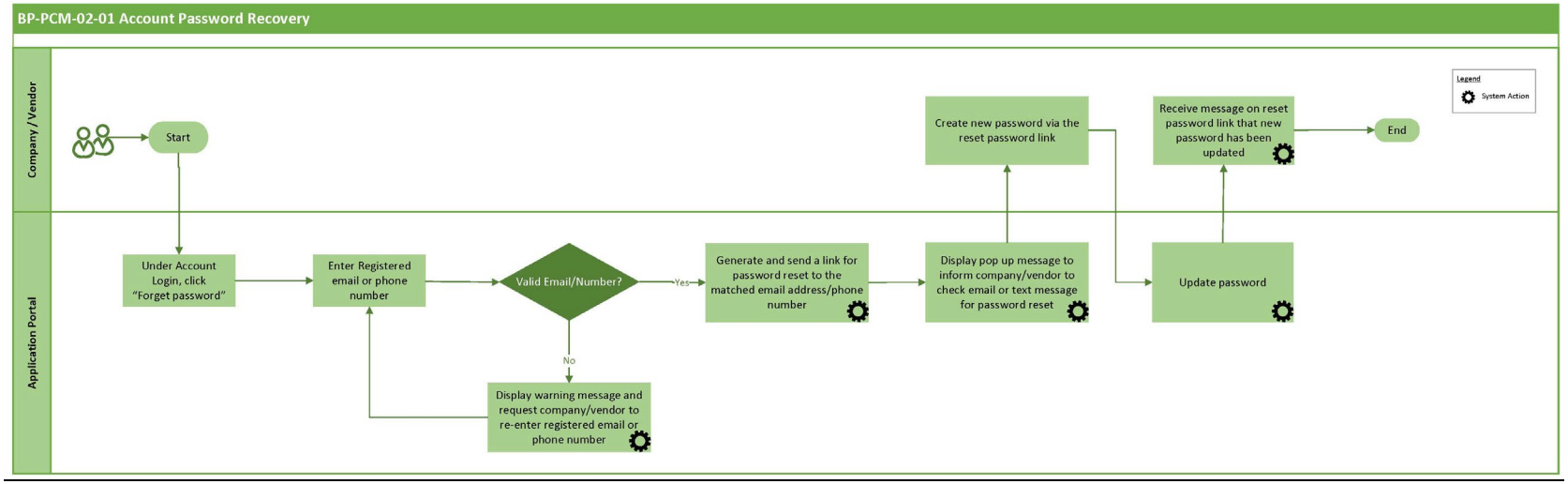
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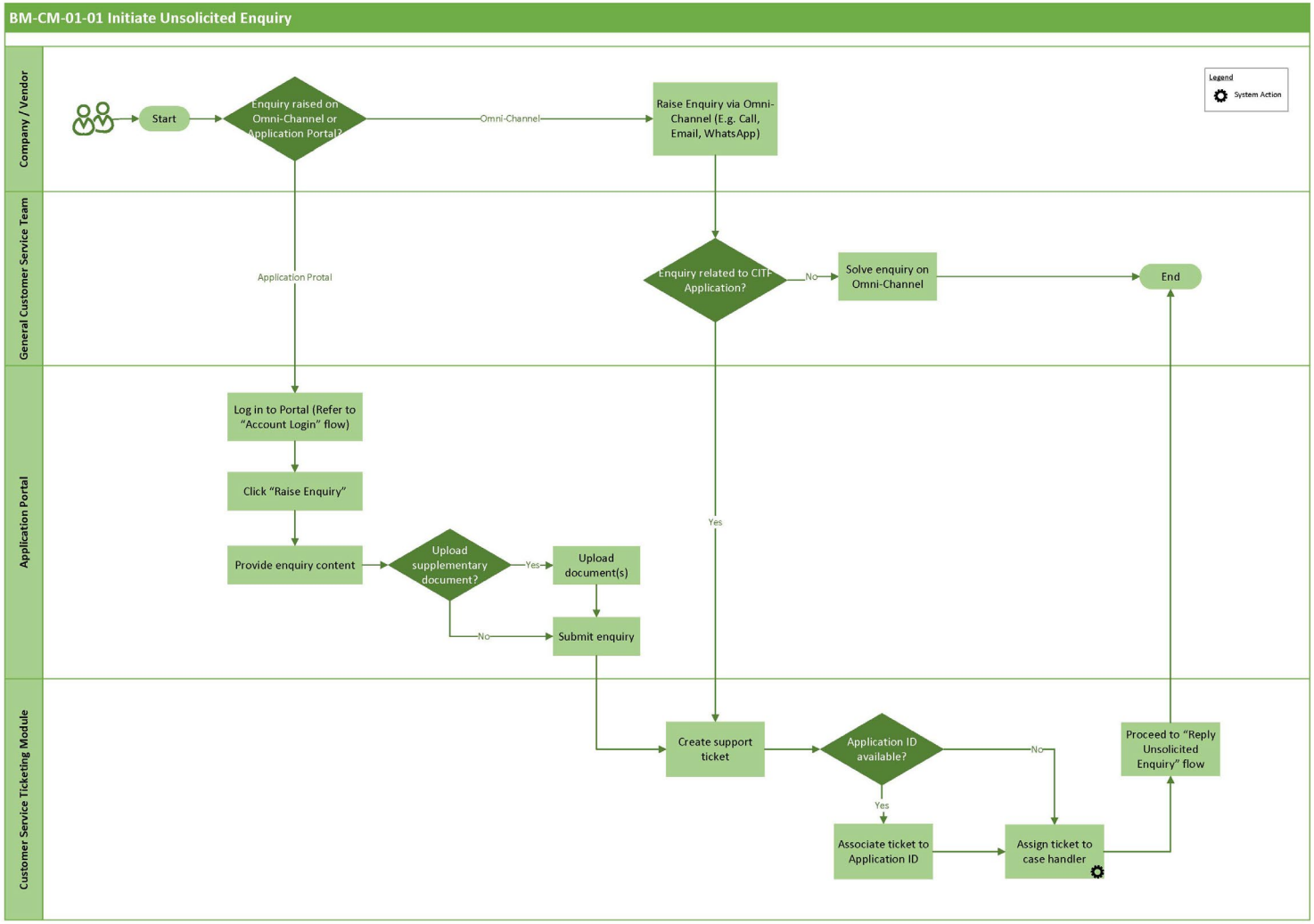
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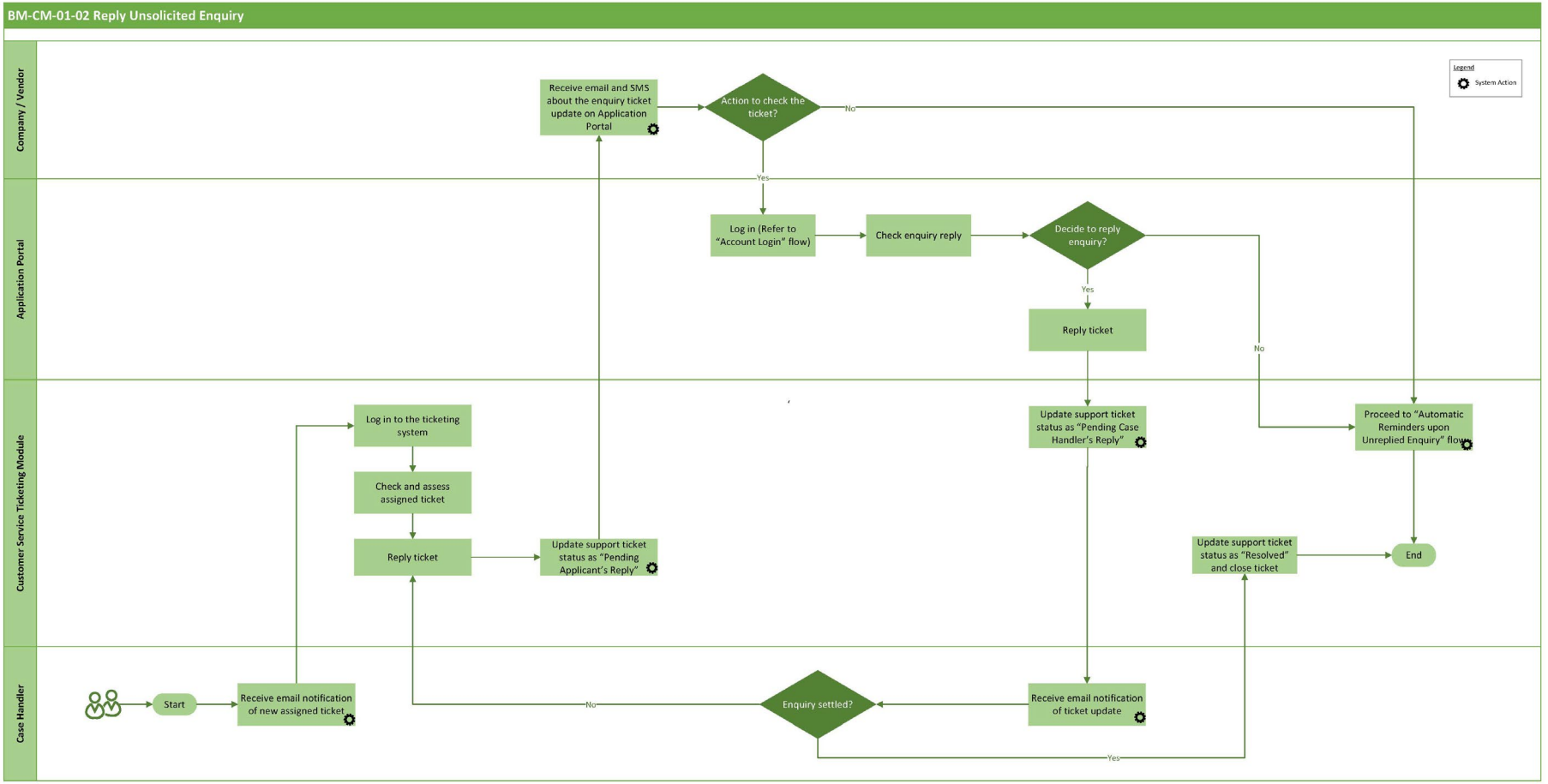
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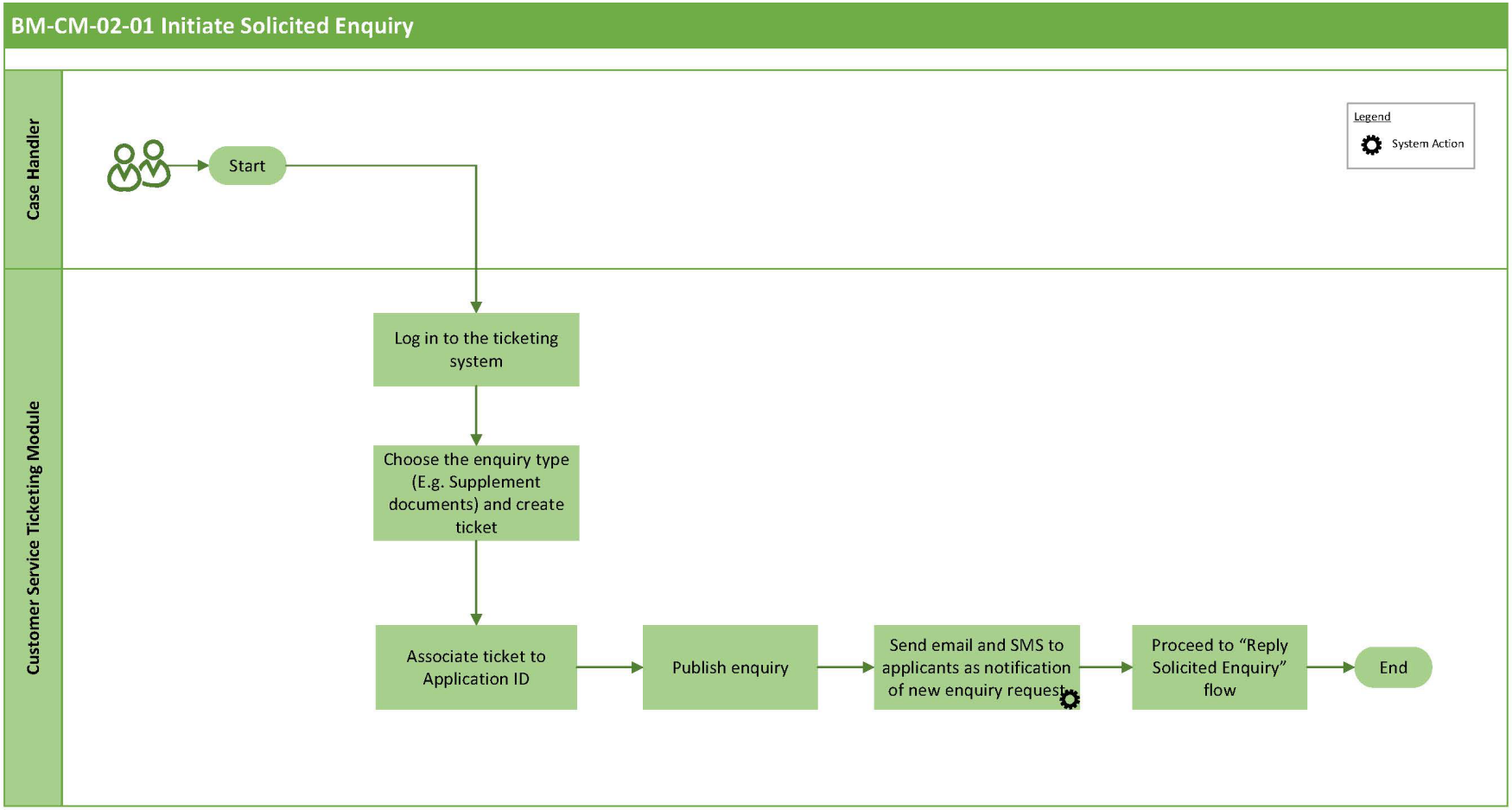
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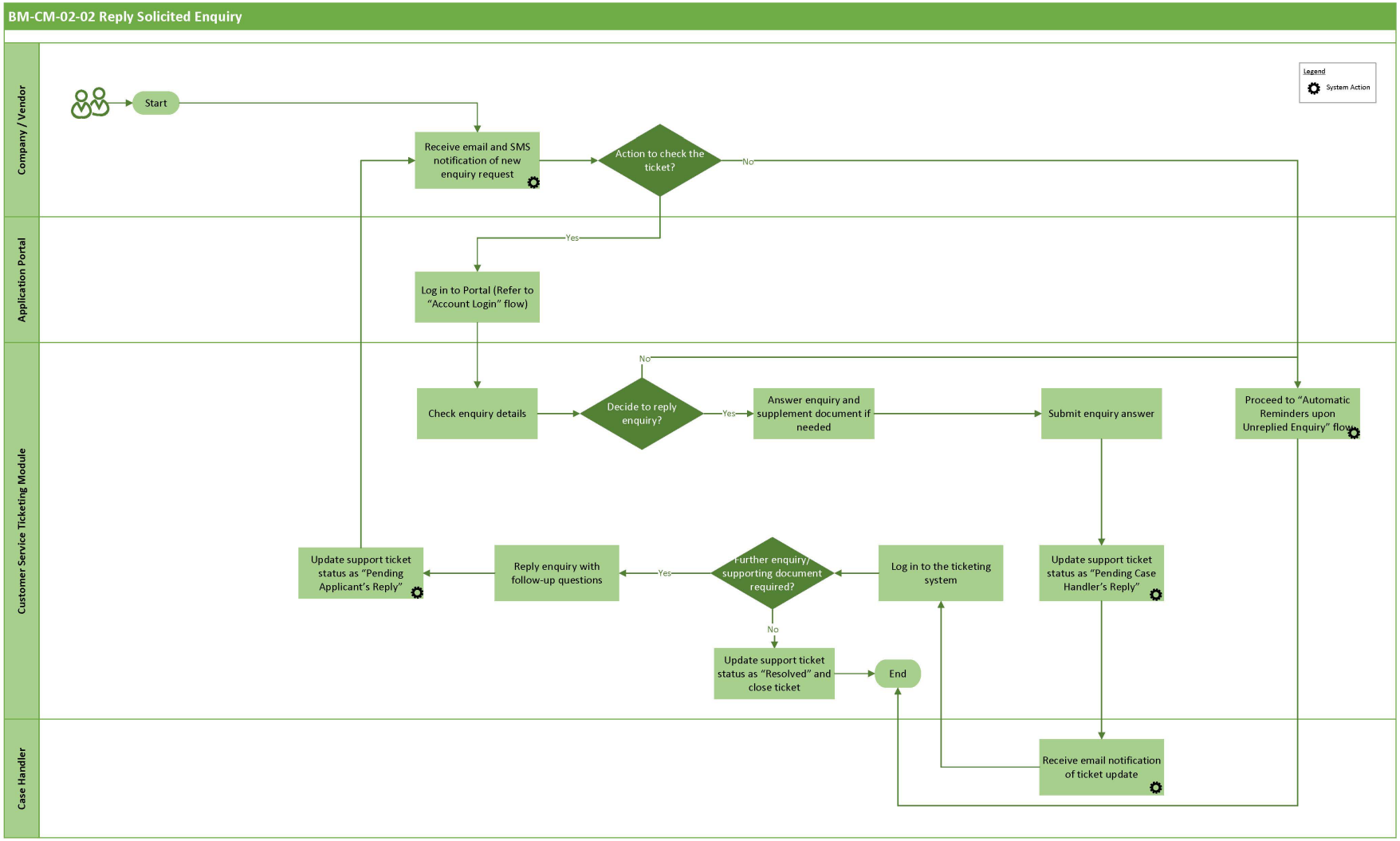
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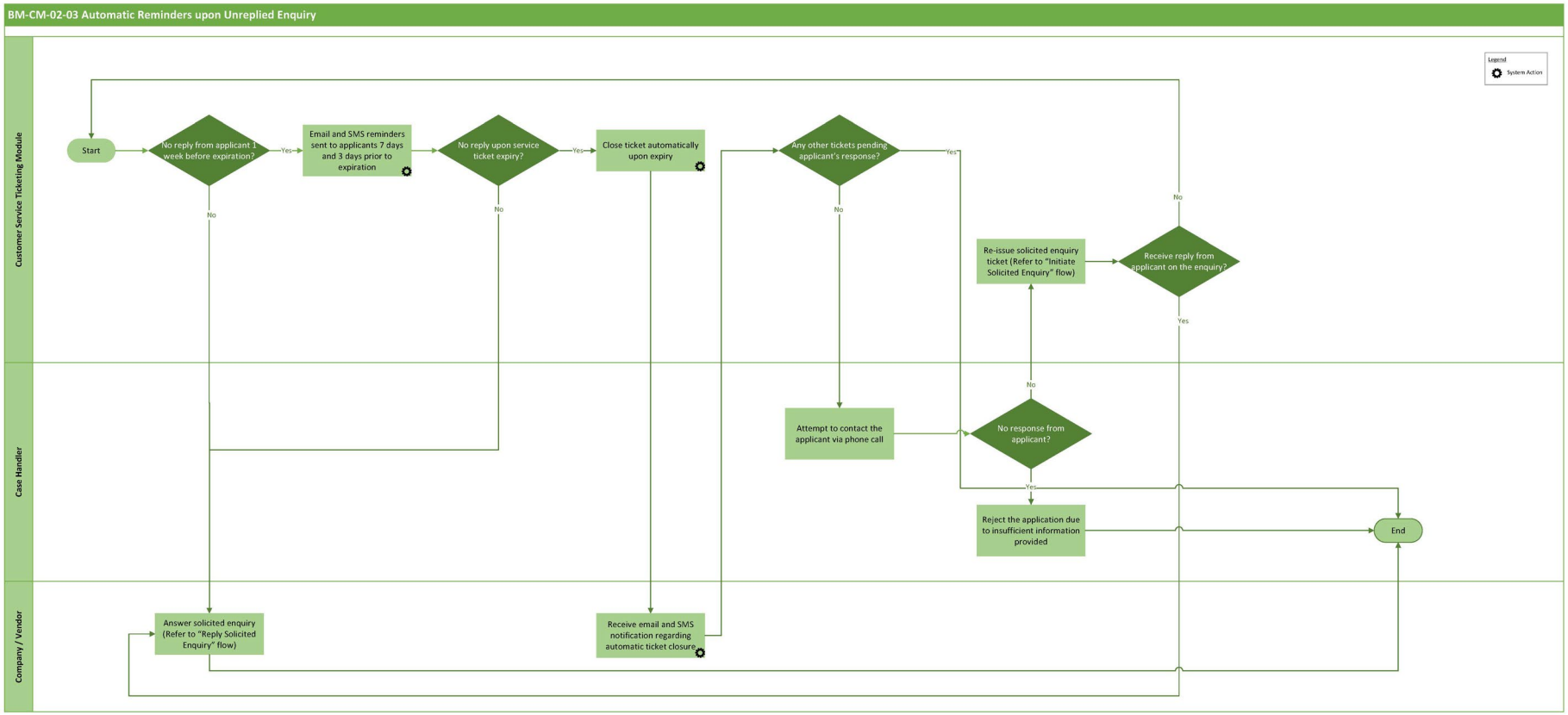
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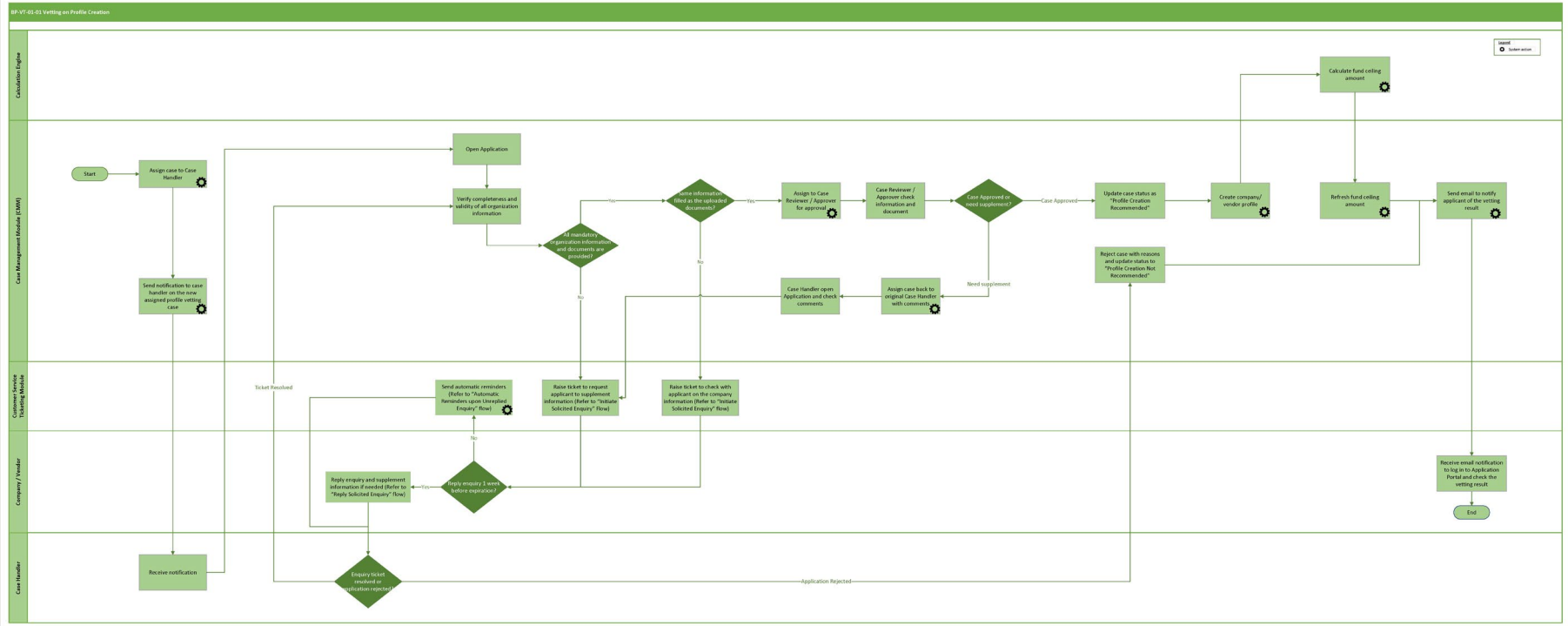
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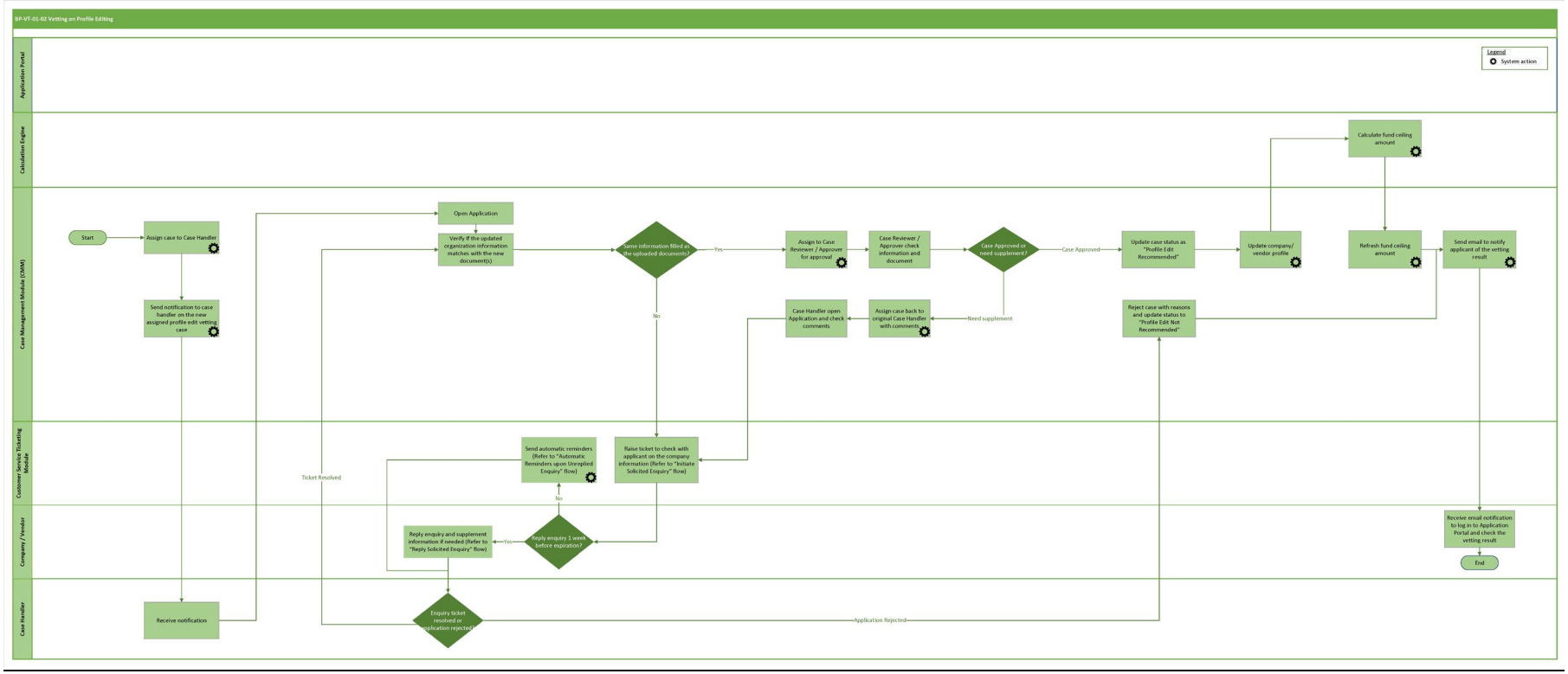
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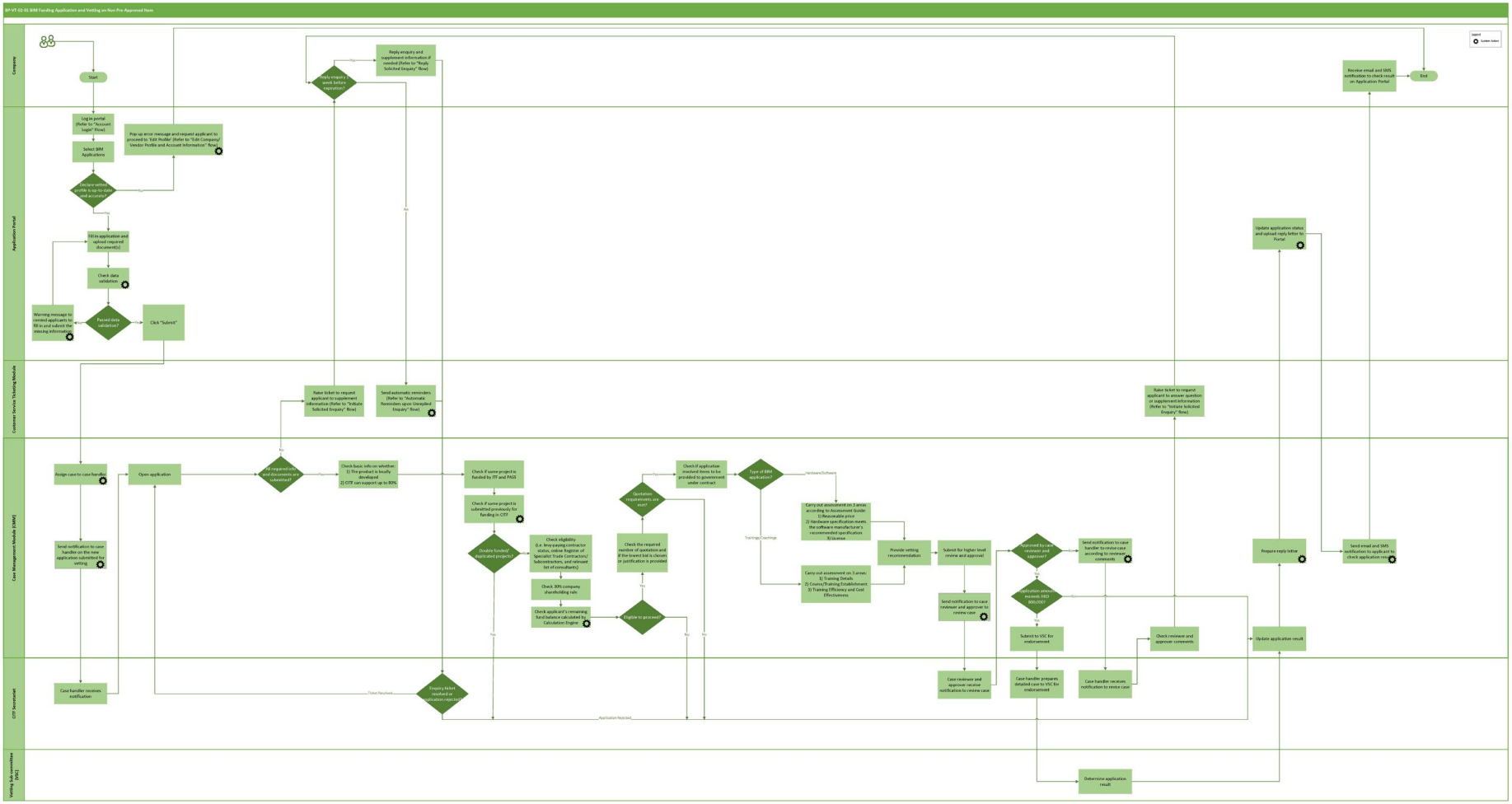
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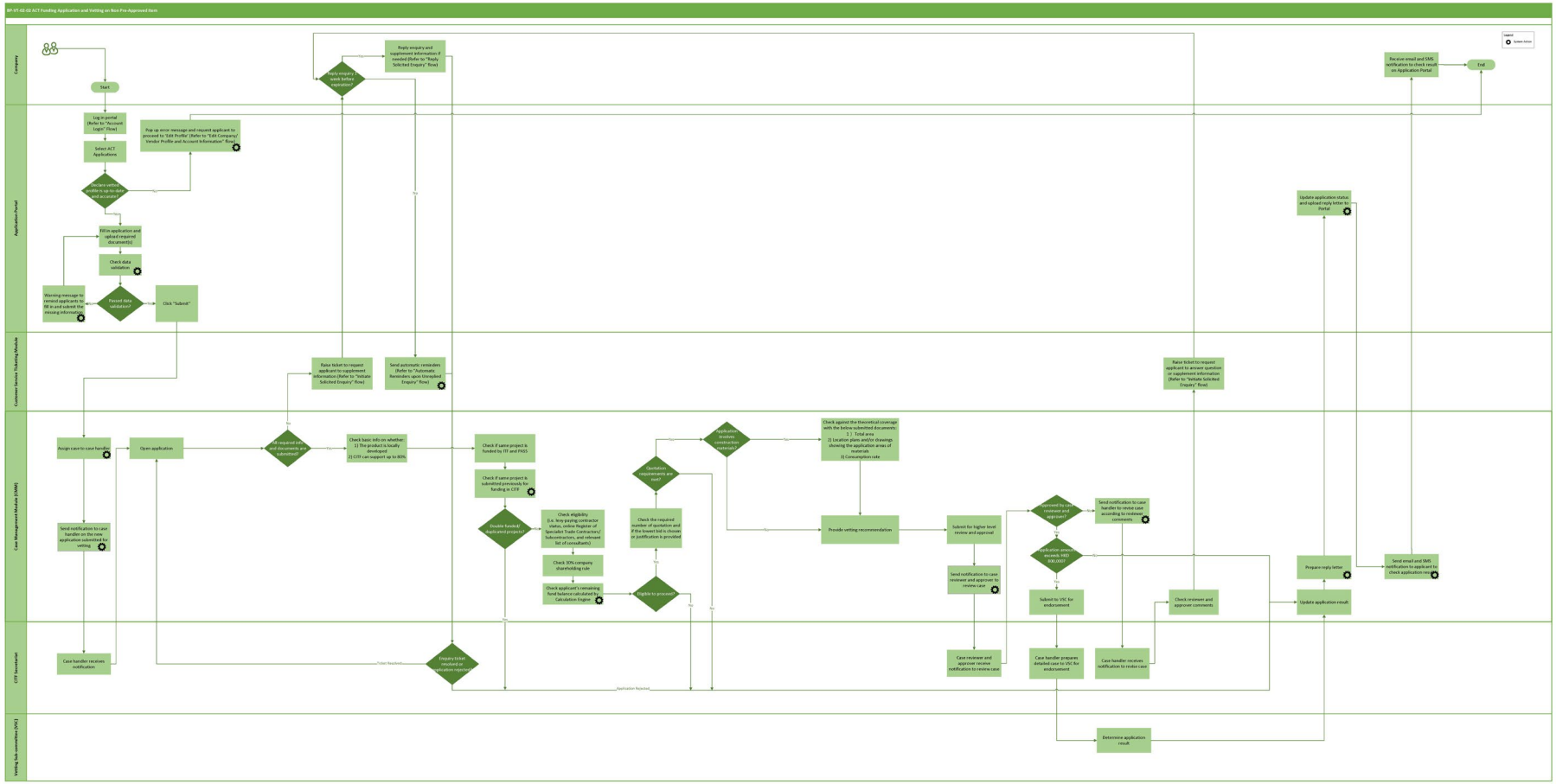
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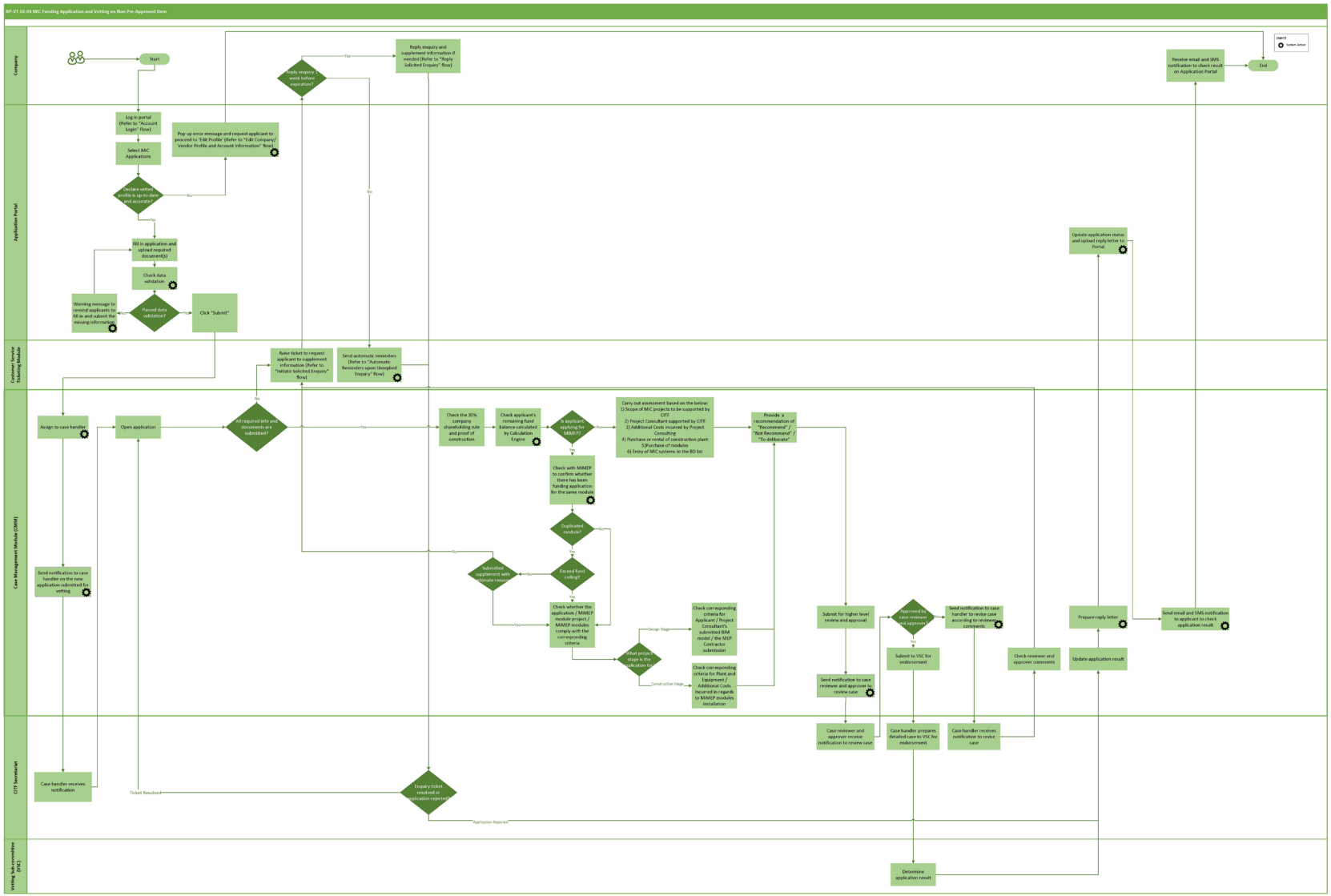
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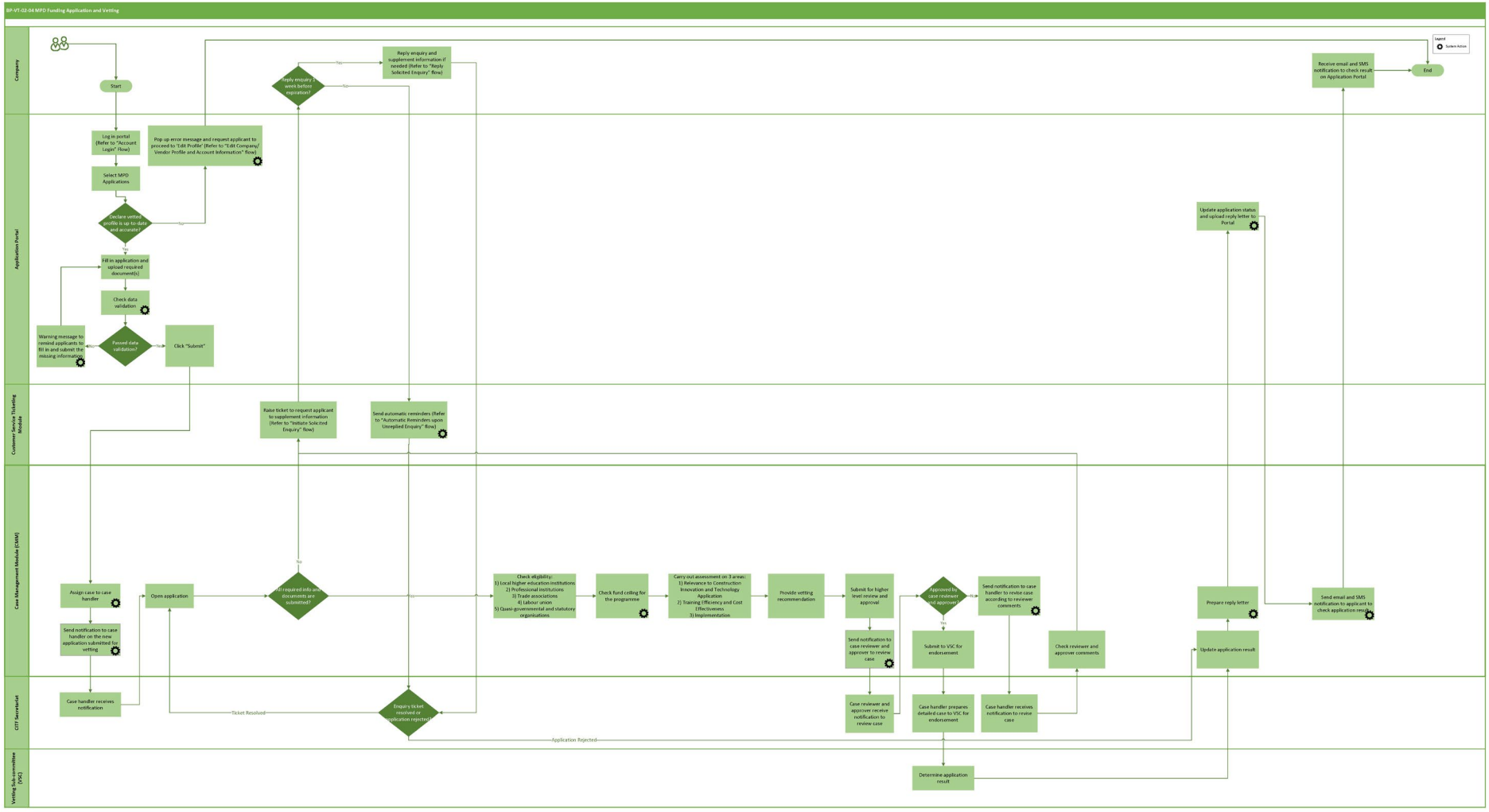
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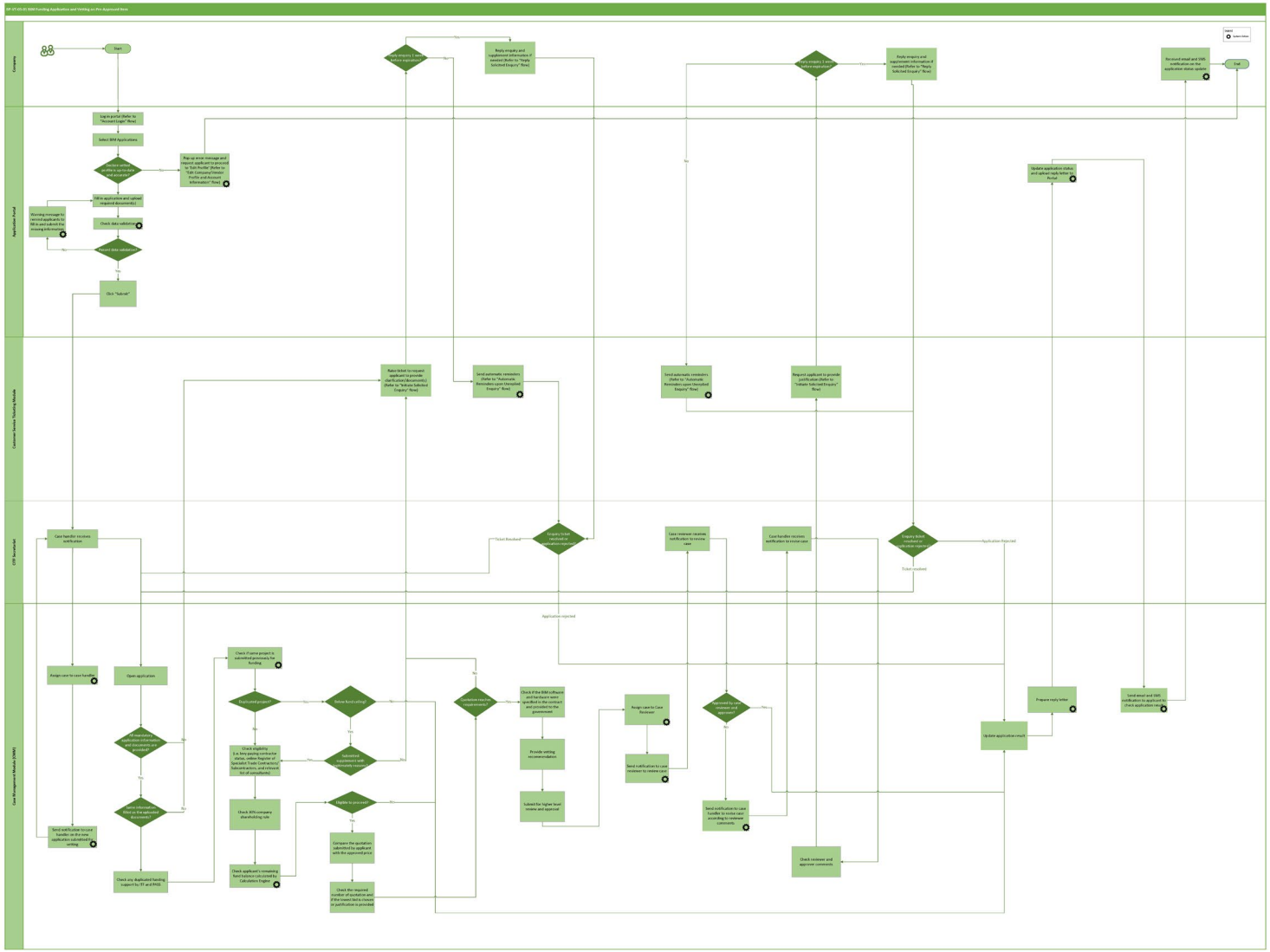
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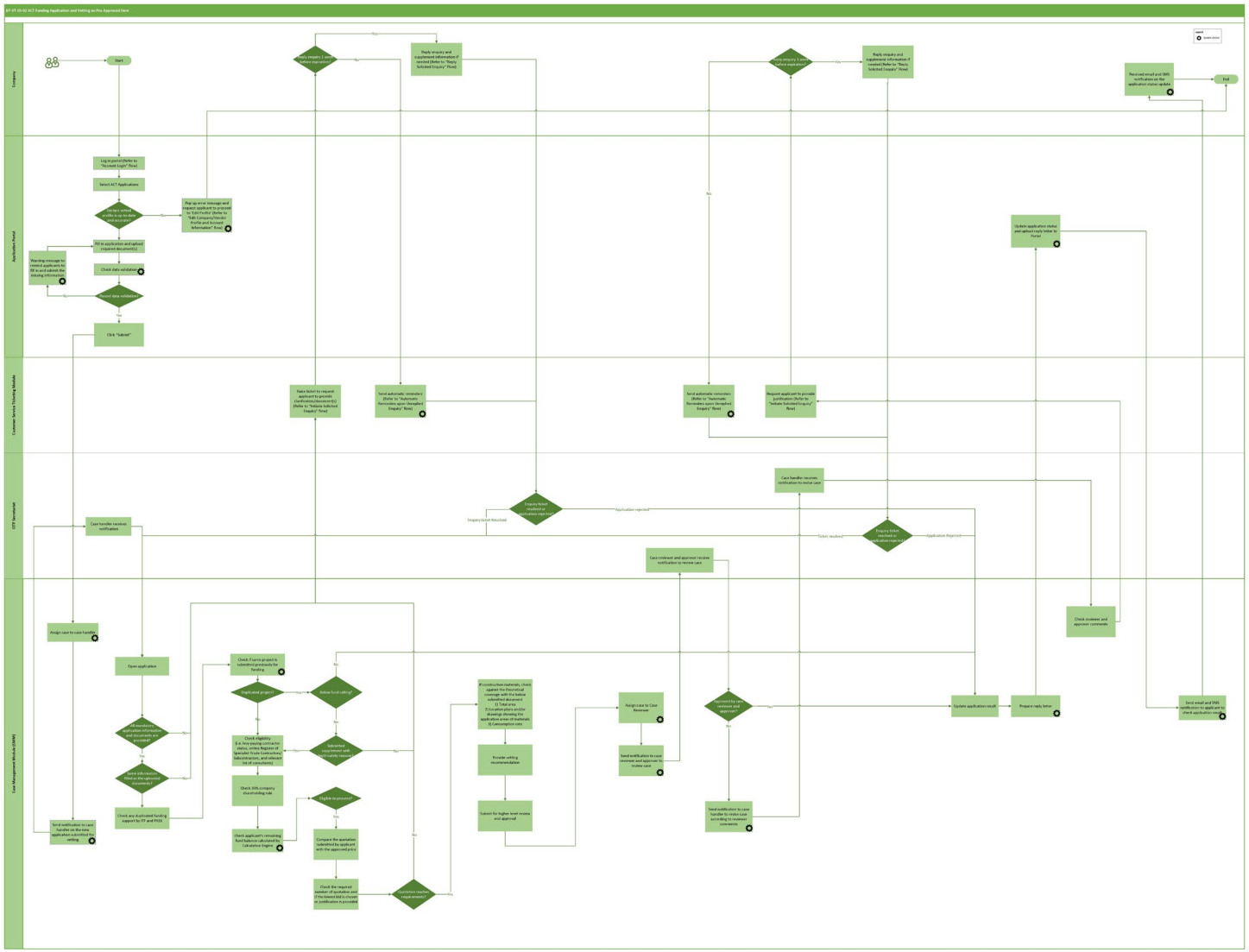
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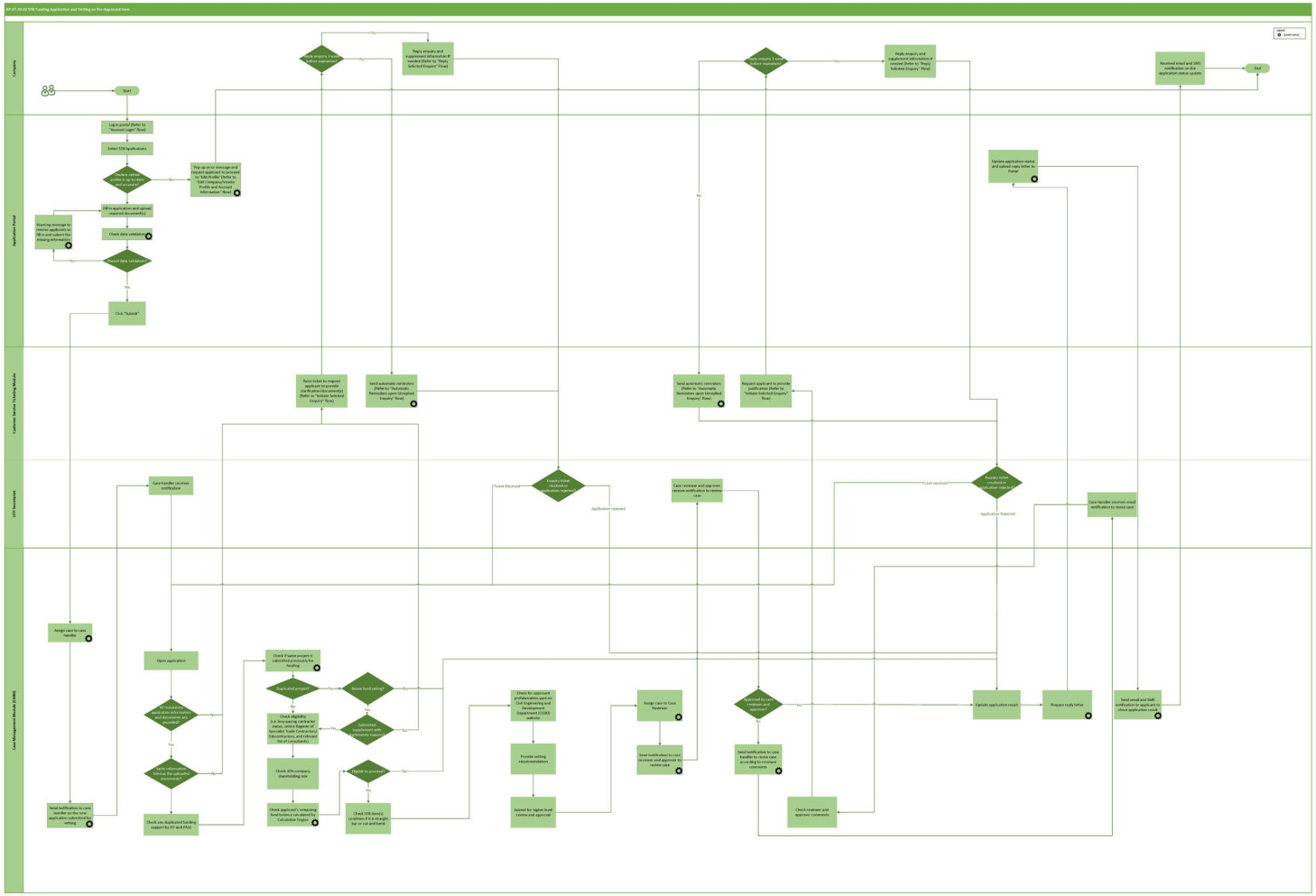
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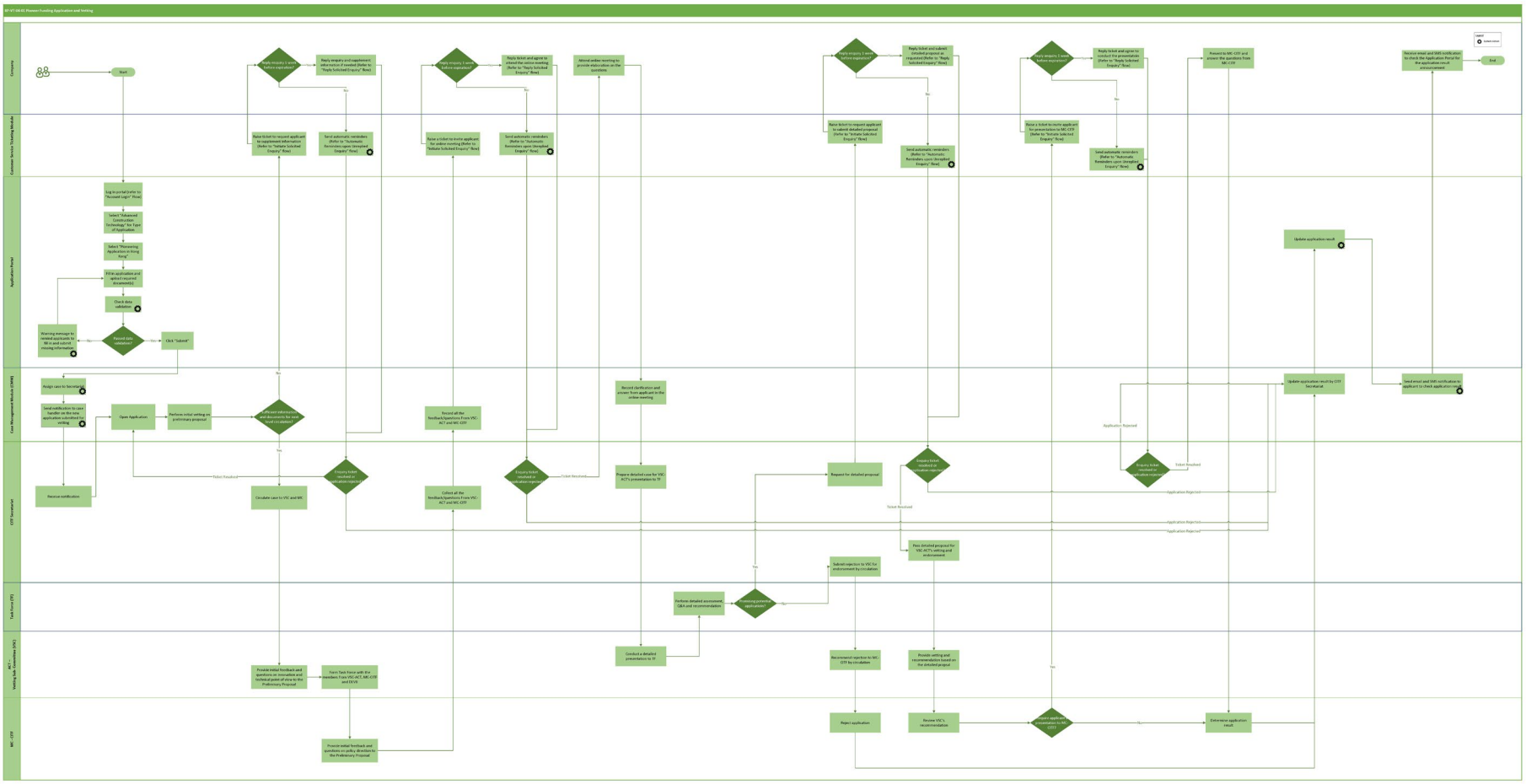
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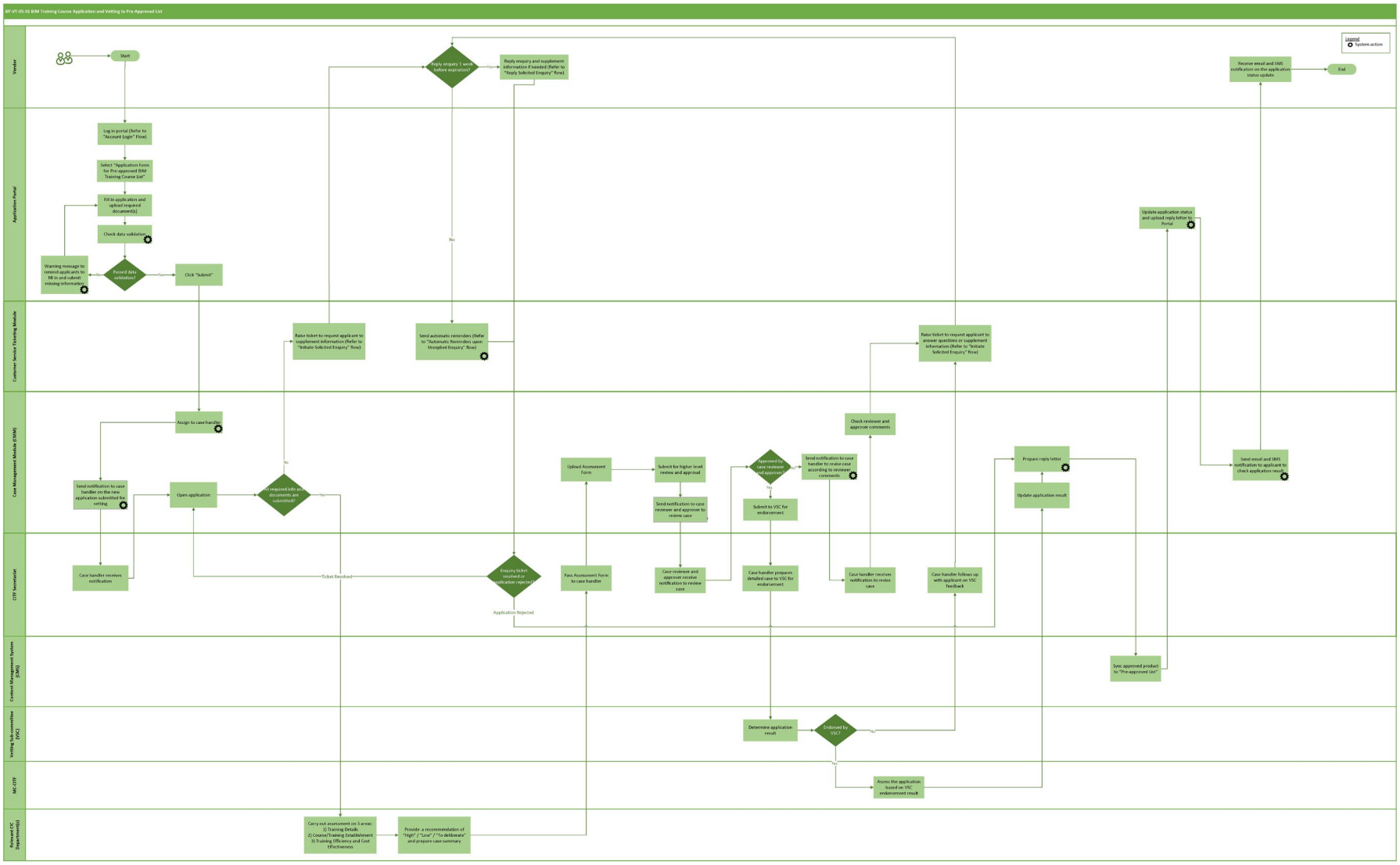
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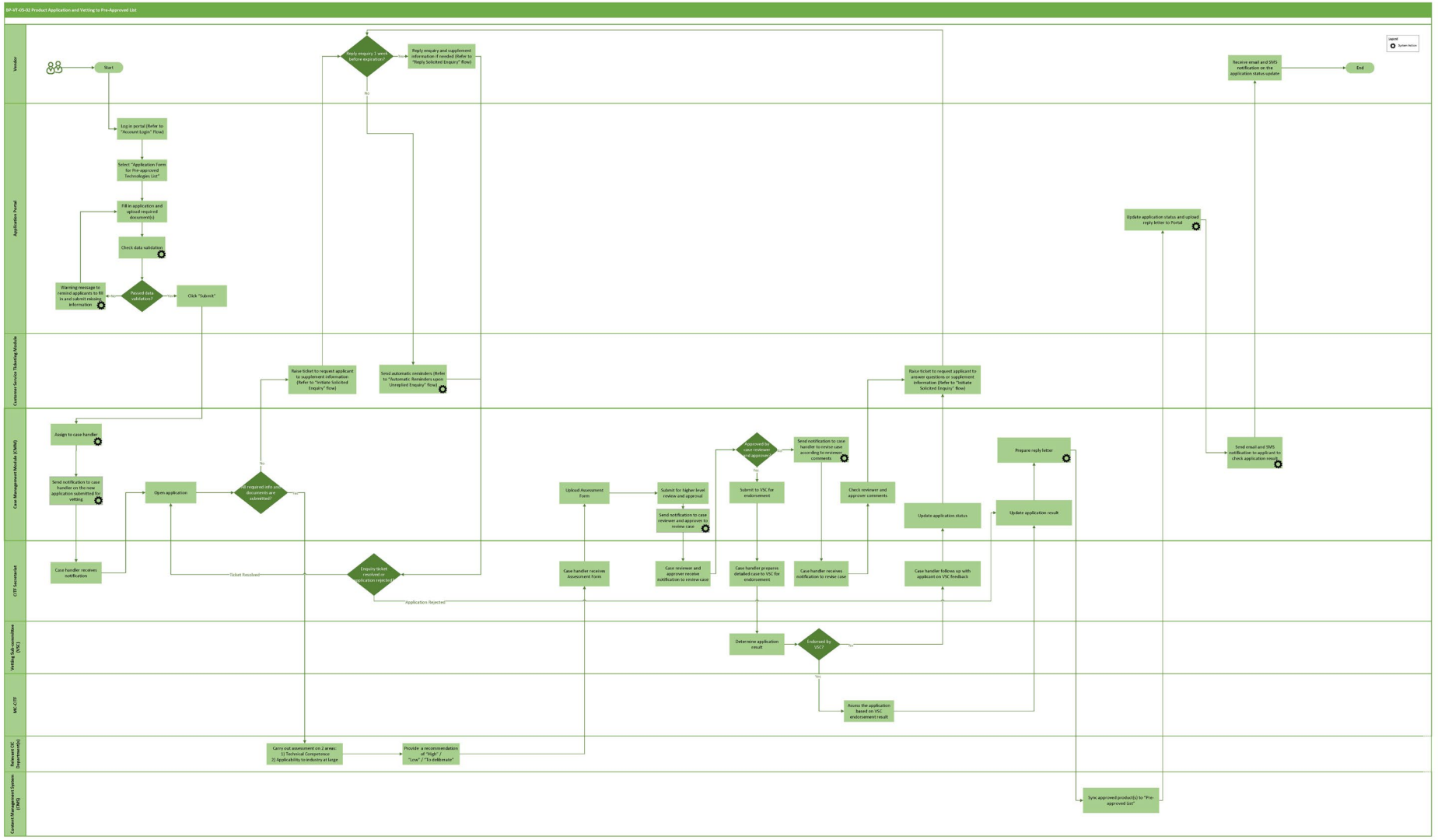
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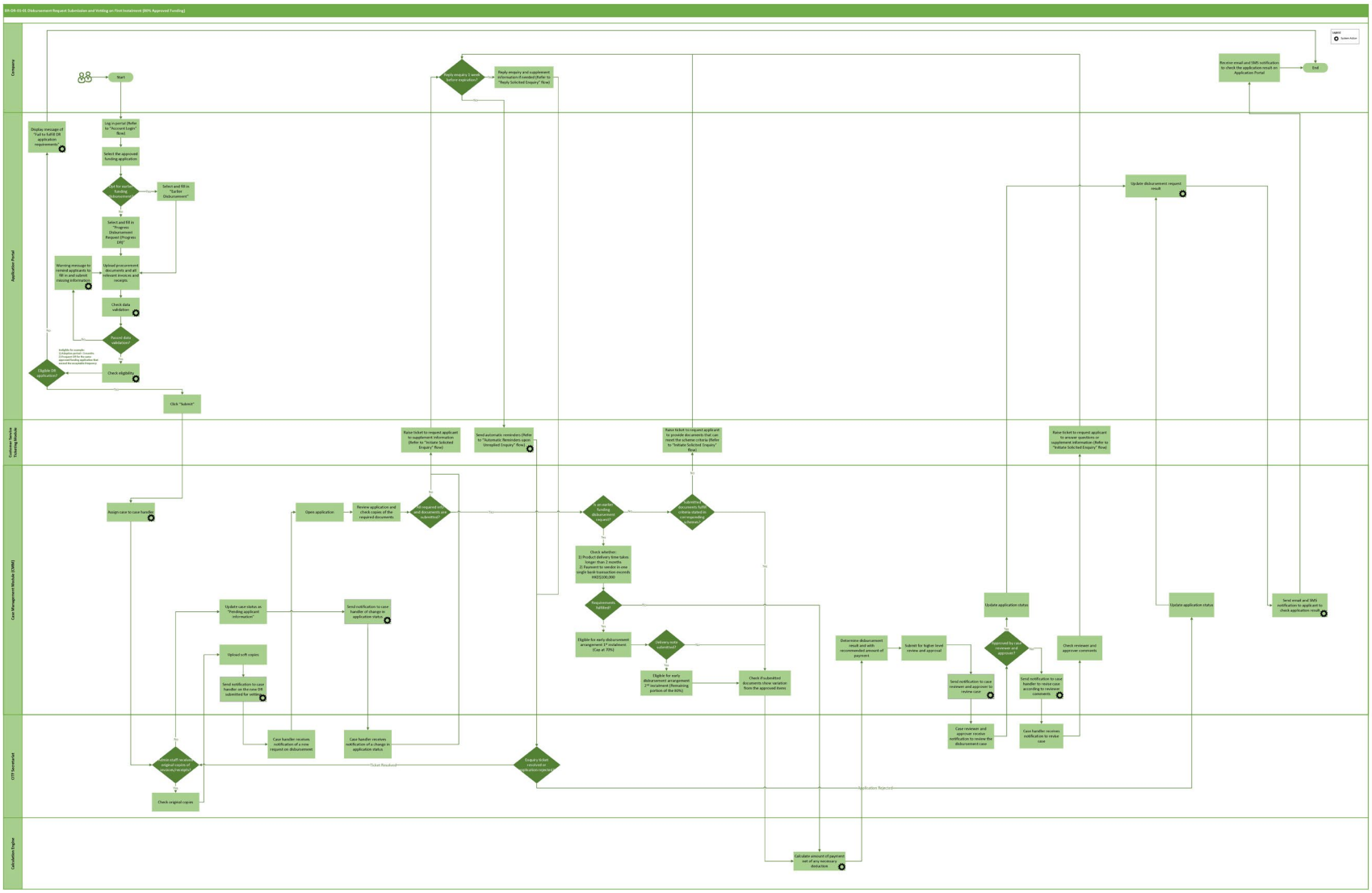
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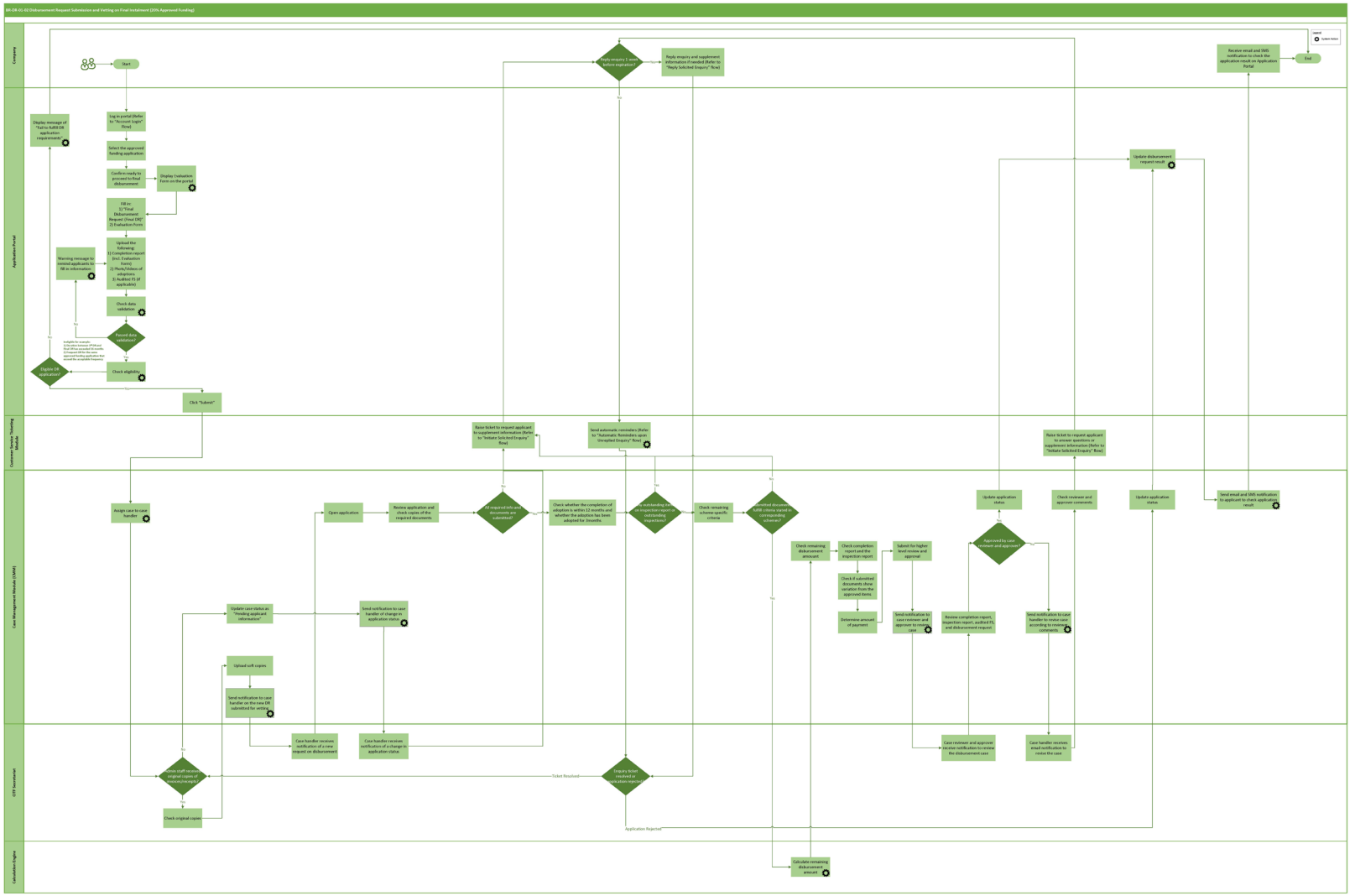
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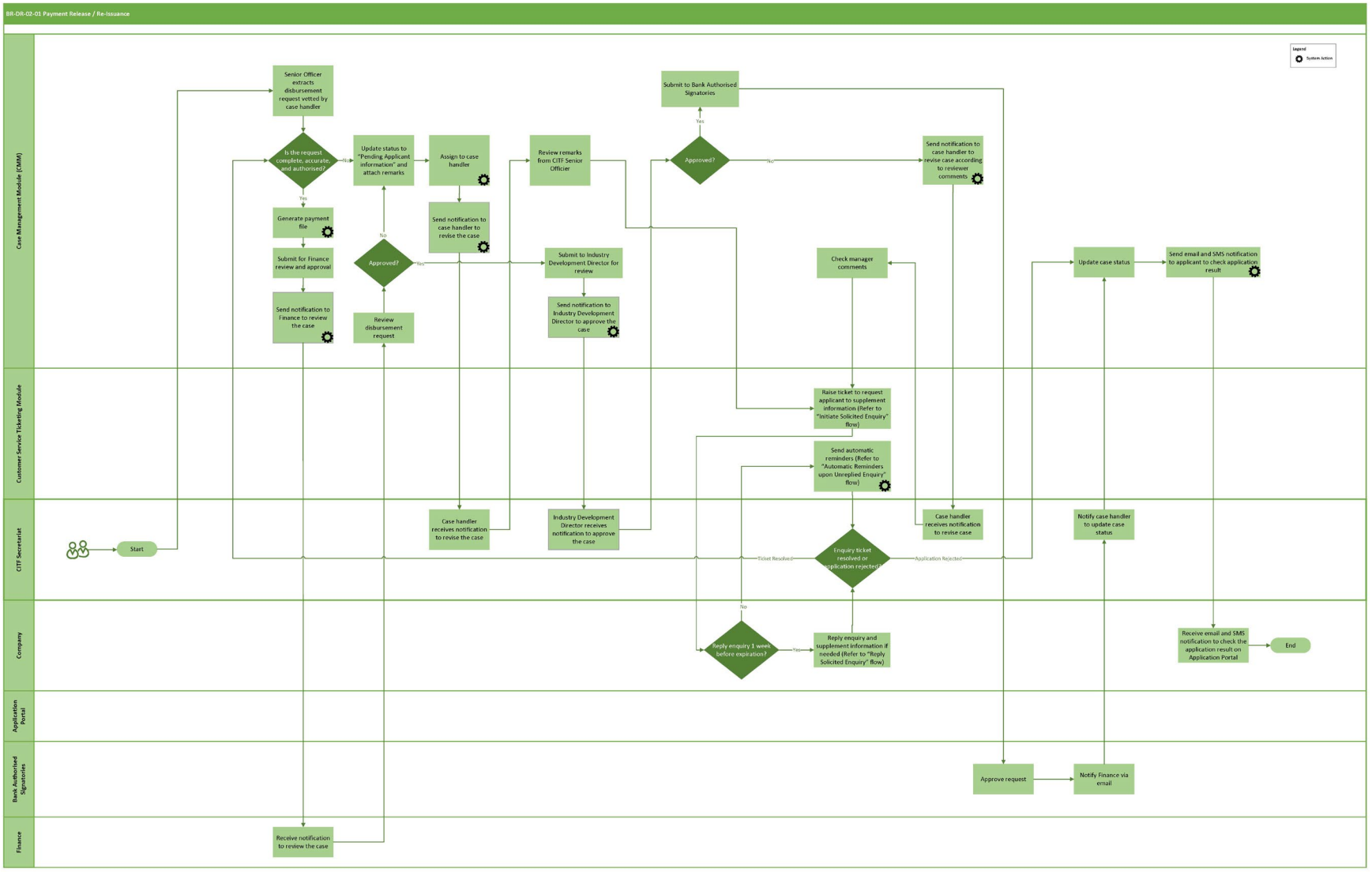
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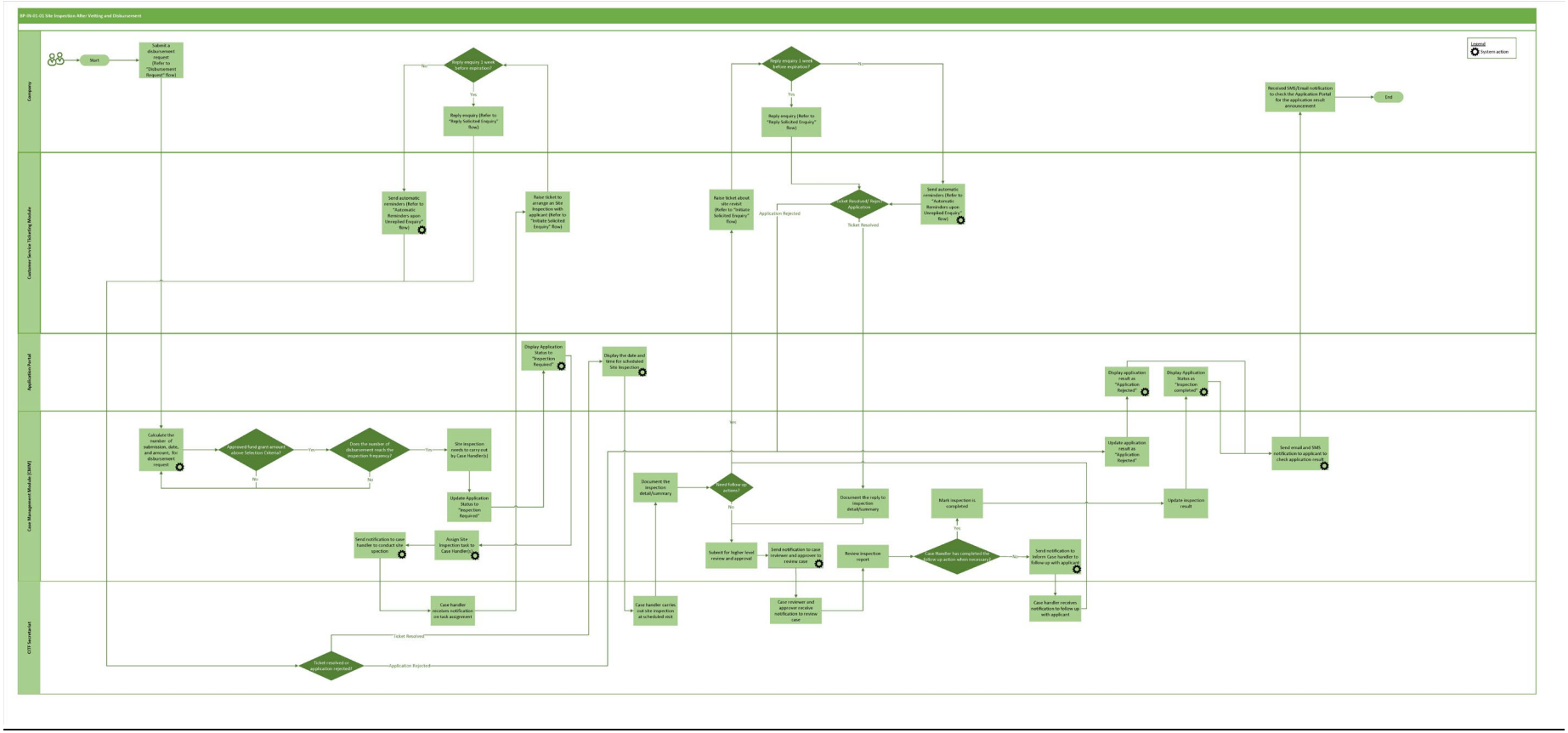
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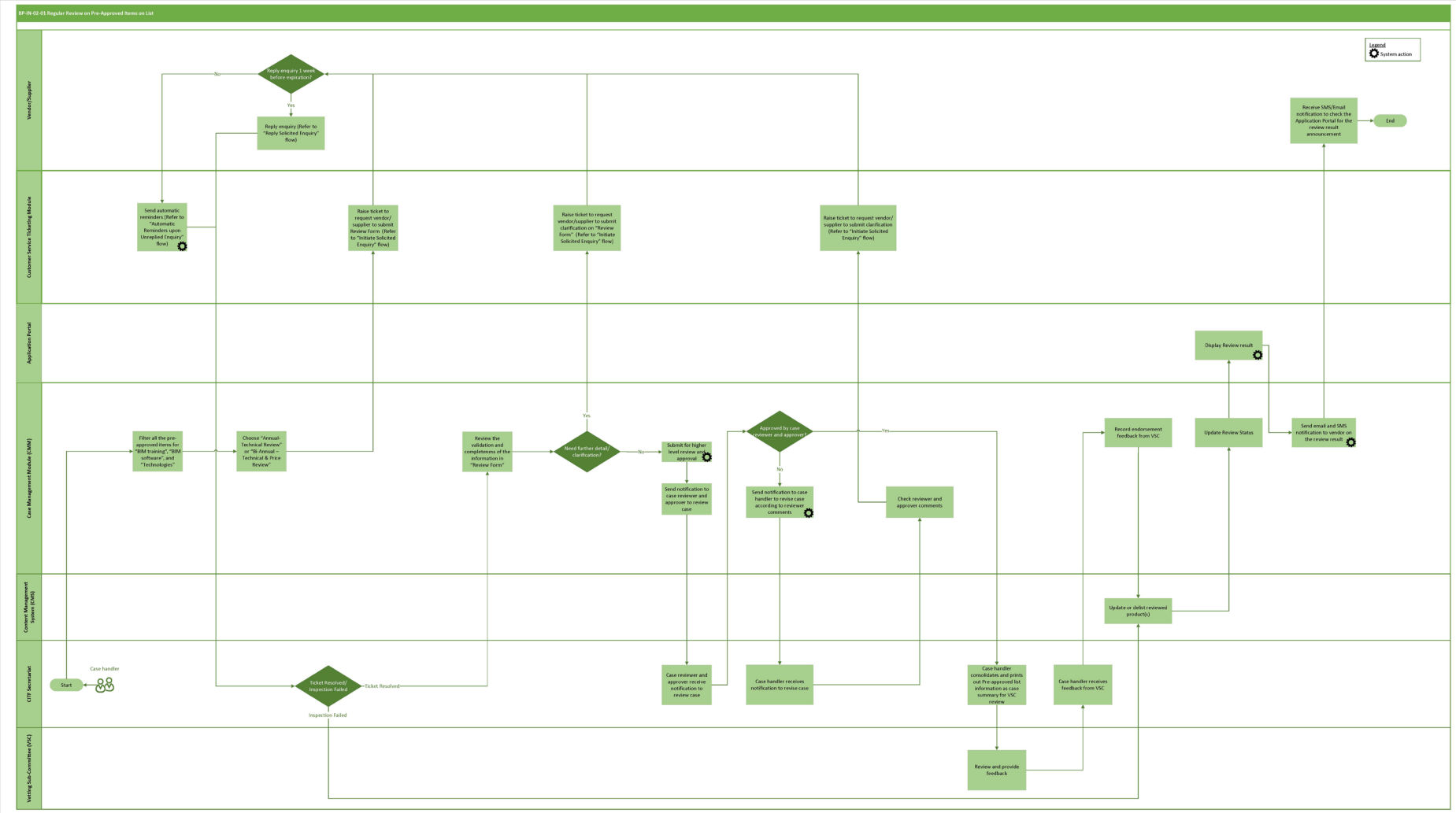
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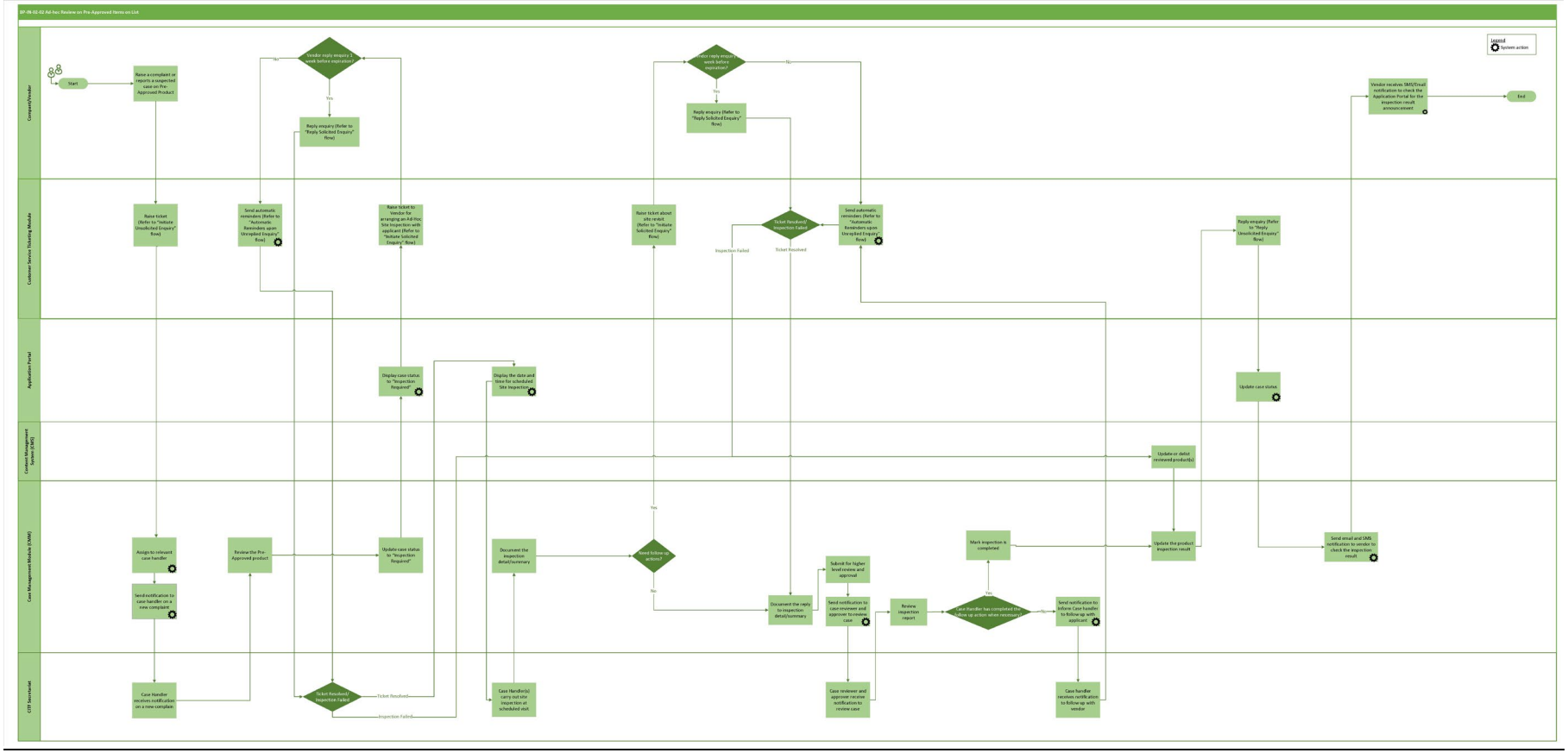
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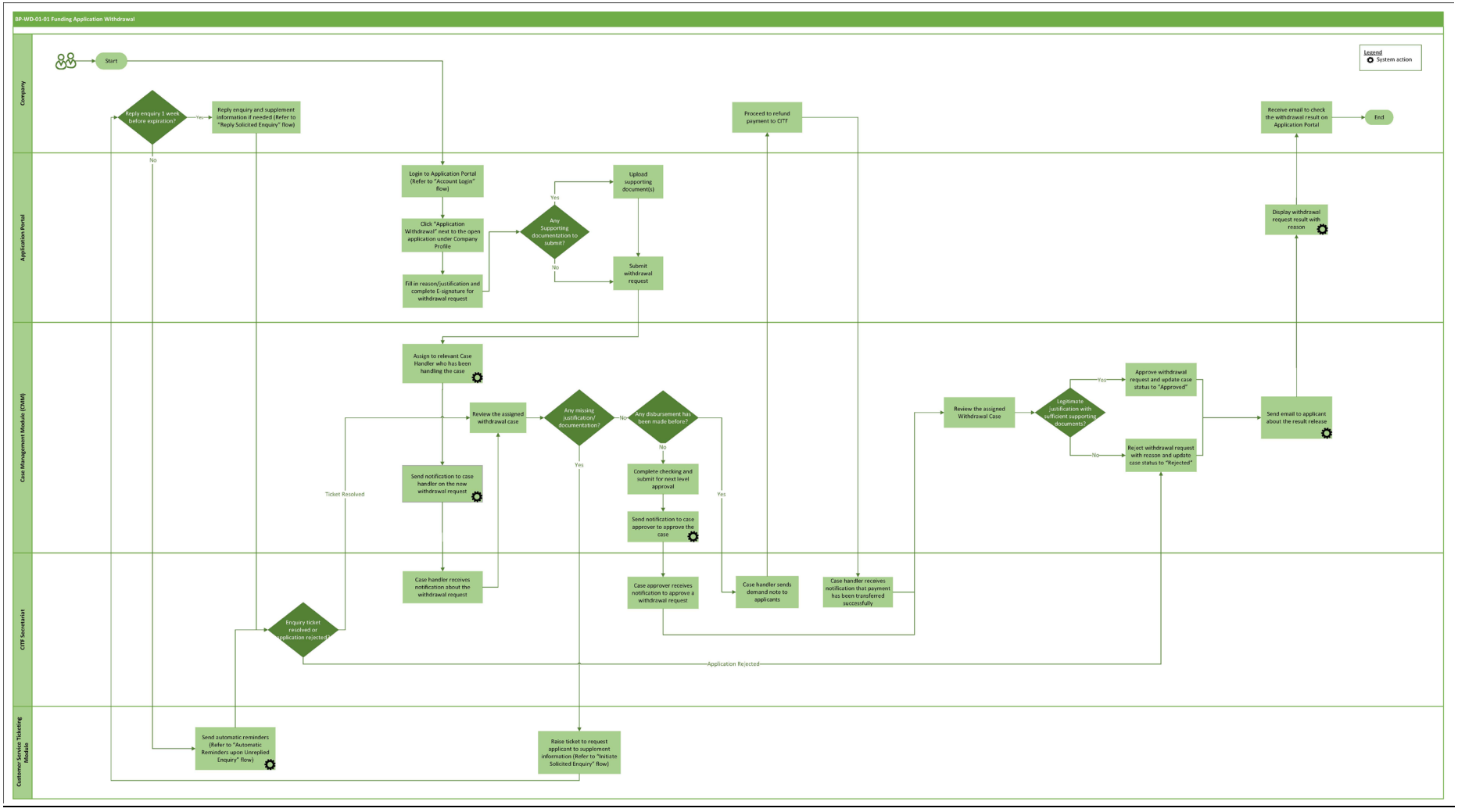
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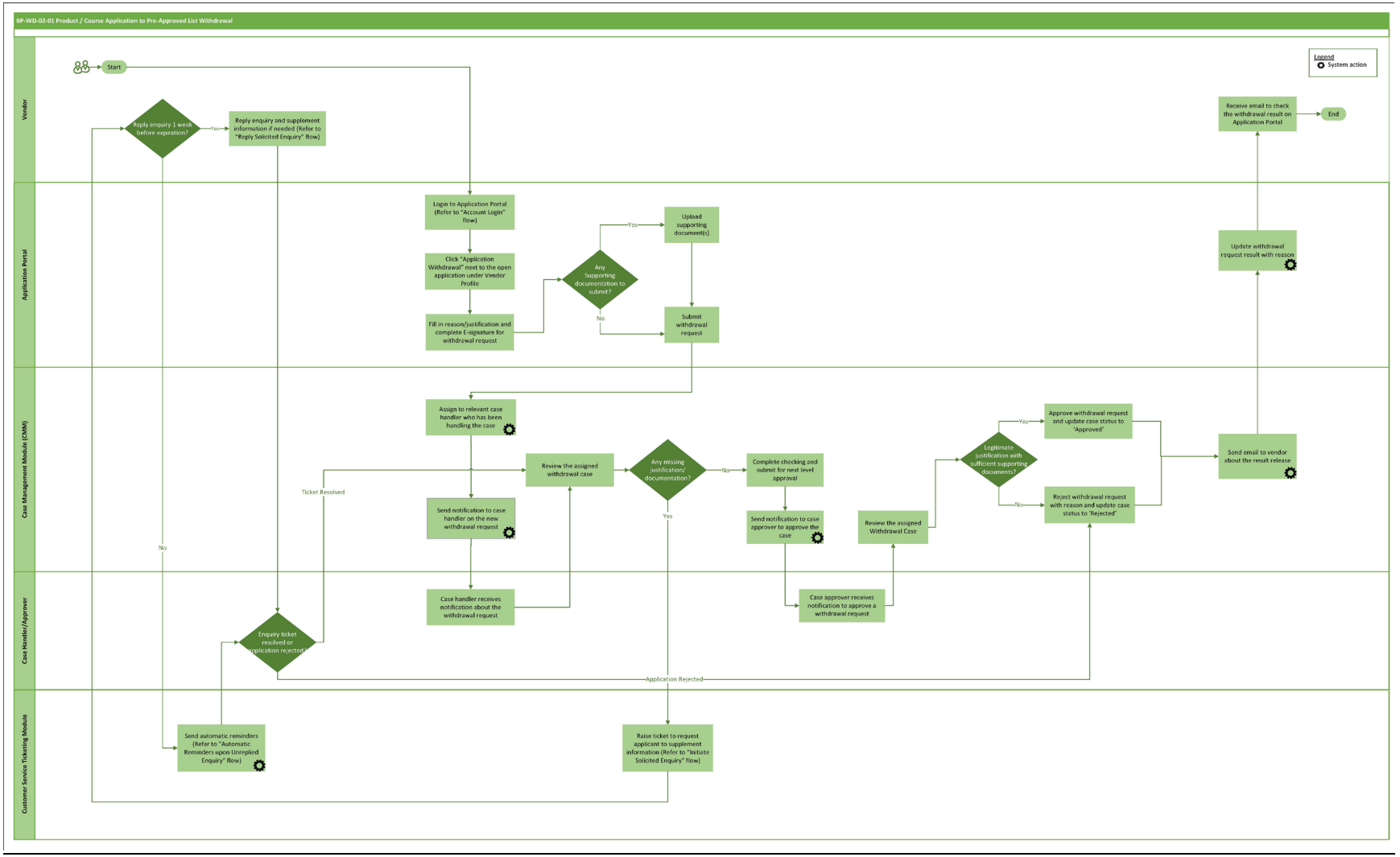
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Memorandum of Agreement

of

Provision of CITF Application Portal and Operation Platform

for

the Construction Industry Council

November 2026

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To be Signed by a Contractor

MEMORANDUM OF AGREEMENT

MEMORANDUM OF AGREEMENT made on the _____day of _____ 2026 BETWEEN THE CONSTRUCTION INDUSTRY COUNCIL of [1] _____ _____ (hereinafter called "the Employer") of the one part and [2] _____ _____ of [3] _____ (hereinafter called "the Contractor") of the other part WHEREAS the Employer requires the Contractor to provide the Services in respect of Provision of CITF Application Portal and Operation Platform for the Employer (hereinafter called "the Assignment") and details of which are set out in the Assignment Brief annexed hereto AND WHEREAS the Contractor has agreed to provide such Services in accordance with the Assignment Brief, Conditions of Contract annexed hereto (hereinafter referred to as "the Conditions"), and subject to the payment to him by the Employer of the fees and other payments set out in the Fee Proposal and the Conditions annexed hereto.

NOW THEREFORE IT IS AGREED AS FOLLOWS :-

1. This Agreement shall comprise :-
   (a) Conditions of Tender and Appendices
   (b) Form of Tender
   (c) Assignment Brief and its Annexes
   (d) Technical Proposal and Fee Proposal
   (e) General Conditions of Contract
   (f) Any relevant correspondence

   all of which are annexed hereto.

2. The Director for the purposes of this Agreement shall be [4] _____ _____

3. In consideration of the payments made at the times and in the manner set forth in the Agreement by the Employer, the Contractor hereby jointly and severally[5] undertakes to perform and complete the said services subject to and in accordance with the Agreement.

IN WITNESS this Agreement has been executed as a deed on the date first above written

SIGNED for and on behalf of)
the Employer by [6])
)
)

in the presence of
Signature, name and address

(a) SIGNED for and on behalf of)
the Contractor by [7])
)
)

in the presence of
Signature, name and address

OR

(b) SIGNED for and on behalf of and as)
lawful attorney for [2])
under power of)
attorney dated)
By)

in the presence of
Signature, name and address

OR

(c) SIGNED on behalf of the Contractor by [8]
)
)
)
)

in the presence of
Signature, name and address

NOTES: (for preparation of but not inclusion in the engrossment of the Memorandum of Agreement)

Case (a) is for use where the Contractor executes the Assignment.

Case (b) is for use where the Contractor executes through an attorney.

Case (c) is for use where the Contractor comprises a partnership or consortium. As regards the attestation clause, each member forming the partnership or consortium just executes.

1 Insert the address for service of documents.

2 Insert the name of the Contractor.

3 Insert the address of the Contractor.

4 Insert the post title.

5 Delete "jointly and severally" where cases (a) or (b) apply. Initial the deletion by the signatories of the Memorandum of Agreement.

6 Insert the name and appointment of the officer.

7 Insert the name(s) and capacity of the person(s) (usually the Directors of the Contractor) executing the Agreement for the Contractor. The person's authority to execute the Agreement for the Contractor is prescribed in the Memorandum of Association of the Contractor.

8 Insert the names of the partners.

General Conditions of Contract

for

Provision of CITF Application Portal and Operation Platform

for

the Construction Industry Council

November 2026

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General Conditions of Contract for Provision of CITF Application Portal and Operation Platform for the Construction Industry Council

1 Definitions

In the Contract as hereinafter defined the following words and expressions shall have the meaning hereby assigned to them except when the context otherwise requires:

"Agreement" means and includes the Memorandum of Agreement, General Conditions of Contract, any Special Conditions of Contract, the Assignment Brief and its annexes (if any), the Fee Proposal and such other documents as may be referred to in the Memorandum of Agreement.

"Assignment" means that part of the Project undertaken by the Contractor as detailed in the Assignment Brief and its annexes (if any) or the Purchase Order.

"Assignment Brief" means the document attached to the Memorandum of Agreement which describes the Project and sets out the details of the Assignment or the part of the Purchase Order which describes the Project and sets out the details of the Assignment. All other amendments/variations made due to the Project shall also be regarded as part of the works included under the Assignment.

"Contract" means the Agreement or the Purchase Order (as the case may be).

"Contractor" means the person, consultant, firm or company who enters into a Contract with the Employer, including the Contractor's permitted assignees.

"Deliverables" means all the reports, drawings, documents, software, certificates and other items described in the Assignment Brief or the Purchase Order which are to be produced by the Contractor under this Contract.

"Employer" means the Construction Industry Council.

"Employer's Representative" means the Project Director or the Project Manager.

"Goods", "Services" and "Works" means goods, works, services, surveys and investigations and/or other duties and obligations as may be prescribed by the specifications/requirements to be supplied or done by the Contractor under the Contract.

"Government" means the Government of the Hong Kong Special Administrative Region.

"HKSAR" means the Hong Kong Special Administrative Region.

"Intellectual Property Rights" means trademarks, service marks, patents, design rights, trade names, copyright, domain names, database rights, new inventions, rights in know-how, designs, processes, and other intellectual property rights whether now known or created in future (of whatever nature and wherever arising) and in each case whether registered or unregistered and including applications for the grant of any such rights;

"Project" means the scheme described in the Contract.

"Project Director" means the person as may be appointed from time to time by the Employer and notified in writing to the Contractor to act as the project director for the purposes of the Project.

"Project Manager" means the person as may be appointed from time to time by the Employer and notified in writing to the Contractor to act as the project manager for the purposes of the Project.

"Project Materials" means the goods, services, works and/or deliverables manufactured, created, generated, supplied, performed or done by the Contractor in discharging its duties in relation to the Goods, Services, Works and/or the Deliverables under the Contract, including but not limited to the Goods, Services, Works and Deliverables.

"Purchase Order" means a purchase order issued by the Employer to the Contractor requesting the supply of Goods, Services and/or Works herein including the contents of the quotation and the terms and conditions hereof. The Purchase Order is limited to the terms and conditions:-

(i) specified herein;
(ii) specified on the contents of the purchase order so issued to the Contractor; and
(iii) if applicable, specified in the Employer's written agreement with the Contractor.

2 Singular and Plural

Words and expressions in the singular include the plural and words and expressions in the plural include the singular where the context so implies.

3 Headings

The index, marginal notes or headings in any documents forming part of the Contract shall not in any way vary, limit or extend the interpretation of the Contract.

4 Laws

(A) The Contract shall be governed by and construed according to the laws for the time being in force in the HKSAR.

(B) The Contractor shall comply with all laws of HKSAR. The Contractor shall not employ illegal workers or any person who are forbidden by the laws of HKSAR or not entitled for whatever reasons to undertake any employment in HKSAR for the purpose of performing its obligations under the Contract. The Contractor and those engaged by the Contractor shall hold valid licences when performing the Contractor's obligations under the Contract whenever so required by the law.

5 Interpretation

The Interpretation and General Clauses Ordinance (Cap. 1) shall apply to the Contract. Words importing one gender (whether masculine, feminine or neuter) shall be taken to include any other gender where the context requires.

6 Memorandum of Agreement

Where the Contract is an Agreement, the Contractor when called upon to do so shall enter into and execute a Memorandum of Agreement which shall be prepared at the cost of the Employer in the form annexed with such modifications as may be necessary.

7 Documents Mutually Explanatory

(A) Save to the extent that any Special Conditions of Contract provides to the contrary, the provisions of the Special Conditions of Contract shall prevail over those of any other document forming part of the Contract.

(B) Subject to sub-clause (A) of this Clause the several documents forming the Contract are to be taken as mutually explanatory of one another but in the case of ambiguities and discrepancies the same shall be subject to the Employer's interpretation and adjustment.

8 Use of English Language and Metric Units

All the correspondence in connection with the Contract shall be in English. All Deliverables shall be in English and metric units shall be used throughout, unless otherwise stated in the Contract or approved by the Employer or the Employer's Representative in writing.

9 Confidentiality

(A) Except otherwise explicitly declared by the Employer as non-confidential, all information and documents provided by the Employer to the Contractor or created by the Contractor in the course of or as a result of the Project shall be regarded as confidential information ("**Confidential Information**"). The Contractor shall take all practical measures to protect the Confidential Information from unauthorized access, disclosure, erasure or use for purposes other than this Project.

(B) Save for the purposes of performing the Contract, the Contractor shall not disclose any and all Confidential Information, the terms and conditions of the Contract or any information, specifications, documents, drawing, plan, software, data or particulars furnished by or on behalf of the Employer or the Employer's Representative in connection therewith, to any person other than a person employed or engaged by the Contractor in performing the Contract or any approved sub-consultants / sub-contractors or the Contractor's legal and insurance advisers, except where required by law or regulation, order of the Court, arbitral authority of competent jurisdiction, requested by a professional body of which the Contractor is a member or disclosure of Confidential Information is with prior written consent from the Employer.

(C) Any disclosure to any person, sub-consultants / sub-contractors or advisers permitted under sub-clause (B) of this Clause shall be in strict confidence and shall extend only so far as may be necessary for the purpose of the Contract and the Contractor shall take all necessary measures to ensure the confidentiality of any such disclosure.

(D) The Contractor shall ensure that all receiving parties of the Confidential Information are informed of its confidential nature and procure the receiving parties to treat such information in strict confidence. The Contractor shall be responsible for the consequences of any breach of the confidential obligation, whether on the part of the Contractor itself or the receiving parties to whom the Contractor discloses the Confidential Information.

(E) The Contractor shall not without the prior written consent of the Employer, which consent shall not be unreasonably withheld, to make any public announcement, press release or other otherwise publish, either alone or in conjunction with any other person, in any newspaper, magazine, or periodical, any article, photograph or illustration relating to the Contract.

(F) If the Contractor has provided the Employer or the Employer's Representative with documents and information which the Contractor has declared in writing to be confidential and stamped accordingly whether in relation to his practice or special circumstances or for other good causes, unless the Employer or the Employer's Representative within TWO (2) months of receipt of such information by notice in writing disagrees, such information will be treated as confidential. The Employer and the Employer's Representative shall not permit the disclosure of such confidential information to third parties without the prior written consent of the Contractor.

(G) All personal data submitted by the Contractor will be used by the Employer for the purpose of this Contract only. By entering into the Contract, the Contractor is regarded to have agreed to and to have obtained from each individual whose personal data is provided by the Contractor to the Employer for the purpose of the Contract, his consent for the disclosure, use and further disclosure by the Employer for the purposes of the Contract and all other purposes arising from or incidental to it. Under the provisions of the Personal Data (Privacy) Ordinance (Cap. 486) ("**PDPO**"), an individual to whom personal data belongs and a person authorized by him in writing has the right to request access to or correction of personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 to the PDPO. The right of access includes the right to obtain a copy of the personal data provided. Written enquiries or requests should be addressed to the Project Manager with sufficient details, failing which the Project Manager may be unable to process and consider the incomplete information submitted.

(H) Should the Project be terminated prematurely due to any reasons or completed satisfactorily as certified by the Employer or the Employer's Representative, the Contractor shall return all related findings, statistics, documents, materials belonging to the Employer and related to the Contractor, and/or destroy any information collected from the Employer or the Employer's Representative including both hard copies and electronic copies within FOURTEEN (14) working days of the termination or completion.

(I) The sub-clauses of this Clause shall survive the termination of this Contract (however occasioned) and shall continue in full force and effect notwithstanding such termination.

10 Data Privacy

(A) If for the purposes of the Contract the Contractor collects personal data on the Employer's behalf or the Employer will entrust personal data with the Contractor, the Contractor shall comply in all aspects with the Personal Data (Privacy) Ordinance (Cap. 486) and any other applicable data protection laws and regulations in relation to the personal data that it collects or processes on behalf of the Employer.

(B) The Contractor shall procure that its sub-contractors be subject to the same data protection obligations the Contractor owes to the Employer and remain fully liable to the Employer for the fulfillment of the obligations of itself and its sub-contractor(s).

(C) The Contractor shall have personal data protection policies and procedures in place and implemented and provide adequate training to its relevant staff. The Contractor shall take all reasonable precautions and exercise all due diligence to protect the entrusted personal data from leakage, unauthorized or accidental access, processing, erasure, loss or use.

(D) Save for those personal data with the purpose for which has not been fulfilled, timely return, destruction or deletion of the personal data shall be strictly abided by the Contractor. The use or disclosure of the personal data for any purpose other than the purpose for which the personal data is entrusted to the Contractor by the Employer under the Contract is strictly prohibited.

(E) The Contractor shall notify the Employer promptly and without undue delay of any potential data breach involving the entrusted personal data. The Contractor and its applicable sub-contractors shall cooperate with the Employer to investigate and mitigate the relevant impact and prevent any recurrence. The Contractor shall also comply with any requests or directions from the Employer and the related authorities and/or regulators in relation to the personal data.

(F) The Contractor shall give all reasonable assistance to the Employer for the purpose of audit inspection by the Employer on such records, personal data and other information held by the Contractor in relation to the handling and storage of the entrusted personal data. The Contractor shall also answer queries or supply information reasonably requested by such personnel in pursuance of such audit inspection.

(G) The sub-clauses of this Clause shall survive the termination of this Contract (however occasioned) and shall continue in full force and effect notwithstanding such termination.

11 Cybersecurity

(A) The Contractor shall take and procure that its sub-contractors take all reasonable cybersecurity measures to protect any and all information and data (including personal data mentioned in this Clause) relating to the Assignment stored or processed electronically from leakage or divulgence and ensure that no such information and/or data would be accessed or obtained or viewed or otherwise known to any third parties that are not meant to be involved in the Contractor's discharge of its obligations under the Project.

(B) The Contractor shall be and procure that its sub-contractors be keenly aware of cybersecurity risks such as phishing attacks, Internet of Things attacks, identity theft, ransomware, password attacks, web attacks, malware attacks, etc., ensure that its electronic devices which are used to store, process, transfer such information and/or data are immune from such risks, and shall avoid all such risks.

(C) If any information and/ or data (including personal data mentioned in this Clause) is leaked or divulged or accessed or obtained or viewed or otherwise known to any third parties that are not meant to be involved in the Contractor's discharge of its obligations under the Project as a result of the Contractor's breach of its duties under sub-clauses (A) and (B) above, the Contractor shall indemnify the Employer from any and all losses and/or damages suffered by the Employer so caused by the Contractor's breach.

(D) The sub-clauses of this Clause shall survive the termination of this Contract (however occasioned) and shall continue in full force and effect notwithstanding such termination.

12 Information to be supplied by the Employer

The Employer shall keep the Contractor informed of such matters as may appear to him to affect the performance of his duties under the Contract and shall give such assistance, approvals, and decisions in writing as and when they shall reasonably be required for the Contractor's performance of his duties under the Contract.

13 Information to be supplied by the Contractor

The Contractor shall keep the Employer and the Employer's Representative informed of all matters related to the Contract within the knowledge of the Contractor including details of all staff employed by the Contractor and all other people directly or indirectly engaged by the Contractor and shall, when requested to do so, answer all reasonable enquiries received from the Employer and the Employer's Representative, render reports at reasonable intervals when asked to do so and make viable recommendations to the Employer and the Employer's Representative as to the manner in which the Assignment should be proceeded with.

14 Retention of Documents and Audit Inspection

(A) For a period of TWO (2) years commencing from the completion of the Works or provision of the Services or supply of the Goods under the Contract, the Contractor shall retain and provide space at its own costs to retain all softcopies and hardcopies of all his records, data, accounts and other information in respect of or in relation to its discharge of its obligations under the Contract.

(B) The Contractor shall give all necessary assistance to Employer for the purpose of audit inspection to inspect such records, data, accounts and other information whatsoever in relation to the Project and shall answer queries and/or supply information reasonably requested by such personnel in pursuance of such audit inspection.

15 Attendance at Meetings

The Contractor shall, if reasonably possible, attend or be represented at all meetings convened by the Employer to which he may be summoned and shall advise and assist the Employer and the Employer's Representative in all matters relating to the Deliverables.

16 Inspection

(A) The Contractor shall permit the Employer and the Employer's Representative to enter its premises at any reasonable time in order to inspect the Goods, Services and/or Works in the course of manufacture, provision or storage. If, as a result of such inspection, the Employer or the Employer's Representative is not satisfied that the Goods, Services and/or Works will comply with the Contract requirements, it shall notify the Contractor in writing and the Contractor shall, as soon as possible, take all necessary steps to ensure compliance. An inspection or notification by the Employer or the

Employer's Representative (with or without comments or approval) shall not relieve the Contractor of its obligations under the Contract. It remains the Contractor's duty to ensure full compliance with its obligations under the Contract.

(B) The Contractor shall at all times provide the Employer and the Employer's Representative with reasonable facilities to inspect or view the Goods, Services and/or Works, documents, records and correspondence in the Contractor's possession relevant to the Contract.

17 Approval of Documents

(A) The Contractor shall, when so requested by the Employer or the Employer's Representative, submit to him for his approval such record, data, account or other documents, matters or things prepared by them as a direct requirement of the Assignment as the Employer's Representative may specify or require.

(B) No such approval shall affect or relieve the Contractor of its obligations under the Contract.

18 Delegation of Employer's Power

The Contractor shall take instructions and directions and, where appropriate, receive the Employer's decisions and views only through the Employer or the Employer's Representative and, subject to any limitations imposed by the Employer or the Employer's Representative in any letter of authority granted by the Employer or the Employer's Representative, the Employer or the Employer's Representative may delegate his powers to such other person.

Where the Contractor for whatever reason does not manage to reach the Employer's Representative for the purposes set out in the Contract, the Contractor shall liaise with the Employer direct for those purposes. For the avoidance of doubt, the Employer has the power to exercise any right conferred upon the Employer's Representative and may exercise the same as it sees fit.

19 Amendments to the Assignment Brief

(A) The Employer shall make any changes to the Assignment Brief which he considers necessary or desirable for the successful completion of the Assignment or the Project.

(B) Any queries on, or suggestions for amendments to the Assignment Brief shall

be referred to the Employer for his clarification or instructions regarding further action.

20 Written Approval

The Contractor shall obtain the written approval of the Employer prior to entering into any commitment to expenditure for which there is provision for reimbursement under the Contract.

21 Consultation

The Contractor shall, as may be necessary for the successful completion of the Assignment, consult all authorities, including public utility companies, those who may be specified by the Employer in connection with the Assignment and bodies or persons affected by the Assignment.

22 Response to Queries

(A) The Contractor shall promptly respond to queries on the findings and conclusions of this Assignment raised during the period defined in the Assignment Brief by the Employer, the Employer's Representative or by any person who may be appointed or nominated by the Employer or the Employer's Representative for the Project.

(B) The Contractor shall use his best endeavours to promptly respond to queries on the findings and conclusions of this Assignment raised after the period defined in the Assignment Brief by the Employer or any person who may be appointed or nominated by the Employer.

23 Exclusive Ownership and Intellectual Property Right Indemnities

(A) The Contractor guarantees that neither the sale nor use of goods nor the performance or provision of the Project Materials will infringe any local or foreign copyright, patent or trade mark or any kind of Intellectual Property Rights.

(B) The Contractor shall indemnify and keep the Employer, its authorized users, assignees and successors-in-title (hereinafter "**indemnified parties**") indemnified from and against:

(i) all and any demands, claims, actions, arbitrations, proceedings, threatened, brought or instituted against the indemnified parties

arising from the Contractor's infringement of any kind of Intellectual Property Rights ("**IP Claims**") in performing its duties under the Contract; and

(ii) all liabilities and indebtedness (including without limitation liabilities to pay damages or compensation), loss, damage, costs and expenses incurred or suffered by indemnified parties (including all legal and other costs, charges, and expenses) on a full indemnity basis, which indemnified parties may pay or incur in initiating, defending, counter-claiming, settling or compromising any action or proceeding by or against indemnified parties

which arise directly or indirectly from or relate to the Contract. The indemnity herein shall survive termination of this Contract (howsoever occasioned).

(C) In event of such IP Claims, the Contractor shall do all things and take such action (including procuring any required licenses, consents of authorizations or modifying or replacing any infringing item) without charge to the Employer as shall be necessary to prevent or remedy (without detracting from the overall functions or performance) any infringement, provided that the Employer will use reasonable endeavors to mitigate its loss; the Contractor shall at all times act in such a way as to minimize interruption and disruption to the operation of the Employer.

(D) The Employer shall become the exclusive owner of all Project Materials, save those Project Materials under licence or those Project Materials in respect of which there is a pre-existing copyright or patent, supplied or produced by, for or on behalf of the Contractor under the Contract. Notwithstanding the above, the Contractor hereby grants the Employer and its affiliates an irrevocable royalty free license to use, copy or modify such pre-existing materials for its internal business purposes.

(E) The Intellectual Property Rights in the Project Materials shall upon creation be vested in the Employer. In the event that the Contractor requests and the Employer grants written consent such that the Intellectual Property Rights for specific Project Materials are not assigned to the Employer, the Contractor hereby grants to the Employer and its affiliates an irrevocable royalty free license to use, copy or modify the Project Materials with a right

to sublicense those Project Materials to third parties for any purposes intended by the Employer. For the avoidance of doubt, any such license granted shall not be determined if the Contract is suspended or terminated pursuant to Clause 43 or otherwise.

24 Care, Diligence and Indemnity

(A) The Contractor shall exercise and shall ensure that its sub-contractors exercise all reasonable professional skill, care and diligence in the performance of all and singular of the Services or carrying out the Works and, insofar as his duties are discretionary, shall act fairly between the Employer and any third party.

(B) The Contractor acknowledges that time and quality are of the essence in the performance of the Contract, and the Contractor shall deliver the Goods to the designated place, provide the Services and/or carry out the Works in strict adherence to the delivery date(s) or schedule(s) or completion date set forth in the Contract or extended pursuant to the terms of the Contract or otherwise agreed by the Contractor and the Employer's Representative. If the Contractor shall fail or refuse to make delivery of the Goods in the Project Materials as aforesaid, the Employer shall have the right to cancel / terminate the Contract and to procure the Goods from any other sources and the Contractor shall be liable for any sum so incurred in excess of the Contract price.

(C) All Project Materials are subject to inspection and rejection by the Employer notwithstanding any prior payment, which, in itself and without more, does not mean or imply the Employer's acceptance of the Project Materials. The Project Materials would be accepted by the Employer if the Project Materials have been provided / performed in accordance with the terms and conditions of the Contract and to the satisfaction of the Employer.

(D) The Project Materials must conform in all respects with the Contract requirements. All Goods/Works in the Project Materials must be of sound materials, workmanship (and design, where the Contractor is responsible for this), and shall be equal in all respects to relevant samples or patterns provided by or accepted by the Employer. All Services in the Project Materials shall be performed in a sound manner and shall be free from any defects (major or minor) including (to the extent that the Contractor is responsible for design) defects in design or installation.

(E) The Project Materials shall be in accordance with any applicable local or international standards. The Project Materials shall at the time of delivery or performance comply with all relevant requirements of any applicable statute, statutory rule or order or other instrument having the force of law.

(F) The Employer's signature given on any delivery note or other documentation presented for signature in connection with delivery of the Project Materials only suggests the receipt of the Project Materials, and is not evidence of actual quantity, quality or condition of the Project Materials or the Employer's acceptance of the Project Materials.

(G) Acceptance of all or part of the Project Materials shall not:-

(i) waive the Employer's right to cancel or return all or any portion of the Project Materials that do not conform to the Contract requirements;

(ii) oblige the Employer to accept future delivery of the Project Materials; or

(iii) preclude the Employer from making any claim for damages or breach of warranty; or

(iv) prejudice the Employer's right to reject any and all of the Project Materials that do not meet the provisions of sub-clause (D) of this Clause.

(H) All Project Materials must pass the Employer's acceptance tests. The Employer shall be entitled to reject any and all Project Materials that do not meet the provisions of sub-clause (D) of this Clause. If by the nature of the Project Materials any defects or any failure to conform to sub-clause (D) of this Clause does not or would not become apparent (despite the carrying out of any examination or acceptance tests) until after use, the Employer may reject the same even after a reasonable period of use. No Project Materials returned as defective by the Employer shall be replaced by the Contractor without a prior written notice by the Employer of the rejection.

(I) Any Project Materials rejected under sub-clause (H) must at the request of the Employer be replaced or re-performed as the case may be by the Contractor at the Contractor's own expense. Alternatively, the Employer may

elect (at the Employer's option) to terminate the Contract pursuant to the terms and conditions of Contract in respect of the rejected Project Materials in question and the whole of the remainder of the Project Materials (if any) covered by the Contract. All rejected Goods of the Project Materials will be removed from the site and returned to the Contractor at the Contractor's expense. If the Contractor fails to remove the rejected Goods from the site, the Employer may continue to store such Goods and the Contractor shall fully reimburse the Employer for all storage costs and delivery costs incurred or to be incurred immediately upon the Employer's demand in writing.

(J) Without prejudice to the Employer's rights under sub-clause (I) under this Clause, the Employer shall be entitled to return any Goods to the Contractor for a full refund in respect of such returned Goods within THIRTY (30) days of the Employer's demand for return. All rejected Goods of the Project Materials will be returned to the Contractor at the Contractor's expense. If the Contractor fails to so refund within THIRTY (30) days of the Employer's demand for return, the Contractor shall be liable to pay interest on such amount(s) to be refunded at an interest rate of 1% above the rate of prime.

(K) The Contractor shall, in respect of any work done or information supplied by or on behalf of the Employer, report to the Employer any errors, omissions and shortcomings of whatsoever nature of which the Contractor becomes aware in carrying out the Assignment.

(L) The Contractor shall advise the Employer, as soon as practicable, of any actual or foreseeable delay in meeting the delivery schedules or date for completion and the reason therefor.

(M) The Contractor shall indemnify and keep indemnified the Employer against all claims, damages, losses or expenses arising out of or resulting from any negligence in or about the conduct of and performance by the Contractor, his servants or agents or sub-consultants/sub-contractors of all tiers, in carrying out the Assignment.

(N) The Contractor shall be liable for, and shall indemnify the Employer against, any expense, liability, loss, claim or proceedings whatsoever arising under any statute or at common law in respect of personal injury to or the death of any person whomsoever arising out of or in the course of the Contract, save to the extent that the same may be due to any deliberate default, negligence or willful misconduct of the Employer or of any person for whom the

Employer is responsible.

(O) The Contractor shall be liable for, and shall indemnify the Employer against, any expense, liability, loss, claim or proceedings in respect of any injury or damage whatsoever to any property real or personal in so far as such injury or damage arises out of or in the course of the Contract, save to the extent that the same may be due to any deliberate default, negligence or willful misconduct of the Employer or of any person for whom the Employer is responsible.

(P) The Contractor has to keep all the Contractor's property in safe custody or that of his sub-contractors and/or sub-consultants and employees on site. The Contractor shall indemnify the Employer in respect of any loss, damages, injury or death of the Contractor, his sub-contractors/sub-consultants and employees in consequence of the malfunction of, loss of or damage to the said property, save to the extent that the same may be due to any deliberate default, negligence or willful misconduct of the Employer or of any person for whom the Employer is responsible.

(Q) Unless it is specifically allowed in other part of the Contract, if the Contractor or the Employer shall default on carrying out its obligations under the Contract, the Contractor or the Employer may by notice in writing to request the defaulting party to perform the obligations promptly in order to avoid and minimize any loss and damage that such failure may cause. In addition, the defaulting party shall indemnify any direct loss or damages so caused to the Contractor or the Employer (as the case may be) as a result of the default of this Contract.

(R) If either the Contractor or the Employer has breached any terms and conditions under this Contract, the defaulting party shall indemnify against all related actual financial losses and expenses necessarily incurred by the Contractor or the Employer (as the case may be) arising from the breach.

(S) The Employer has the rights to recover any expense, loss or claim from payment payable to the Contractor by notice in writing, the same may be deducted or offset from any sum then due or which at any time thereafter may become due to the Contractor under the Contract or any other contracts the Contractor has entered into with the Employer.

(T) The Contractor's liability for loss or damages arising from or in relation to

this Project, as a result of breach of contract, tort (including negligence,) or otherwise in relation to the Contractor's performance of its obligations under the Contract, is limited to a liability cap as THREE (3) times of the Contract sum. This sub-clause does not apply when the Court or an arbitral tribunal finds that the Contractor has engaged in willful misconduct or fraudulent behavior or gross negligence or a fundamental breach of the Contract.

(U) The sub-clauses of this Clause in respect of the Contractor's obligations to indemnify the Employer shall survive the termination of this Contract (however occasioned) and shall continue in full force and effect notwithstanding such termination.

(V) Subject always to the Employer's right of rejection (in which case all title to and risks in any rejected Goods in the possession of the Employer shall remain with or pass back to the Contractor upon the Employer's request for rejection), all title and risks in the Goods shall pass from the Contractor to the Employer upon delivery and written acceptance of the Goods by the Employer.

(W) The Contractor shall provide and employ and shall ensure that any of his sub-contractors shall provide and employ in connection with the execution of the Services sufficiently skilled, competent, qualified, experienced personnel as are necessary for the proper and timely execution of the Services.

25 Instruction and Procedure

The Contractor shall comply with all reasonable instructions of the Employer and the Employer's Representative. The Employer and/or the Employer's Representative may issue to the Contractor general instructions on procedure and shall supply such additional information as may be required. The Contractor shall follow such procedures as far as possible and shall obtain prior written approval from the Employer or the Employer's Representative for any intended major departure from such procedures. Nothing in this Clause shall relieve the Contractor's obligations under the Contract.

26 Approval for Variations and Claims

The Contractor shall obtain prior written approval from the Employer or the Employer's Representative for any order of a variation to the Project Materials under the Contract or the commitment of the Employer or the Employer's Representative to expenditure for the Project Materials under the Contract other than in respect of claims, if the value of such order or commitment is estimated to exceed

the sum specified in the Assignment Brief, or if not specified in the Assignment Brief, as advised in writing by the Employer or the Employer's Representative. If the Contractor fails to obtain such prior written approval before carrying out any variation or committing to expenditure for the Project Materials, the Contractor shall be entitled to no additional time or payment for such variation and commitment to expenditure and Employer may require the Contractor to rectify any unapproved variation at the Contractor's own costs.

27 Submission of Variations and Claims

(A) Without prejudice to the requirements of Clause 26 the Contractor shall:

(i) submit the details of every intended variation to the Project Materials, including the reasons for it and its estimated value, to the Employer or the Employer's Representative for information as soon as possible;

(ii) as soon as the value of the intended variation to the Project Materials has been determined, submit the details of the valuation to the Employer or the Employer's Representative for approval;

(iii) report to the Employer or the Employer's Representative all claims for additional payment made by the Contractor and refer to the principles underlying their assessment of each claim, to enable the Employer or the Employer's Representative to be duly informed in approving or not approving the variation; and

(iv) report to the Employer or the Employer's Representative all actual or foreseeable delays to the progress of the Project Materials and refer his assessment of granting of extension of time for completion, if any, to enable the Employer or the Employer's Representative to be duly informed in approving or not approving the variation.

(B) The foregoing submissions, referrals and reporting to the Employer or the Employer's Representative shall be in writing.

28 Programme to be Submitted and Agreed

(A) The Contractor may propose changes to some or all of the key dates specified in the Assignment Brief for incorporation into the draft programme prepared under sub-clause (B) of this Clause for the Employer or the Employer's Representative to agree. If any of such proposed changes are agreed by the Employer or the Employer's Representative, who may impose

conditions on his agreement, the corresponding key dates shall be changed and the changed dates incorporated into the draft programme.

(B) The Contractor shall submit a draft programme which shall be in accordance with the requirements of the Assignment Brief and shall incorporate the key dates specified in the Assignment Brief, including any changes agreed under sub-clause (A) of this Clause. The Employer or the Employer's Representative shall either agree the draft programme or instruct the Contractor to submit a revised draft programme which the Contractor shall prepare.

(C) If the Employer or the Employer's Representative do not agree the revised draft programme submitted under sub-clause (B) of this Clause, he shall issue an instruction under Clause 25 to the Contractor.

(D) When the Employer or the Employer's Representative has agreed the draft programme or the revised draft programme submitted under sub-clause (B) of this Clause or such other draft programme as may result from sub-clause (C) of this Clause, the agreed draft programme or revised draft programme shall become the Agreed Programme for carrying out the Assignment and shall be amended only with the prior written approval of the Employer or the Employer's Representative.

29 Payment

Subject to the other provisions of this Agreement and to the Contractor duly and promptly delivered the Project Materials to the satisfaction of the Employer, the Employer shall pay the Contractor in accordance with the Fee Proposal or the Purchase Order (as the case may be).

30 Fees to be Inclusive

(A) Prices and the currency shall be as specified in the Contract. Unless provided otherwise, the fees set out in the Fee Proposal or the Purchase Order (as the case may be) shall be inclusive of all taxes, labour, materials and expenses incurred in the course of provision of the Project Materials.

(B) If required by the Employer, the detailed price list should also be provided, covering all items affecting the price such as the taxes, service charges, etc.

31 Payment in Hong Kong Dollars

Unless provided otherwise, payments shall be made in Hong Kong dollars.

32 Expenses incurred in currencies other than Hong Kong dollars

The Contractor shall specify in its claims for other reimbursement expenses incurred in currencies other than Hong Kong dollars the date on which the expenses were paid. Payment shall be arranged by conversion to Hong Kong dollars at the Selling (T.T.) rate in use by the Hong Kong and Shanghai Banking Corporation at the commencement of business on the date the expense was paid.

33 Payment of Accounts

(A) Subject to clause 29, the Contractor shall submit the Employer an invoice and accompanied by such documents, information and explanations as the Employer may require in respect of the Project Materials. The Employer may request such further documentation as it deems necessary or desirable to verify the invoice. Original invoices shall be submitted by mail to Employer's headquarters (of which the address may be changed upon the Employer's written notice to the Contractor) unless otherwise required by the Employer.

(B) Except as provided for in sub-clause (C) of this Clause accounts of all money due from the Employer to the Contractor in accordance with the Contract shall be paid within THIRTY (30) days of the invoice and supporting documentation requested by the Employer and receipt and verification of the Contractor's invoice and supporting documentation by the Employer.

(C) If any item or part of an item of an account rendered by the Contractor is reasonably disputed or subject to reasonable requisitions by the Employer or the Employer's Representative, the Employer shall within THIRTY (30) days after receipt of the invoice by the Employer inform the Contractor in writing of all items under dispute or subject to requisitions. The Contractor shall cancel the original invoice and reissue an invoice for the undisputed amount within TEN (10) days.

(D) The Contractor and the Employer shall promptly investigate any disputed invoice and shall act reasonably to resolve the dispute. Any disputed invoice or part of an invoice agreed by the Employer to be payable following resolution shall be re-invoiced as appropriate. Notwithstanding the foregoing, the Contractor shall continue to provide the Project Materials in full as if the dispute and/or requisitions did not exist.

(E) The Contractor shall be responsible for ensuring that all information on invoices is complete and accurate, and that specific reference is made to the Contract reference number assigned by the Employer.

34 Rendering of Accounts

The Contractor shall render his accounts for interim payments in accordance with the Fee Proposal or the Purchase Order (as the case may be).

35 Payment for Additional Services

The Contractor shall be entitled to payment for the performance of any Services which he could not reasonably have anticipated at the time of entering into the Contract resulting from:

(i) explanations of adjustments made under sub-clause (B) of Clause 7;

(ii) changes to the Assignment Brief made under sub-clause (A) of Clause 19;

(iii) clarifications or instructions given under sub-clause (B) of Clause 19; and

(iv) instructions given under Clause 25.

Provided that such Services are not attributable to default on the part of the Contractor.

36 Reduction of Lump Sum Fees

If there shall be a reduction in the Services or Works resulting from:

(i) explanations or adjustment made under sub-clause (B) of Clause 7;

(ii) changes to the Assignment Brief made under sub-clause (A) of Clause 19;

(iii) clarifications or instructions given under sub-clause (B) of Clause 19; and

(iv) instructions given under Clause 25;

then the Employer shall be entitled to a reduction in the lump sum fees in respect of such a reduction in the Services.

37 Notifications and Payment for Delays

(A) The Contractor shall not be entitled to payment in respect of any additional costs he incurs as a result of delays arising during the performance of the Services or extension of the date for completion if the causes of delay are the fault of the Contractor and/or not the fault of the Employer.

(B) The Contractor shall notify the Employer or the Employer's Representative when a delay arises or when it is apparent that a delay is likely to arise within THIRTY (30) days and shall detail what in his opinion are the reasons for the delay, the consequences or likely consequences of the delay and any additional costs he has incurred or may incur.

(C) The Contractor shall keep such contemporary records as may reasonably be necessary to support any claim for payment under this Clause and shall give to the Employer or the Employer's Representative details of the records being kept in respect thereof. The Employer or the Employer's Representative may require the Contractor to keep and agree with the Employer any additional contemporary records as are reasonable and may in the opinion of the Employer be material to the claim, but the Employer or the Employer's Representative shall not be deemed to have admitted liability in this situation unless the Employer or the Employer's Representative expressly so agree in writing. The Contractor shall permit the Employer and/or the Employer's Representative to inspect all records kept pursuant to this Clause and shall supply copies thereof at its own expense as and when the Employer or the Employer's Representative so require.

(D) After the giving of a notice of delay to the Employer or the Employer's Representative under sub-clause (B) of this Clause, the Contractor shall, as soon as is reasonable, send to the Employer or the Employer's Representative a first interim account giving full and detailed particulars of the circumstances giving rise to the delay and any additional costs he incurred. Thereafter at such intervals as the Employer or the Employer's Representative may reasonably require, the Contractor shall send to the Employer or the Employer's Representative further up-to-date accounts giving the accumulated total of the additional costs and any further full and detailed particulars in relation thereto.

(E) If the Contractor fails to comply with the provisions of sub-clause (B) of this Clause in respect of any claim, the Contractor shall not be entitled to claims for additional time and/or costs for the delay and such claims shall not be considered.

(F) Without affecting the generality of sub-clause (E) of this Clause, if the Contractor fails to comply with the provisions of sub-clauses (C) or (D) of this Clause in respect of any claim, the Employer or the Employer's Representative may consider such claim only to the extent that the Employer or the Employer's Representative are able on the information made available.

(G) The Contractor shall take all reasonable steps to mitigate the costs which may be incurred as a result of the delays.

(H) Without affecting the generality of sub-clauses (A), (B) and (E) of this Clause, the Employer may extend the date for completion if the causes of delay are the fault of the Employer or persons for whom the Employer is responsible.

38 Employer's Assignment and Novation

(A) The Employer may assign or transfer the whole or any part of its rights and/or benefits under the Agreement at any point in time to any third party without the Contractor's consent. Any such assignment or transfer shall be notified to the Contractor as soon as practicable.

(B) The Employer shall have the right to novate to a third party ("**Novatee**") all of the Employer's rights, interests and benefits, obligations, liabilities and duties, without limitation, known and unknown, existing and contingent, actual and otherwise, in connection with the Agreement at any point in time. The Contractor shall enter into a novation agreement with the Employer and the Novatee to the effect that:

(1) the Novatee shall assume all rights, interests and benefits, obligations, liabilities and duties of, and all claims for and against, the Employer in connection with the Agreement in place of the Employer as if the Novatee were the original party to the Agreement;

(2) the Novatee shall have power to exercise all rights expressed to be those of the Employer under the Agreement;

(3) the Novatee shall perform and comply with, and be bound by, each and every duty and obligation of the Employer under the Agreement as if the Novatee were named in the Agreement in place of the Employer; and

(4) the Contractor shall release and discharge the Employer from any and all obligations, liabilities and duties in relation to the Contractor of any kind, known and unknown, existing and contingent, actual and otherwise in connection with the Agreement.

A specimen of the novation agreement is annexed as Appendix 1 hereto.

39 Contractor's Non-Assignment

The Contractor shall not, without the prior written consent of the Employer, assign or otherwise transfer the benefit and/or obligations of the Contract or any part thereof to any third party, and the performance of the Contract by the Contractor shall be deemed to be personal to the Contractor.

40 Employment and Replacement of sub-consultants / sub-contractors

The Contractor shall obtain the prior written approval of the Employer for:

(i) the appointment of sub-consultants / sub-contractors to undertake any part of the Assignment; and

(ii) the replacement of any sub-consultants / sub-contractors appointed under sub-clause (i) of this Clause.

41 Liability of Contractor for acts and default of sub-consultants / sub-contractors

The appointment of sub-consultants / sub-contractors to undertake any part of the Assignment shall not relieve the Contractor from any liability or obligation under the Contract and the Contractor shall be responsible for the acts, default and neglects of any sub-consultants / sub-contractors, their agents, servants or workmen fully as if they were the acts, default and neglects of the Contractor, the Contractor's agents, servants or workmen.

42 Publicity relating to the Contract

The Contractor shall submit to the Employer all advertising or other publicity materials relating to the Contract or the Project Materials in connection with the

Contract wherein the Employer's name is mentioned or language used from which a connection with the Employer can reasonably be inferred or implied. The Contractor shall not publish or use any advertising or other publicity materials without the prior written consent of the Employer.

43 Suspension, Resumption or Termination

(A) If the Contractor is delayed or prevented from performing its obligations under the Contract by circumstances beyond its reasonable control (including acts of God, war, riot etc.), such performance shall be suspended and if it cannot be completed within a reasonable time after the due date as specified in the Contract, the Contract may be terminated by the Employer.

(B) Unless sub-clause (A) of this Clause applies, the Employer reserves the right to terminate the whole or any part of the Contract or any consignment on account thereof if the same is not completed in all respects in accordance with the instructions and requirements specified in the Contract and with the foregoing conditions, in particular with Clause 24, compliance with which by the Contractor is of the essence and a fundamental condition of this Contract.

(C) The Contract may be suspended or terminated by the Employer for convenience without giving any reason by giving the Contractor ONE (1) month's prior notice in writing.

(D) Upon suspension or termination and unless the provisions in this Contract otherwise provide, the Contractor shall be paid all fees and expenses commensurate with the Services performed by them and accepted by the Employer up to the date of suspension or termination less all fees and expenses previously paid to the Contractor. The Contractor has the obligations to stop work immediately but in an orderly manner and deliver to the Employer documents in its possession, custody and/or control relating to the Project. The Employer shall not be liable for any loss of profits and other losses incurred by the Contractor as a result of the termination or suspension caused by the Contractor or arising from a fault on the part of the Contractor.

(E) In the event of suspension or termination and unless the provisions in this Contract otherwise provide, the Contractor shall be entitled to reimbursement of the actual cost of or an amount in fair compensation for the related actual financial commitment or obligation outstanding after the giving of the notice of suspension or termination which he has properly incurred in accordance with the Contract prior to the giving of the notice of suspension or

termination.

(F) The payments referred to in sub-clauses (D) and (E) of this Clause shall be deemed in full and final payment for the Project Materials up to the date of suspension or termination. The Contractor shall be entitled to such payments only if the suspension or termination is not attributable to default on the part of the Contractor.

(G) For service resumption after suspension, the Employer shall give a written notice to the Contractor in no less than FOURTEEN (14) working days before the planned resumption date of the Project. The Contractor shall thereafter continue with the Services with the same terms and conditions set forth in the Contract. The Project period shall be extended for a period corresponding to the period of suspension or otherwise mutually agreed between the Employer and the Contractor.

(H) In the event of suspension and subsequent resumption of the Project the Contractor shall be reimbursed any expenses necessarily incurred as a result of such resumption.

(I) If the Project is resumed any payment of fees under this Clause except in respect of abortive work that has to be re-done shall rank as payment on account towards the payable payment under the Contract.

(J) Should the Contract continue to be suspended for a period of more than two years then either:

(i) it may be terminated upon the written notice of either party; or

(ii) it may be renegotiated with the agreement of both parties.

(K) Upon expiry or early termination of the Contract (howsoever occasioned):

(i) the Contract shall be of no further force and effect, but without prejudice to:

(1) the Employer's rights and claims under the Contract or otherwise at law against the Contractor arising from antecedent breaches of the Contract by the Contractor (including any breach(es) which entitle the Employer to terminate the

Contract);

(2) the rights and claims which have accrued to a Party prior to the Termination; and

(3) the continued existence and validity of those provisions which are expressed to or which in their context by implication survive the termination of the Contract.

(L) If there is any breach of GCC Clause 4, the Employer may terminate the Contract and the Contractor is not entitled to claim any compensation (except for the Project Materials that was accepted by the Employer before the termination of the Contract but was not paid for at the time of termination). The Contractor shall be liable for the related actual financial loss or expenses necessarily incurred by the Employer as a result of the termination of the Contract.

(M) Without affecting the generality of the foregoing sub-clauses and notwithstanding any provision in this Contract, upon the occurrence of any of the following events, the Contractor is not entitled to claim any compensation (except for the Project Materials that was accepted at the Employer before the termination of the Contract but was not paid for by the time of termination) and the Employer may (a) immediately terminate the Contract without prior notice, (b) engage a replacement contractor to carry out and complete the remaining items that have yet to be completed under the Contract, (c) claim for loss, damage and/or expense incurred by the Employer against the Contractor as a result of the termination of the Contract under this sub-clause (including engaging a replacement contractor to carry out and complete the remaining items that have yet to be completed under the Contract), (d) carry out, deliver and complete such Goods / Services by its own resources or by other contractors:

(i) the Contractor, his sub-contractors of any tiers or employees or agents or the subcontractors' employees have engaged or are engaging or are reasonably believed to have engaged or be engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary or prejudicial to the interest of national security; or

(ii) the continued engagement of the Contractor his sub-contractors of any

tiers or employees or agents or the subcontractors' employees or the continued performance of the Contract is contrary or prejudicial to the interest of national security.

(iii) the Contractor shall at any time become bankrupt, insolvent, or shall be placed in receivership or go into liquidation or receivership, or a petition for liquidation, bankruptcy or receivership (whether voluntary or involuntary, save for the purpose of reconstruction or amalgamation) is filed against the Contractor, but without any prejudice to any right or action or remedy which shall have accrued or shall accrue thereafter to the Employer;

(iv) the Contractor is found to be or is reasonably suspected to have been involved in collusion in the quotation process, and breach or non-compliance with any requirements of the Anti-collusion Clause of the Terms of Quotation and/or Conditions of Tender (in which case the Employer also has the right to report all suspected instances of bid-rigging to the Competition Commission ("**Commission**") established under the Competition Ordinance (Cap. 619) and provide the Commission with any relevant information, including but not limited to information on the bid and the Contractor's personal data; the Contractor may also lose his right for submitting quotations or tenders to the Employer in the future);

(v) the Contractor or the Contractor's sub-contractors of any tiers or employees or agents or the subcontractors' employees do not comply or are reasonably suspected to fail to have complied with the relevant laws of HKSAR (including but not limited to Prevention of Bribery Ordinance (Cap. 201) as set out in Clause 47 below) and the terms and conditions of the Contract;

(vi) any serious accident (personal injury/ death/ damage to property) occurs arising from or is reasonably suspected to have arisen from the Contractor's failure to comply with any sub-clauses of Clause 50.

The Employer shall be entitled to deduct from monies otherwise payable to the Contractor to cover the actual loss being suffered by the Employer; if the monies otherwise payable to the Contractor are not sufficient to cover the Employer's actual loss, the Contractor shall be liable to fully reimburse the Employer for the same accordingly.

44 Probity

The Contractor shall at all times be a business entity of integrity. Its tendering, contracting and/or sub-contracting practices shall be transparent and the Contractor must be accountable for the same. The Contractor shall secure due and timely payment to its suppliers, sub-contractors and employees.

45 Appeal to Employer

The Contractor shall have the right to appeal to the Employer against any instruction or decision of the Employer's Representative which the Contractor considers to be unreasonable.

46 Settlement of Disputes

(A) If any dispute or difference of any kind whatsoever shall arise between the Employer and the Contractor in connection with or arising out of the Contract, either party shall be entitled to refer the dispute or difference to the Employer and the partner or director of the Contractor, who shall meet within TWENTY ONE (21) days of such matter being referred to them.

(B) If the dispute or difference cannot be resolved within TWO (2) months of a meeting under sub-clause (A) of this Clause or upon written agreement of the Employer and the Contractor that the dispute or difference cannot be resolved in such meeting, either the Employer or the Contractor may at any time thereafter request that the matter be referred to mediation in accordance with and subject to the Hong Kong International Arbitration Centre Mediation Rules or any modification thereof for the time being in force.

(C) If the matter cannot be resolved by mediation, or if either the Employer or the Contractor do not wish the matter to be referred to mediation then either the Employer or the Contractor may within the time specified herein require that the matter shall be referred to arbitration in accordance with and subject to the provisions of the Arbitration Ordinance (Chapter 609, Laws of Hong Kong) or any statutory modification thereof for the time being in force and any such reference shall be deemed to be a submission to arbitration within the meaning of such Ordinance. Any such reference to arbitration shall be made within NINETY (90) days of either the refusal to mediate, or the failure of the mediation. The parties agree that all provisions of Schedule 2 to the Arbitration Ordinance are applicable to the arbitration.

(D) The Hong Kong International Arbitration Centre 2014 Domestic Arbitration Rules shall apply to any arbitration instituted in accordance with this Clause unless the parties agree to the contrary.

47 Prevention of Bribery

(A) The Contractor shall duly inform his employees who are engaged either directly or indirectly in the formulation and implementation of any project of the Employer that the soliciting or accepting of an advantage as defined in the Prevention of Bribery Ordinance (Cap. 201) ("**POBO**") is not permitted. The Contractor shall also caution his employees against soliciting or accepting any excessive hospitality, entertainment or inducements which would impair his impartiality in relation to the projects of the Employer.

(B) The Contractor shall prohibit and prevent his employees, agents and sub-consultants / sub-contractors or any others directly or indirectly engaged by the Contractor who are involved in this Contract from offering, soliciting or accepting any advantage as defined in the POBO when conducting business in connection with this Contract. Without the approval of the Employer, it is an offense under the Prevention of Bribery Ordinance to offer or give any gift, loan, fee, reward, commission, office, employment, contract, other services in favour of, or discount to any staff of the Employer. Any such offence committed by the Contractor or his employees, agents and sub-consultants / sub-contractors or any others directly or indirectly engaged by the Contractor will render the tender null and void. The Employer may also terminate the Contract granted without prior notice and hold the Contractor liable for any loss or damage so caused to the Employer.

48 Declaration of Interest

(A) On appointment and during the currency of the Contract, the Contractor must declare any interest that the Contractor and any of his associated companies may have in any projects or contracts with the Employer if such interest is considered to be in real or apparent conflict with the duties of the Contractor under this Contract or the duties of his associated companies under any contracts with the Employer. The Contractor shall not undertake any services, which could give rise to conflict of interest, except with the prior written approval of the Employer which approval shall not be unreasonably withheld.

(B) In any case, the Contractor shall not undertake and shall procure that any of his associated companies does not undertake any services for any entity in respect of a contract between that entity and the Employer for which the

Contractor is providing a service to the Employer.

49 Insurance

(A) Employees' Compensation Insurance Policy

(i) Without prejudice to the Contractor's obligations, liabilities and responsibilities under the Contract and his obligation to insure by law, and unless the Assignment Brief otherwise specifies, the Contractor shall at his own expenses warrant to take out and maintain an Employees' Compensation Insurance Policy ("**EC policy**") covering all liabilities arising from any death of, accident or injury to any workmen or other persons in the employment of the Contractor and any sub-contractor of all tiers and the Employer and/or any related subsidiaries of the Employer shall not be liable for any damages or compensation in respect thereof. Such EC policy shall be maintained during the Contract period and for the whole of the time that such workmen or other persons are employed on the delivery of Goods / Works / Services including the Maintenance Period. In this EC policy, the Employer and/or any related subsidiaries of the Employer should be named as joint insured and "Waiver of Subrogation Clause against Construction Industry Council and/or any related subsidiaries of Construction Industry Council (if any)" should be included. Considering the Employer and/or any related subsidiaries are named as joint insured in this insurance cover, W338 Indemnity to Principal Clause is optional to be included. However, the wording of "the Company shall not be liable under this Endorsement (except under the Ordinance) in respect of any injury by Accident or Disease due to or resulting from any act default or neglect of the Principal (Employer) his servants or agents" should be removed from clause wording of W338 Indemnity to Principal Clause. If the Contractor shall fail to effect and maintain the EC policy or if the Contractor shall fail to provide any evidence thereof which he is required to under item (i), the Employer may at its own discretion terminate the Contract.

(ii) Before the commencement of delivering Goods and/or Services under the Contract, the Contractor shall, subject to the terms of the Assignment Brief, effect and maintain an EC policy, in joint name with the Employer and/or any related subsidiaries (including Endorsements revised W348 and W204) which he is required to effect pursuant to item (i) above together in case of sub-contractor(s) involved with satisfactory proof of payment of the current premiums

thereof, and produce a copy of the EC policy to the Employer unless otherwise mentioned in the assignment brief. If the Contractor shall fail to effect and maintain the EC policy or if the Contractor shall fail to provide any evidence thereof which he is required to under item (ii), the Employer may at its own discretion terminate the Contract. The Contractor shall effect and keep in force during the Contract period at his own expense a policy of insurance against all claims, demands or liability aforesaid in the Contract with an insurance company of the Employer's choice and shall continue such insurance during the continuance of the Contract.

(iii) In the event of any of the Contractor's sub-contractors of all tiers or employees or agents or the subcontractors' employees suffering any injury or death in the course of the Contract and whether there be a claim for compensation or not, the Contractor shall within SEVEN (7) working days give notice in writing of such injury or death to the Employer.

(B) Public Liability Insurance Policy (**"PLI policy"**)

Without limiting the Contractor's obligations under the Contract, and if the Assignment Brief so specifies, the Contractor shall take out and maintain until the end of the term of the contract, a PLI policy of Insurance cover in the joint names of the Employer and/or any related subsidiaries, the Contractor and subcontractors of any tier in a sum of not less than HK$30,000,000 for any one accident and unlimited during the period of insurance, against any liability, loss, claim, expense or proceedings whatsoever incurred, sustained or made by any person arising under any Enactment or at common law, in respect of the personal injury or death of any person or the damage to any real and/or personal property arising out of the execution of the Services or any act or omission by the Contractor in connection with the Contract, with established insurers of repute, subject to the Employer's approval unless otherwise mentioned in the assignment brief. If the said PLI policy provides that the insurers will not be responsible for payment of any certain amount of compensation (including, without limitations, the amount of any excesses and deductibles), the Contactor shall be solely responsible for such payment and shall reimburse the Employer forthwith if the Employer shall be required to make such payment. For the avoidance of doubt, if the Assignment Brief specifies other requirements for the PLI policy, the requirements specified in the Assignment Brief shall prevail over the requirements under this Clause 49(B).

(C) Not used

(D) Professional Indemnity Insurance Policy (**"PII policy"**)

(i) Without limiting his obligations and responsibilities nor his liability to indemnify the Employer under Clause 24 the Contractor shall, if the Assignment Brief specifies, as from the date of commencement of the Contract, and thereafter, maintain an insurance cover up to 6 years from contract completion to meet any claims that may be made by the Employer in respect of any negligence in or about the conduct of and performance by the Contractor, his sub-consultants of all tiers, his servants and agents of all and singular the Services.

(ii) In the event that through no fault of the Contractor it becomes impractical or unreasonable to maintain the said cover for the full period required by sub-clause (i) of this Clause, the Contractor may propose alternative arrangements for the Employer's approval.

(iii) The foregoing insurance policy or policies shall be affected with an insurer (or insurers) and in terms acceptable to the Employer. Throughout the period of insurance, the Contractor shall each year lodge with the Employer a certificate signed by and on behalf of the Contractor's insurers stating that the said policy or policies of insurance remain in full force.

(iv) Unless otherwise specified in the Assignment Brief, the amount of insurance cover as mentioned in sub-clause (i) of this Clause shall be a minimum of THREE (3) times of the Contract sum or HK$10,000,000 in the aggregate, whichever is higher.

50 Safety Precaution

(A) The Contractor shall be responsible for taking all necessary steps in ensuring the safety of all persons and properties affected by the Services stipulated under the Assignment in the vicinity of the Services at all stages, whether or not they are engaged in the execution of the Services. The Contractor shall throughout the progress of the Services take full responsibility for the adequate stability and safety of all operations on the Site.

(B) Pursuant to the Employer's Contractor's Safety Requirements, Factories and Industrial Undertakings Ordinance (Cap. 59), Occupational Safety and Health

Ordinance (Cap.509) and all sub-legislations thereunder, whilst executing the Contract, it shall be the duty of the Contractor to ensure the health and safety at work of all persons employed by him, and it shall be the duty of every person employed to take care for the safety of himself and of other persons who may be affected by his acts or omissions at work. The Contractor shall ensure full compliance of all such requirements.

(C) The Contractor, his subcontractors of all tiers and employees employed by the Contractor for construction work or container handling under the Contract shall hold valid Construction Industry Safety Training Certificates (commonly known as "**Green Cards**") and any other relevant mandatory certificates required for safe operation of equipment/machines for the works.

(D) In addition, the Contractor, his subcontractors of all tiers and employees employed by the Contractor for construction trade(s) of high risk under the Contract shall also hold valid Specified Trade Safety Training Certificates (commonly known as "**Silver Cards**").

(E) The Contractor must supervise and ensure all his sub-contractors and employees wear appropriate personal protective equipment, including but not limited to, protective clothing, safety helmet, safety shoes, harness, fall arresting system, eye-protector, ear protector, and mask, etc., as the Employer may consider necessary or appropriate or as are legally required. Any such personal protective equipment must be provided, maintained and replaced as necessary by the Contractor at his own expenses.

(F) Smoking is not permitted in the workplace. If the Services involve the use of naked flame, the Contractor must implement sufficient fire prevention measures.

(G) The Contractor shall take adequate steps (e.g. provide a suitable working platform) and provide all necessary equipment at its own expenses to prevent any person from falling from a height of 2 metres or more. The Employer's Guidelines on Work-above-ground Safety shall be strictly followed.

(H) Without prejudice to the foregoing provision, the Contractor shall adopt all reasonable measures to ensure the health, safety and wellbeing of its employees, and those of third parties on the site. The Contractor shall also ensure that the Contractor and his sub-contractors of all tiers comply at all times with all relevant legislations, statutory rules and regulations, and all

guidelines, best practices and industrial standards published and/or updated by the Employer from to time (including but not limited to those annexed hereto (if any)). The Contractor is encouraged to achieve higher standards where possible.

51 Avoidance of Nuisance and Making Good Working Areas

(A) The Contractor shall take all necessary measures to ensure that the Contractor's operations be carried out in such manner as to cause as little inconvenience as possible to the residents, the public or the operation of construction sites in the vicinity of the premises where the Contractor carries out the Services. The Contractor shall be held responsible for any claim, which arises from non-compliance with this clause.

(B) The Contractor shall take all reasonable care so as not to cause any damage to property or not to cause any nuisance. The Contractor shall indemnify the Employer from any claim against the Employer arising from default of the Contractor in this respect.

(C) The Contractor must maintain the workplace in a safe condition and ensure that every access to and egress from the workplace is safe. The Contractor shall also ensure that all means of escape from the workplaces are kept free from obstruction.

(D) The Contractor shall confine his operations to the minimum areas required for the Services and shall at all times work in a clean, tidy and considerate manner having proper regard to other contractors and/or consultants working in the same site. As soon as service has been completed at any location, the Contractor shall remove all debris resulting from his activities and make good any damage.

(E) All refuse shall be delivered properly to the refuse collection warehouse specified by the Employer at the end of each working day or on any dates specified by the Employer.

52 Disclosure of Information

The Employer shall have the right to disclose to any person, whenever it considers appropriate or upon request by any third party (written or otherwise), and in such form and manner as it deems fit:

(i) the fees, costs and expenses payable by the Employer for engaging

the Contractor; and

(ii) the quotation or fee proposal submitted by the Contractor.

53 Code of Conduct for Staff

(A) The Contractor shall explicitly prohibit his employees from soliciting or accepting any advantages as defined in the Prevention of Bribery Ordinance (Cap. 201) in discharging its duties under the Contract.

(B) The Contractor shall implement a system requiring his employees to declare to him any interest they or their immediate families have or may have any conflict between their personal interest and their official positions in relation to this Assignment.

(C) The Contractor shall prohibit his employees from taking up any outside work or employment, which could create or potentially give rise to a conflict of interest situation in connection with this Assignment.

(D) The Contractor shall take adequate measures to protect any confidential / privileged information entrusted or obtained in relation to the Contract; and procure that his employees must not disclose to a third party any of such information without prior written consent from the Employer.

(E) The Contractor shall prohibit his employees from introducing or recommending, directly or indirectly, service providers (including contractors) to owners, tenants or occupiers of premises in buildings covered by this Contract.

(F) When carrying out the Works delivered under the Contract, all workers have to wear the temporary work permit issued by Employer. If the temporary work permit is lost, the Contractor, his sub-contractors of all tiers or employees or agents or the subcontractors' employees have to report to the Employer and request a re-issue of the temporary work permit at HK$30 each.

(G) If the Contractor finds it necessary to park their motor vehicles within the premises of the Employer, an application has to be lodged with the Employer in advance. If the application is approved by the Employer, the parking permit issued by the Employer and the contact telephone number of the driver using the parking permit has to be displayed on the motor vehicles.

54 Rights of Third Parties

Notwithstanding the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the Laws of Hong Kong), no one other than a party to this Contract will have any right to enforce any of the terms in this Contract.

55 Non-Waiver

No forbearance, delay or indulgence by either party in enforcing the provisions of this Contract shall prejudice or restrict the rights of that party or be regarded as a waiver of that party, nor shall any waiver of a party's rights operate as a waiver of any subsequent breach and no right, power or remedy herein conferred upon or reserved for either party is exclusive of any other right, power or remedy available to that party and each such right, power or remedy shall be cumulative. No waiver shall be effective unless it is in writing and signed by an authorized representative of the waiving party.

56 Severability

In case any provision in this Contract shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby and such provision shall be ineffective only to the extent of such invalidity, illegality or unenforceability, and each term and provision of this Contract shall be valid and enforced to the fullest extent permitted by law.

57 Not used

58 Commencement of the Services

The Contractor shall commence the Services on the date for commencement of the Services as notified in writing by the Employer or the Employer's Representative and shall proceed with the same with due diligence. The Contractor shall not commence the Services before the notified date for commencement.

59 Time for Completion

If the Assignment Brief so specifies, the Services or any part thereof shall be completed within the time or times stated in the Assignment Brief calculated from and including the date for commencement notified by the Employer in accordance with Clause 58 or such extended time as may be determined in accordance with Clause 37.

60 Liquidated Damages

If the Assignment Brief so specifies, the Contractor shall be liable to pay liquidated damages for each day of delay at the daily rate specified in the Assignment Brief for failing to complete the Services by the designated date for completion specified in the Assignment Brief or such extended time as may be determined in accordance with Clause 37.

61 Completion of the Services

(A) If the Assignment Brief so specifies, the Contractor shall complete the Services by the date for completion specified in the Assignment Brief or such extended time as may be determined in accordance with Clause 37. When the Services have been substantially completed to the satisfaction of the Employer's Representative, the Contractor may serve notice in writing to that effect to the Employer's Representative, accompanied by an undertaking to carry out any outstanding service during the Maintenance Period (if specified in the Assignment Brief), requesting the Employer's Representative to issue a certificate of completion in respect of the Services. The Employer's Representative shall, within TWENTY-ONE (21) days of the date of receipt of such notice either:

(i) issue a certificate of completion stating the date on which, in the Employer's Representative's opinion, the Services were substantially completed in accordance with the Contract and the Maintenance Period (as specified in the Assignment Brief) shall commence on the day following the date of completion stated in such certificate, or

(ii) give instructions in writing to the Contractor specifying all the services which, in the Employer's Representative's opinion, are required to be done by the Contractor before such certificate can be issued, in which case the Contractor shall not be permitted to make any further request for a certificate of completion and the provisions of sub-clause (B) of this Clause shall apply.

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(B) Notwithstanding the provisions of sub-clause (A) of this Clause, as soon as in the opinion of the Employer's Representative the Services have been substantially completed and satisfactorily passed any final test which may be prescribed by the Contract, the Employer's Representative shall issue a certificate of completion in respect of the Services and the Maintenance Period (as specified in the Assignment Brief) shall commence on the day following the date of completion stated in such certificate.

(C) The Contractor shall carry out any outstanding service as soon as practicable after the issue of the certificate of completion or as reasonably directed by the Employer's Representative and in any event before the expiry of the Maintenance Period (as specified in the Assignment Brief).

(D) The provisions of sub-clauses (A), (B) and (C) of this Clause shall apply equally to any part of the Services.

(E) (i) The Employer's Representative shall give a certificate of completion in respect of any part of the Services which has been completed to the satisfaction of the Employer's Representative and is required by the Employer for permanent use before the completion of the Services or any part thereof.

(ii) The Employer's Representative, following a written request from the Contractor, may give a certificate of completion in respect of any substantial part of the Services which has been completed to the satisfaction of the Employer's Representative before the completion of the Services or any part thereof and is capable of permanent use by the Employer.

(iii) When a certificate of completion is given in respect of a part of the Services such part shall be considered as completed and the Maintenance Period (as specified in the Assignment Brief) for such part shall commence on the day following the date of completion stated in such certificate.

62 Not used

63 Not used

64 Not used

65 Not used

66 Not used

67 Not used

68 Not used

Appendix 1

NOVATION AGREEMENT

THIS NOVATION AGREEMENT is made the day of 20 .

BETWEEN:

Construction Industry Council, duly incorporated under the Construction Industry Council Ordinance (Cap. 587 of the Laws of Hong Kong) with its registered office address at 38/F, COS Centre, 56 Tsun Yip Street, Kwun Tong, Kowloon, Hong Kong (the "**Employer**");

[Contractor], a company incorporated under the laws of [country] with company number [*] having its registered office at [address] (the "**Contractor**"); and

[Novatee], a company incorporated under the laws of [country] with company number [*] having its registered office at [address] (the "**Novatee**").

WHEREAS:

A. The Employer and the Contractor have entered into a Contract for [Tender Title] (the "**Contract**") for [description of services] at [address]. Pursuant to the Contract, the Employer shall have the right to novate to a third party all of the Employer's rights, interests and benefits, obligations, liabilities and duties, without limitation, known and unknown, existing and contingent, actual and otherwise, in connection with the Contract at any point in time.

B. The Employer desires to novate the aforesaid rights, interests and benefits, obligations, liabilities and duties to the Novatee pursuant to the Contract and be released and discharged from the Contract in accordance with this Novation Agreement.

C. The Novatee agrees to take over the Employer's full benefits, obligations and remedies under the Contract from the Employer in accordance with this Novation Agreement.

D. The Contractor agrees that the Novatee takes over the Employer's full benefits, obligations and remedies under the Contract from the Employer in accordance with this Novation Agreement.

E. The date of execution of this Novation Agreement is taken as the Novation Date.

THE PARTIES AGREE that:

Novation

1. With effect from the Novation Date, the Novatee:

   (a) assumes, in place of the Employer, all rights, interests and benefits, obligations, liabilities and duties of, and all claims for and against, the Employer, known and unknown, existing and contingent, actual and otherwise, in connection with the Contract at any point in time;

   (b) assumes the power to exercise all rights expressed to be those of the Employer under the Contract; and

   (c) shall perform and comply with, and be bound by, each and every duty and obligation of the Employer under the Contract

   in every way as if the Novatee were named in the Contract in place of the Employer.

2. By its execution of this Novation Agreement, the Novatee hereby represents to the Contractor and the Employer that it is duly incorporated, validly existing, has full power, authority and legal right to enter into the transactions contemplated by, and perform the obligations assumed pursuant to, this Novation Agreement and the Contract, and has taken all necessary action to authorise execution of this Novation Agreement.

Release

3. With effect from the Novation Date, the Contractor (a) releases and discharges the Employer from all obligations, liabilities, duties, actions, claims, proceedings and demands of any kind, known and unknown, existing and contingent, actual and otherwise in connection with the Contract without any recourse against the Employer, and (b) accepts the obligations and liabilities of the Novatee under the Contract in lieu of the obligations and liabilities of the Employer otherwise under the contract, and (c) agrees to be bound by the terms of the Contract in every way as if the Novatee were named in the Contract in place of the Employer.

Acknowledgement and acceptance

4. The parties hereto hereby acknowledge that this Novation Agreement constitutes novation of all the rights and obligations of the Employer under the Contract to the Novatee and the Contractor hereby agrees and accepts that this Novation Agreement constitutes a sufficient undertaking by the Novatee to perform the obligations of the Employer under the Contract.

5. This Novation Agreement and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region. For any dispute over the validity of this Novation Agreement (if any), the parties irrevocably submit to the non-exclusive jurisdiction of the courts of Hong Kong. For the avoidance of doubt, this clause shall not affect the dispute resolution mechanism under the Contract.

This Novation Agreement had been executed as on the day and year first before written.

For and on behalf of)
the CONSTRUCTION INDUSTRY COUNCIL)
by)
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For and on behalf of)
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by)
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For and on behalf of)
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