



29 September 2025

Dear Tenderers,

Tender Reference No. (1004) in P/AE/PUR/AGC

**Provision of Staff Expense Claim Solution
for the Construction Industry Council ("The CIC")**

Tender Query No. 1

Subsequent to the issuance of the Invitation to Tender on 23 September 2025, tender queries were received. The CIC's response is hereby distributed to all Tenderers. The question(s) and the CIC's response(s) are set out in Attachment 1.

Please acknowledge receipt of the aforementioned information by signing below and returning this letter by fax at (852) 2100 9439 or by e-mail to ronaldwong@cic.hk **by 13 October 2025.**

Yours sincerely,
For and on behalf of
Construction Industry Council

Acknowledged by:

Eric LEE
Manager
Procurement

Name:

Position:

Company Name:

Date:

EL/ry

Tender for Provision of Staff Expense Claim Solution for the Construction Industry Council (“the CIC”)

Item No.	Tender Reference / Queries	CIC’s Responses
1.	Given that the tender specifies 950 total users (900 staff + 50 external parties) but only 200 claims per month, could CIC clarify:	
1.1	How many unique individuals typically submit these 200 monthly claims?	Assuming that each staff member submits only one claim per month, there are 200 unique individuals claims per month.
1.2	Based on CIC’s current manual process, what percentage of the 950 users have actually submitted expense claims in the past 12 months?	Please refer to the Assignment Brief paragraphs 2.2.3 and 2.2.4 for details on our requirements.
1.3	Would CIC consider providing historical data showing the actual number of active submitters to ensure vendors can size solutions appropriately?	Please refer to the Assignment Brief paragraphs 2.2.3 and 2.2.4 for details on our requirements.
2.	To ensure fair evaluation between different vendor pricing models:	
2.1.	Some solutions price per transaction (e.g., per claim processed report), while others price per named user. How should vendors account for this fundamental difference when the tender specifies both 950 users and 200 monthly transactions? Would CIC consider a supplementary pricing scenario based on actual active users to enable fair comparison between transaction-based and user-based licensing models?	Tenderers shall provide a lump-sum licence fee covering 950 named users and 200 monthly transactions as stated in the Assignment Brief, to allow fair comparison across different pricing approaches. Tenderers are free to quote on the specific pricing model of their solution as long as the usage consumption is fulfilled. Tenderers may include a breakdown, but the submission must state the total licence fee based on the usage consumption. Solution extensibility and flexibility will be assessed in the technical evaluation.

Tender for Provision of Staff Expense Claim Solution for the Construction Industry Council (“the CIC”)

Item No.	Tender Reference / Queries	CIC’s Responses
3.	Regarding Assignment Brief paragraph 3.4.2 Website Requirements, could CIC clarify whether these comprehensive website/CMS requirements (including 30+ page layouts, 20+ components, AEM integration) are actually required for the Expense Claim Solution?	Assignment Brief paragraph 3.4.2 Website Requirements only apply to potential future development and refinement of website development. It does not apply to out-of-the-box solution.
4.	Regarding Assignment Brief paragraph 3.4.2 Website Requirements:	
4.1	Could CIC clarify whether these comprehensive website/CMS requirements (including 30+ page layouts, 20+ components, AEM integration) are actually required for the Expense Claim Solution?	Assuming that each staff member submits only one claim per month, there are 200 unique individuals claims per month.
4.2	How do these relate to an expense claim system?	Please refer to the Assignment Brief paragraphs 2.2.3 and 2.2.4 for details on our requirements.
4.3	Could CIC confirm whether Assignment Brief paragraph 3.4.3 applies to this expense claim project for SaaS vendor, or if it was included as standard template language that should be disregarded for this particular tender?	Please refer to the Assignment Brief paragraphs 2.2.3 and 2.2.4 for details on our requirements.

Tender for Provision of Staff Expense Claim Solution for the Construction Industry Council (“the CIC”)

5.	Regarding Assignment Brief paragraph 3.4.3 Data Management Requirements and the data migration requirements: Given that CIC currently uses 100% manual paper-based processes with no existing digital expense data, could CIC clarify:	
5.1	What specific data migration is required? Are we expected to digitize historical paper expense forms, or is this section not applicable to this project?	Please refer to Assignment Brief paragraph 3.9.7 ii) for details on Data Conversion.
5.2	Historical Data Scope: If historical data migration IS required, what is the scope (how many years, estimated volume of paper forms, which types of claims)?	
5.3	Migration Templates: The section references 'migration file templates' - what templates are expected when there is no existing digital data structure?	
6.	Regarding item IT-SE-CS-04: Our solution will be provisioned in the Asia Pacific (Hong Kong) region and core data is hosted in Hong Kong data centers. However, our standard SaaS operational model may involve limited storage of metadata, and temporary transfers of certain types of system data (e.g. logs, support snapshots, or disaster recovery replication) to other controlled regions outside Hong Kong for the purposes of service resilience, support, or compliance with solution's global business continuity protocols. Could CIC confirm whether such arrangements, where non-customer-facing or operational data may occasionally reside outside Hong Kong, will be accepted under this tender?	Tenderer should fill in the requirement according to “Compliance Status and Explanation” for CIC evaluation.

Tender for Provision of Staff Expense Claim Solution for the Construction Industry Council (“the CIC”)

7.	We request to extend the Tender Closing Date.	The Tender Closing Date will be extended to 12:00 noon 14 October 2025.
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