

Ref: CSI 2012/06/01

Request for Quotation

Open Source Location Based Teleprotection & Mobile Patrol Management System

Date of Issue : 1 June 2012	Closing Date & Time : 28 June 2012, Thursday 12:00 noon (Hong Kong Time)
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June 2012

INTERPRETATION

1. In this Quotation Document, the following words and expressions have the meaning hereby assigned to them except when the context otherwise requires:

“General Holidays” or “Public Holidays” mean every Sunday and any other day, which is a general holiday by virtue of the General Holidays Ordinance (Cap.149 of the Laws of Hong Kong);

“Inspecting Officer” means the officer appointed by CSI for the purpose of inspecting the Services performed in pursuance of the Contract herein;

“Quotation Closing Date” means the latest date (Hong Kong Time) by which quotations must be lodged,

“Services” means all the works, services and things specified in the System Specifications and includes the supplementary and related services to be performed, executed, supplied or done by the Service Provider(s) under the Contract;

“Service Provider” means a person who or which submits a quotation in response to this Request For Quotation;

“API” means Application Programming Interface

“CSI” means Chamber of Security Industry Limited

“GPS” means Global Positioning System

“HKLIA” means Hong Kong Linux Industry Association Limited

“ICT” means Information and Communication Technology

“LTP” means Landline Teleprotection

“MTP” means Mobile Teleprotection

“OGCIO” Office of the Government Chief Information Officer of the Government of Hong Kong Special Administrative Region

“RFQ” means Request for Quotation

2. In this Request For Quotation, unless the context otherwise requires, the following rules of interpretation shall apply:

2.1 the singular includes the plural and vice versa;

2.2 the headings to individual clauses and provisions of Quotation. Documents are for ease of reference only and shall not affect the interpretation or construction of the Quotation Document.

TABLE OF CONTENTS

1	Background	6
2	Objectives	6
3	Current Business Environment	7
Part I	General Terms and Conditions to Quotation	
1	Notes to Invitation	8
2	Quotation	8
3	Completion of Quotation	8
4	Quotation to Remain Open	8
5	Quotation Addenda	8
6	Payment Terms	8
7	Service Providers' Commitment	9
8	Statement of Compliance	9
9	Communication with CSI or HKLIA	9
10	Service Providers' Response to CSI Enquiries	9
11	Basis of Acceptance	10
12	Negotiation	10
13	Acceptance of Offer	10
14	Price Variation	10
15	Infringement of Intellectual Property Rights	10
16	Ownership of Intellectual Property	11
17	Service Providers' Performance Monitoring	11
18	Warning Against Bribery	11
19	Information / Items to be Submitted	11
20	Offer to be Bound	12
21	Consent to Disclosure	12
22	Exclusion	12
23	Personal Data Provided	12
24	Illegal Workers	13
25	Bankruptcy	13
26	Recovery of Sums Due	13
27	Liability for Damages or Compensation	13
28	Total Services and Variation	14
29	Assignment and Sub-contracting	14
30	Termination of Contract	14
31	Enquiries	15

Part II	Special Conditions of Contract	
1	Contract Period	16
2	Service Providers' Acknowledge	16
3	Nursing and Free Warranty	16
4	System Maintenance	16
5	Upgrades and Enhancements	17
6	Source Code	17
7	Manuals and Documentation	17
8	Quality of Services	18
9	System Acceptance Tests	18
10	Delay to the System Ready for Use	18
11	Rejections	18
12	Publicity	19
Part III	System Specifications	
1	General System Requirements	20
2	System Modules	20
2.1	Landline Teleprotection (LTP)	20
2.2	Cloud Infrastructure	21
2.3	Teleprotection Core Systems	21
2.4	Android Mobile Application	22
2.5	Application Programming Interface (API)	26
3	Project Major Milestone and Percentage of Work	26
Part IV	Submission of Quotation	
1	Attend Mandatory Briefing Session	28
2	Closing Date of This Invitation	28
3	Two Envelope System in Submission of Quotation	28
4	Evaluation Criteria	29

Part V	Contract Schedule	
Schedule 1	Information of Bidding Company	30
Schedule 2	One-off Design, Implementation and Testing Cost for Landline TP	32
Schedule 3	One-off Design, Implementation and Testing Cost for Cloud Infrastructure	33
Schedule 4	One-off Design, Implementation and Testing Cost for TP Core System	34
Schedule 5	One-off Design, Implementation and Testing Cost for Android Mobile Apps	35
Schedule 6	One-off Design, Implementation and Testing Cost for Application Programming Interface	36
Schedule 7	Detail Information on Technical Aspect of the Project (Mandatory)	37
Schedule 8	Training for Administrators	38
Schedule 9	Formation of Project Team	39
Schedule 10	Planned Implementation Schedule	40
Schedule 11	Offer To Be Bound	42
Appendix I	Teleprotection	43
Appendix II	Workflow Diagram for Clock In /Out	46

1. BACKGROUND

The Chamber of Security Industry Limited (hereinafter known as CSI) announces that it has won sponsorship project from Office of the Government Chief Information Officer of the Government of Hong Kong Special Administrative Region (hereinafter known as OGCIO) under 2011/12 Sector-specific Programme (SSP) for business services sector to develop, along with Hong Kong Linux Industry Association Limited (hereinafter known as HKLIA) and eventually market a teleprotection system specially designed for the security industry in Hong Kong.

Your company is invited to provide the System Design, System Implementation, System Maintenance & Support Services on the Open Source Location Based Teleprotection & Mobile Patrol Management System (Security Cloud) for CSI with HKLIA as our Technical Adviser.

This project can be considered as a fixed cost project and is subject to the prevailing terms and conditions in the service contract. The tentative start date of the project is July 2012 and is planned to be completed in 12 months. The tentative system production date is June 2013 when the system will officially be available for trial service for free.

A twelve (12) month's warranty is regarded as binding to the project, with an extension of another twelve (12) months system maintenance period with charges subject to the agreement between CSI and the successful bidder of this project.

2. OBJECTIVES

- Develop a system based on guidelines of teleprotection procedure as stipulated in the Security and Guarding Services Ordinance;
- Cover the needs of teleprotection done by security personnel using landlines as media of communication;
- Adopt Information and Communication Technology (ICT) by making use of Global Positioning System (GPS), Cloud Computing and handheld devices, etc. to design an innovative teleprotection system for use anywhere within Hong Kong to manage the teleprotection, attendance of guards on duty, and at the same time provide provision to generate management reports as and when required by the end-user;
- By implementing the system, security personnel, especially those manning remote, out-of-reach posts where landline-based telephone might not be available, can report that they are safe in their workplace;
- Provide a cost-effective, secure, stable application riding on location-based and Linux and Cloud Computing Applications to receive, store data and compilation of reports for management more efficiently and systematically while at the same time ease the workload of frontline security personnel;
- Eventually, the system will also benefit property management field including professional bodies and local incorporated owners of various buildings and the cleaning industry;

- The system will be based on Open Source Lesser General Public License (LGPL) and share with the security industry especially the Small and Medium-sized Enterprises (SMEs) in Hong Kong;
- Demonstrate to the security industry and SME as one of the successful examples that adopting ICT can enhance productivity and competitiveness;
- Enhance professional standards and competitiveness of the security industry and other professional entities in the property management field.

3. CURRENT BUSINESS ENVIRONMENT

Under a mandate of the Security and Guarding Services Ordinance, security personnel is required to call back to a designated control at the specified time as per the Ordinance, depending on the shift and the personnel on duty. The current practice is mainly done by manually calling the said control, with a controller or voice-activated system at the other end of the terminal to receive the said call.

The adoption of information and communication technology within security industry is not popular. With the modern Cloud Technology and low cost handheld devices, security personnel and management can work more efficiently, harmoniously and peacefully with the aid of security cloud.

PART I: GENERAL TERMS & CONDITIONS TO QUOTATION

1. Notes to Invitation

The Invitation is requested to read the instructions contained herein carefully prior to preparing the quotation. These instructions are conditions of the Request For Quotation and any quotation which does not follow these instructions will be considered incomplete and may not be considered.

2. Quotation

Service Provider(s) is requested to submit their offers in Hong Kong Dollars. Service Provider(s) shall submit their quotations at their own cost and expense. CSI shall not be liable for any cost and expense whatsoever incurred by the Service Provider(s) in connection with the Service Providers' submission of their quotations, including without limitation, all costs relating to the preparation or submission of their quotation, the required document(s) or in any related communication or negotiation with CSI, whether before or after the Closing Date. **Offers submitted in currencies other than Hong Kong dollars will not be considered further.**

3. Completion of Quotation

The quotation and all accompanying documents must be completed in ink or typescript and submitted in the manner stipulated. **Otherwise, the quotation will not be considered.** If any of the quotation and its accompanying documents is not submitted in English, a certified translation in writing, thereof in English shall be submitted.

4. Quotation to Remain Open

Quotation shall remain valid and open for acceptance for a period not less than **120** days after the Closing Date. By submitting a quotation, Service Provider(s) is deemed to have agreed to such quotation validity period. Without prejudice to CSI's rights and claims vis-à-vis any Service Provider who withdraws its quotation during the quotation validity period. **A quotation which contains a counter-proposal for a validity of less than 120 days will not be considered further.**

5. Quotation Addenda

Should CSI require any amendment, clarification or adjustment to be made to the Quotation Document for the purpose of quotation exercise, CSI will issue to every Service Provider numbered addenda giving full details of such amendment. Service Provider(s) shall acknowledge receipt of these addenda. These addenda, if comprising an amendment, clarification or adjustment to any provision of the contract, shall form a part of the contract.

6. Payment Terms

Payment will be made according to the progress and percentage of work delivered to and accepted by CSI. The “Project Major Milestone and Percentage of Work” is tabulated in Part III Paragraph 3. When the services are delivered by the Service Provider(s) under this contract, an invoice stating the order number, the particulars, the value of the services delivered shall be sent by the Service Provider(s) to the address of CSI as stated in Part I Paragraph 31. Unless otherwise agreed by CSI Representative, no payment for any Service delivered will be made to the Service Provider(s) until the same have been accepted in accordance with System Acceptance Tests. Payment for the Services accepted will be made within 30 days from the date of acceptance of the Services.

7. Service Providers’ Commitment

All proposals, information and responses from the Service Provider(s) must be submitted in writing. This request for quotation and all proposals, information and responses submitted by the successful Service Provider(s) shall be incorporated into and made a part of any final agreement between CSI and such Service Provider(s). CSI reserves the right to disqualify any Service Provider who submits a proposal or contract that directly or indirectly attempts to preclude or limit the effect of this requirement.

8. Statement of Compliance

Service Provider(s) is required to confirm in the Quotation Schedules that the Services offered comply with the System Specifications of this Quotation Document. If an offer does not conform to the System Specifications, Service Provider(s) should provide the details of deviations, but CSI reserves the right to accept or reject any such offer. A Service Provider’s failure to comply with this requirement will render the quotation invalid.

9. Communication with CSI or HKLIA

Only written communications from the Service Provider(s) will be considered and responded by CSI. CSI will correspond in writing for any query and copy to all interested Service Provider(s).

All communications connected with or arising out of the Quotation Document shall be conducted directly between CSI and the Service Provider(s).

Any statement, whether oral or written, made and any action taken by any CSI member in response to any enquiry made by a prospective Service Provider shall be for guidance and reference purposes only. The statement shall not be deemed to form part of the Quotation Document and such statement or action shall not be deemed to amplify, alter, negate, waive or otherwise vary any of the terms or conditions set out in the Quotation Document.

10. Service Providers’ Response to CSI Enquiries

In the event that CSI determines that clarification of any quotation is necessary, it will advise the Service Provider(s) accordingly indicating whether the Service

Provider(s) should supplement its quotation. The Service Provider(s) shall thereafter with five (5) working days after the date of CSI's request or such other period as specified in the request for clarification submit the requested information in the form provided. Quotations may not be considered if complete information is not provided as required.

11. Basis of Acceptance

- Offers will be considered on an itemized or overall basis at the discretion of CSI;
- Service Provider(s) who scores the highest marks in combined or individual modules will normally be awarded the contract. However, CSI reserves the right not to award the contract to the highest score Service Provider(s).

12. Negotiation

CSI reserves the right to negotiate with any Service Provider about the terms of the offer.

13. Acceptance of Offer

- The successful Service Provider(s) will be issued a letter of acceptance by e-mail or by mail subject to the conditions that the Service Provider(s) has not obtained any conviction under the relevant ordinances between the Quotation Closing Date and the date of the letter of acceptance;
- Upon receipt of such letter, a binding contract would be deemed to have duly constituted between CSI and the successful Service Provider(s) subject to the aforementioned conditions precedent;
- Any Service Provider who does not receive any notification of the acceptance of its quotation within the validity period of its offer may deem its quotation as unsuccessful.

14. Price Variation

It will be assumed that Service Providers' offers will remain valid for the duration of the contract. Therefore no request for price variation will be considered.

15. Infringement of Intellectual Property Rights

CSI is not bound to consider an offer in the event of a claim being received by CSI alleging or CSI having grounds to believe that the System Program and related deliverables to be supplied by the Service Provider(s) under the quotation are infringing copyrights or have otherwise infringed the intellectual property rights in the goods or product of a third party.

In the event of such happening after the contract is being awarded, CSI shall have the right to terminate the contract and recover all damages from the Service Provider(s) arising from the infringement of intellectual property rights by the Service Provider(s).

16. Ownership of Intellectual Property

The intellectual property arising from the development of the system shall, upon its creation, vest in and belong exclusively to CSI. CSI shall have the absolutely right to make it available for any non-commercial use.

17. Service Providers' Performance Monitoring

Service Provider(s) is advised that should they be awarded the contract, their subsequent performance will be monitored and may be taken into account when their future quotations are evaluated.

18. Warning Against Bribery

- The offer of an advantage to any CSI member, project team or project steering committee member with a view to influencing the award of the contract is an offence under the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong). Any such offence committed by any Service Provider or any of their directors, employees or agents will render their quotations null or void;
- The successful Service Provider(s) shall inform each of its officers and employees (whether engaged on a permanent or temporary basis) that the soliciting or accepting of advantages (as defined in the Prevention of Bribery Ordinance) is not permitted. The successful Service Provider(s) shall also caution its officers and employees against soliciting or accepting any excessive hospitality, entertainment or inducement which can impair their impartiality in relation to the selection of its sub-contractors, if any, or the supervision of the work of the sub-contractors once selected.

19. Information / Items to be Submitted

Service Provider(s) shall submit the following information / supporting documents, duly completed, in its quotation **on or before the Tender Closing Date and time**:

- the information as required in Schedule 1 to 10 of Part V Contract Schedule; and Schedule 11 of Part V "Offer to be Bound" signed by the Service Provider(s);
- In addition to clause above, a service provider is required to provide all other information / supporting documents requested in the Quotation Document or relevant to its offer, including but not limited to the following:-
 - documents to show that its offer is able to meet the mandatory requirements as specified in the System Specifications in Part III;
 - a copy of valid Business Registration Certificate or other valid business document issued by a competent authority; and
 - a copy of Certificate of Incorporation and Certificate of Change of Name (if any) or equivalent document or its trading name as shown in the Business Registration Certificate or other valid business documents issued by a competent authority.

20. Offers to be Bound

- All parts of the Quotation Document submitted and offered by the Service Provider(s) shall be binding on the Service Provider(s). A Service Provider is deemed to have satisfied itself as to the correctness of its quotation. In the event that a Service Provider discovers an error in its quotation after the quotation has been deposited, the Service Provider may correct the same in a separate letter. No request for adjustment or variation whatsoever will be allowed or entertained after the Quotation Closing Date;
- Should it be found on examination by CSI after the Quotation Closing Date that a Service Provider has made errors in the figures stated in its quotation that may have a significant effect on the quotation, the Service Provider may be informed of the errors and asked to confirm in writing whether it is prepared to abide by the corrected figures. Acceptance of such amendment is nevertheless subject to the final deliberation of CSI;
- CSI may require a Service Provider to clarify any aspect of its quotation by way of provision of additional information or documentary proof. A quotation may not be considered if the Service Provider(s) fails to comply with CSI's request for clarification.

21. Consent to Disclosure

CSI shall have the right to disclose whenever it considers appropriate or upon request by any third party (written or otherwise) information on the awarded contract, without any further reference to the successful Service Provider(s), the name and address of the successful Service Provider(s), description of services and the contract amount.

22. Exclusion

Without prejudice to other provisions of this Quotation Document, CSI reserves the right, to disqualify a Service Provider on any of the following grounds:

- bankruptcy;
- winding up;
- false declaration;
- insolvency;
- significant or persistent deficiencies in performance of any substantive requirement or obligation under a prior contract(s);
- conviction(s) in respect of serious crimes or other serious offences;
- other acts or omissions that adversely reflect upon the professional conduct, integrity, responsibility or honesty of Service Provider(s).

23. Personal Data Provided

- Service Providers' personal data provided in the quotation will be used for quotation evaluation and contract award purposes. If insufficient and inaccurate information is provided, the quotation may not be considered;
- A Service Provider acknowledges and consents that a Service Provider's personal data provided in the quotation may be disclosed to the parties responsible for quotation evaluation.

24. Illegal Workers

The Service Provider(s) undertakes not to employ illegal workers in the execution of any CSI contract. Should the Service Provider(s) be found to have employed illegal workers in breach of this undertaking, CSI Representative may, on behalf of CSI, by notice in writing, terminate the contract and the Service Provider(s) shall not be entitled to claim any compensation against CSI and that the Service Provider(s) shall be liable for all expenses necessarily incurred by CSI as a result the termination of the contract.

25. Bankruptcy

CSI Representative may at any time by notice in writing summarily terminate the contract without entitling the Service Provider(s) to claim for compensation in any of the following events:

- If the Service Provider(s) shall at any time be adjudged bankrupt, or shall have a receiving order or orders for administration of his estate made against him, or shall take any proceeding for liquidation or composition under any Bankruptcy Ordinance for the time being in force, or make any conveyance or assignment of his effects of composition or arrangement for the benefit of his creditors or purports so to do; or
- If the Service Provider(s), being a company shall pass a resolution or the court shall make an order for the liquidation of its assets, or a receiver or manager shall be appointed on behalf of the shareholders, or circumstances shall have arisen which entitled the court or bond to appoint a receiver or manager.

Then such determination shall not prejudice or affect any right or action or remedy which shall have accrued or shall accrue thereafter to CSI.

26. Recovery of Sums Due

Whenever under the contract any sum of money shall be recoverable from or payable by the Service Provider(s), the same may be deducted from any sum then due or which at any time thereafter may become due to the Service Provider(s) under the contract or any other CSI contracts.

27. Liability for Damages or Compensation

CSI and its members or agents shall not be under any liability whatsoever for or in respect of:

- any loss of or damage to any of the service provider's property or that of its members or agents however cause (whether by any negligence of CSI or any of its members or agents or otherwise);
- any injury to or death of any of the Service Provider's employees or agents save and except any such injury or death caused by the negligence of CSI or any of its employees or agents;

- the Service Provider(s) shall indemnify CSI and its employees or agents against any loss or damage to any property of CSI or of any of its employees or agents or any injury to any employee or agent of CSI arising out of the negligence of the Service Provider(s) or any of its employees, sub-contractors or agents.

28. Total Services and Variation

The services to be performed under the contract shall be as laid down in the Schedule and shall be carried out, as and when required, to the satisfaction of the Inspecting Officer of CSI. All orders placed under the contract shall be issued in writing.

Where a variation has been made to the contract the amount to be added to or deducted from the contract price in accordance with that variation shall be determined in accordance with the rates specified in the Schedule so far as the same may be applicable and where rates are not contained in the said Schedule, or are not applicable, such amount shall be such sum as is reasonable in the circumstances.

29. Assignment or Sub-contracting

The Service Provider(s) shall not, without the written consent of CSI Representative, assign or otherwise transfer the contract or any part share or interest therein to any third party, and the performance of the contract by the Service Provider(s) shall be deemed to be personal to him.

30. Termination of Contract

Without prejudice to other rights and claims of CSI under the contract or at law, CSI shall be entitled to terminate the contract if:

- The Service Provider(s) fails to observe or perform any of the terms and conditions of the contract and (in the case of a breach capable of being remedied) has failed to remedy the breach to the satisfaction of CSI within fourteen days (or such longer period as CSI may, in its sole discretion, allow) after the issuance by CSI to the Service Provider(s) of a notice in writing requiring it to do so; or
- The Service Provider(s), or an associate or associated person of the Service Provider(s), or a director or any other officer in the management position of the Service Provider(s) or of such associated person or associate (who has been in such office any time during the 12 months preceding the contract period or during the contract period) has been convicted of any criminal offence in Hong Kong based on any act committed in the bidding or performance of any contract awarded by CSI (including without limitation any offence of conspiracy to defraud CSI); or
- The Service Provider(s) abandons the contract in part or in whole; or
- The Service Provider(s) assigns or transfers or purports to assign or transfer all or any part of the contract or all or any its rights or obligations there under without the prior written consent of CSI; or

- The Service Provider(s) has made a material misrepresentation (including submission of false statement or inaccurate information) during the tendering process of the contract.

31. Enquiries

Any enquiry from a Service Provider concerning this Quotation Document up to the date of lodging its quotation with CSI shall be in writing and shall be made to:

The Project Coordinator,
Chamber of Security Industry Limited,
8B, Hong Kong Spinners Industrial Building, Phase 1 & 2,
601-603 Tai Nan Street, Cheung Sha Wan, Kowloon

E-mail : ict@csi.org.hk

After lodging a quotation with CSI, a Service Provider shall not attempt to initiate any further contact, whether direct or indirect, with CSI on its quotation or its Quotation Document. CSI shall have the sole right to initiate any such further contact and all such contacts and any reply of the Service Provider(s) thereto shall be in writing or formally documented in writing.

PART II: SPECIAL CONDITIONS OF CONTRACT

1. Contract Period

This contract shall be effective from the date of acceptance to the fulfillment of contractual obligations.

2. Service Providers' Acknowledgement

The Service Provider(s) acknowledges and agrees that it has been supplied with sufficient information to enable it to supply the Services to CSI which fully comply with the requirements set out in the System Specifications of Part III and other provisions of this contract. The Service Provider(s) shall not be entitled to any additional payment nor be excused from any liability under this contract as a consequence of any misinterpretation by the Service Provider(s) of any matter or fact relating to the System Specifications, the said requirements or any other provisions of this contract.

3. Nursing and Free Warranty

The Service Provider(s) is required to provide 12-month free warranty after user acceptable test (UAT). Within such a period, the Service Provider(s) shall provide 3 months nursing period to provide advice and assistance to the users. It includes, but not limited to, system performance tuning, fault diagnosis and bug fixing, answering queries and problems raised by the users relating to the system's performance, application errors and any other related queries and problems of the system.

4. System Maintenance

After the 12-month free warranty, the Service Provider(s) should continue to provide thereafter 12 month maintenance services for the system. The Service Provider(s) shall specify the maintenance charge after the first 12-month free warranty in Schedule 2 - 6 of the Contract Schedule in Part V.

Notwithstanding any other provision contained elsewhere in this contract, CSI may at its sole discretion terminate the system maintenance at any time by giving the Service Provider(s) three months' prior written notice. The required maintenance service hour shall be during the normal operating hours (i.e. Mondays to Fridays, inclusive, 08:00 to 18:00; Saturdays, Sundays and public holidays excluded).

The maintenance services should cover, but not limited to, performing troubleshooting of anomalies and rectifying any error, fault or program bug and any other activities which are necessary for the satisfactory performance of the system. During the maintenance period, the Service Provider(s) is also required to provide helpdesk and support services, e.g. telephone, e-mail, etc., to the users regarding the system.

The help desk staff shall have good knowledge of the system in order to effectively and efficiently provide support services. The response time to a request for all kinds of services provided in the nursing stage and the maintenance periods shall not exceed two hours.

5. Upgrades and Enhancements

In the event that the system needs to be enhanced, upgraded or modified, CSI shall notify the Service Provider(s) in writing of the proposed changes and implementation schedules. The Service Provider(s) shall perform impact analysis on system changes and enhancements to be done on the system, which includes but is not limited to timing, duration, effort, risks, priority, cost and benefits, at no charge within a period of time to be agreed by CSI.

The Service Provider(s) shall make recommendations on hardware and /or software for the implementation of system changes and enhancements.

The Service Provider(s) shall provide a quotation to CSI for acceptance before commencing work.

The Service Provider(s) shall carry out the changes in the system at the time, manner and any charge subsequently agreed between CSI and the Service Provider(s). After such upgrades and modification, the Service Provider(s) is required to update the relevant documentations and training materials to reflect the changes.

6. Source Code

The source codes, documentations, and all other materials relating to the software developed for the system shall be provided in both soft and hard copies by the Service Provider(s). They shall be at all times be vested upon and owned by CSI absolutely upon creation.

After the rollout of the system, there may be, as and when required, correction, modification or updating of the programs of the systems for whatever reasons.

As and when any corrected, modified or updated version of the system, the Service Provider(s) shall promptly deliver to CSI the source codes of the corrected, modified or updated version of the programs of the system and all materials necessary for the proper maintenance of the source codes together with appropriate amendments of the documentations specifying the nature of the correction, modification and updating; and providing instructions for the proper use of the corrected version of the source codes of the system for record and / or audit purposes.

7. Manuals and Documentation

The Service Provider(s) is required to provide at least one set each of Data Manual, and Application User Manual and other documentations in both soft and hard copies. The manuals are to be written both in English and traditional Chinese.

8. Quality of Services

The Services shall be as specified in the Schedule and shall fulfill all the conditions and terms of any drawing and specification (if any) supplied to the Service Provider(s).

Any drawing and specification reasonably required for the Service Providers' guidance in the execution of the contract shall be provided by CSI free of charge but shall be returned on completion of the contract.

9. System Acceptance Tests

The system shall be subject to the system acceptance tests for about 2 weeks.

Function Tests

On the date specified in the Planned Implementation Schedule on Schedule 10 of Part V, the Service Provider(s) shall submit the system to the Function Tests according to the test plan in the presence of CSI Representative to assess whether the system and every part thereof are operating in accordance with the specifications or the performance criteria.

If the system shall fail to conform fully to the specification or performance criteria, then the Service Provider(s) shall rectify such failure forthwith and repeat tests shall be carried out on the same terms and conditions as per the agreed specification to the satisfaction of CSI within an agreed timing.

The date of acceptance of the system shall be determined by CSI based upon the satisfactory completion of such system acceptance tests.

10. Delay to the System Ready for Use

The Service Provider(s) shall provide the system ready for use on or before the completion date.

If the Service Provider(s) shall fail to provide the system ready for use by the completion date or such extended period as may be agreed by CSI Representative, CSI may at its absolute discretion terminate the whole or any part of the contract by notice in writing to the Service Provider(s), but without prejudice to any claim by CSI for breach of contract including but not limited to its right to assign the contract to another Service Provider(s) whereupon the Service Provider(s) shall be liable for any sum so incurred in excess of the contract price.

11. Rejections

Without prejudice to any statutory right, CSI Representative may reject any Service (or part thereof) which do not strictly conform to the conditions stated hereof. Within 24 hours of being notified in writing of the rejection of any Service, the Service Provider(s) shall be required to take the necessary action to rectify such

rejected Services.

12. Publicity

The Service Provider(s) shall submit to CSI Representative all advertising or other publicity material relating to the contract or the products supplied or other work done in connection with the contract wherein CSI's name is mentioned or language used from which a connection with CSI can reasonably be inferred or implied.

The Service Provider(s) shall not publish or use any advertising or other publicity material without CSI's prior written consent.

PART III: SYSTEM SPECIFICATIONS

1. General System Requirements

- The system should ride on Linux, Android and Open Source Software;
- It should conform to Open Source Initiative and Lesser General Public Licence;
- It should be interoperable based on W3C for web standard, Java, Javascript;
- On desktop PC, only W3C compliant browser (such as Firefox, Safari) shall be used for this application. No plug-in shall be allowed;
- The system shall display, enter and store 2 bytes Chinese characters and British English alphabets. It shall support the Hong Kong Supplementary Character Set (HKSCS) encoded in ISO10646 coding standards;
- All data interchange between server and client devices shall be in XML format.
- Data shall be encrypted when store in database.
- Reference documents:
 - Lesser General Public License - <http://www.gnu.org/licenses/lgpl-2.1.html>
 - Teleprotection and Supervisory Visit – Security & Guarding Services Ordinance - <http://www.sb.gov.hk/eng/links/sgsia/pdf/matter.pdf>
 - For industry practices on “Landline Teleprotection”, please refer to Appendix I.
 - For industry practices on “On/Off Duty”, please refer to Appendix II.

2. System Modules

2.1 System Module - Landline Teleprotection (LTP)

Making use of Interactive voice response (IVR), teleprotection can be made via landline. Details of the requirement, reference can be made on the Security & Guarding Services Ordinance (SGSO). The Caller ID of landlines will be used to identify the location of the caller. The system shall consist of the following key parts. Such system shall accurately monitor security guards' call-in reports, 24 hours a day. In additional to SGSO as mandatory requirements, client's requirements also need to be considered.

- Telephone network interface -- Incoming and outgoing phone calls are routed through local Public Switched Telephone Network (PSTN). Sizing is based on handling 200 incoming calls per hour. The interface card should be in the multiple of 4 incoming PSTN lines;
- TCP/IP network -- A standard VoIP network;
- VXML telephony server -- This server sits between the phone network and the Internet network. It serves as a gateway, so that callers can interface with the IVR software and access information on databases. The server also contains the software that controls functions like text-to-speech and DTMF recognition;
- Web/application server -- This houses the IVR software applications. There might be several different applications on the same server. All of these applications are written in VXML. The Web/application server is connected to the VXML telephony server over the TCP/IP network;

- Teleprotection application – This application should include but not limited to the following: setting of teleprotection intervals for each guard and group of guards, reminder when scheduled reporting time overdue, escalation to supervisor, record teleprotection information (time & location), system generate code to identify successful reporting. Setting of teleprotection intervals shall be using the same configuration as mobile teleprotection as mentioned in teleprotection core system. Further details refer to attachment in Appendix I for reference;
- Databases -- MySQL is preferred. Databases contain real-time information that can be accessed by the IVR applications. One or more databases can be linked to the Web/application server over the TCP/IP network.

2.2 System Module - Cloud Infrastructure

A Private Cloud Infrastructure includes Linux operating system, network connectivity, and installation of virtual machine (VM). The system is preferred to run on Suse Enterprise Linux Server 11.x. The VM is preferred to be Xen from Open Source.

2.3 System Module - Teleprotection Core Systems

An application will be developed to automate the management of guards according to computerized teleprotection of Security and Guarding Services Ordinance and the best practices of security and guarding industry. The system should include web server, application server, database, housekeeping such as daily data back up and monthly full system back up, restore, archive and etc. Further details refer to attachment in Appendix I and II for reference.

- Portal for operation and system administration – Bilingual graphical user interface;
- Web based Administrator user interface (AUI) will be regarded as the operational control of the system. Each company has their own designated personnel to run the day to day operation via this AUI. AUI can manage the system with various functions like assigning access right, managing tables – staff database (such as English name, Chinese name, rank, employment date, resign date), posts, TP interval, On/Off timing, company information, abnormal situation, viewing storage usage and signed in users and managing backup files...etc.
- Enable single applications for multiple companies – each user company shares the same application but database is separated;
- Being the command and entry point for mobile applications;
- Entry point for landline TP data import;
- A web based operation administration for each member company to set up the rules based on teleprotection and best industry practices derived from the focus group;
- Administration functions for add, edit and delete security guards, site locations, On/Off schedule, TP schedule and related information in the database;

- The application shall generate a trigger command to individual handheld device to report their presence, location and time with instant photo based on the rules;
- Reminder will be dispatched if the report was not received within a time interval (e.g. 5 minutes which is different for each company) of the first trigger;
- Escalation alert shall be sent to supervisor/control centre if the security guard did not report within time limit of reminder;
- Supervisor/control centre should response within time limit and reports the situation to system;
- record teleprotection information (time & location), system generate code to identify successful reporting and save photo of the guard;
- Record TP information of TP maker, guard or supervisor from mobile devices;
- Enable Android mobile apps, supervisory visit and building patrol function to make use of the core system database and rules establishment for patrol route and schedule;
- Visualizing the position of security guards on cloud-based Geographic Information System map;
- When GPS signal is available, the system should provide a cloud-based location information visualization service on web environments. It should be able to display the locations of security guards for teleprotection and patrol on an interactive and electronic maps of Hong Kong territory to the authorized administrator who have logged in the system ;
- The system should provide the functionality of zooming/panning of electronic maps, textual queries of location points of security guard for teleprotection and patrol, and measurements of distance and area;
- The system should adopt an interactive and electronic maps of Hong Kong based on a public GIS cloud service with the following requirements:
 - The use of the online map service and web mapping API should be free of charge for non-profit organizations;
 - The online map service and web mapping API should be free of charge for web sites which are not accessible by the public (i.e. members login is required);
 - No advertisements should be allowed to be displayed and integrated for the use of the online map service.

2.4 Android Mobile Application

For the Android mobile application, the deliverable is an “apk” file to be installed on Android 2.3+ smart phone with 800 x 435 pixel display. Detail smartphone model and display resolution to be determined at system design stage. It shall include 9 functions as followings:

1. Supervisory visit
2. Mobile Teleprotection
3. Clock in and out
4. Building patrol

5. Emergency rescue
6. Incident report
7. Property management
8. Help manual
9. Company announcement

2.4.1 Supervisory Visit

Supervisors make use of these apps to inspect and spot check the security guards for their discipline. Information such as arrival/departure time, locations and supervisors ID will be recorded at the visit. There should be pre-alert to inform control room and or supervisors to dispatch supervisory visit according to frequency stipulated in SGSO.

2.4.2 Mobile Teleprotection (MTP)

WiFi or 3G connectivity is required for the following functions. For the MTP, this will make use of Global Positioning System to locate the actual position of the user. In case of indoor, QR code will be used. There will be a mapping for the QR code and the known location of the premises. According to the SGSO, there will be a selection for reporting interval e.g. 2 hours/4 hours. Reminders will be dispatched according to the interval being set. An abnormality will be reported while MTP is not received. Another is that the MTP reminders will be based on the designated time (schedule time) which is set in the beginning. Individual setting will be made for each site, information such as number of shifts, duty on/off time, MTP interval and GPS location designated mobile number of duty guard for single man post and post number for multi man post should be included. Security guards are required to take a photo of their faces while reporting MTP so as to ensure the safety of the guards and identify the guards. The system will keep the last photo of each guard for that day.

2.4.3 Clock In / Out

Designated information including duty time, ID of security guards and locations will be set by companies beforehand. Reminders will be dispatched in the designated time of the setting. The entry of reporting on/off duty should include company code and staff ID. Company code will be used for identifying different companies and the code will be based on "alphanumeric"= "company code" + "staff number". The first 3 initials of the entry will stand for a company, the characters after the initials will be the staff number. Facial photo is required for clock in/out. A workflow for existing operation is attached for reference. (Appendix II)

2.4.4 Building Patrol

This function is to enable security guards to make use of the Android Mobile smart phone to read the 2D bar code (QR code) to identify the specific place of the premises. When the place is being patrolled, time and QR code will be shown and sent back to the system for record. Reminder or Alert will be

sent it to the security personnel and supervisor if he/she fails to conduct all the required patrol points after a pre-set time.

2.4.5 Emergency Rescue

This is a hot button calling for help in case of emergency. Both phone connection and data shall be sent to the pre-defined control room and supervisor.

2.4.6 Incident Report

In case of incident, user can quickly take photos and report the case to the headquarters. Time, classification of the incident and photos shall be recorded. Successful message for reporting will be shown on the mobile phone with reporting time, staff name and reference number if the message is well received by the Cloud system. Conversely, an unsuccessful message for reporting will be shown on the mobile phone with the reason of failure. A shortcut icon or button to contact the control room will be shown on the mobile phone simultaneously.

2.4.7 Property Management

This is an application to report abnormal facilities such as water leakage, lamp malfunction, broken door and etc. Photos and GPS location can be taken for record.

2.4.8 Help Manual

This is a HTML (with reference UI image) version of the user manual to guide user to use this apps in both English and traditional Chinese).

2.4.9 Company Announcement

Each company can use this function to announce company information such as typhoon, heavy rain or special traffic arrangement to all staffs.

2.4.10 Reference Graphical User Interface for Android Mobile Apps

<p>Main Menu</p>	<p>Mobile TP</p>	<p>Clock in/out</p>	<p>Supervisory visit</p>
<p>Building Patrol</p>	<p>Emergency Rescue</p>	<p>Incident Report</p>	<p>Property Mgm't</p>
<p>Help Manual</p>	<p>Announcement</p>		

2.5 Application Programming Interface (API)

An application programming interface (API) is to consolidate data for LTP and MTP. A standard API will enable data from existing call centers to consolidate with the mobile data in the Cloud Database. The API should include all data fields from existing landline teleprotection Service Provider(s) whenever available at the time of system design.

All collected data shall be exported to Excel (XP/2003 version) or Comma-separated values (CSV) format for report generation by user companies. Customization of report will not be included.

3. Project Major Milestone and Percentage of Work

The expected completion date may be subject to change upon approval from Project Steering Committee (PSC).

Modules	Milestone	Expected Completion Date	% of work
Landline Teleprotection	Project starts	20 July, 2012	N/A
	Detailed User / Functional Specification	31 August, 2012	N/A
	System Design	15 September, 2012	15%
	Logic and GUI Design	30 September, 2012	20%
	Implementation	15 November, 2012	25%
	User and Administrative Manual	30 November, 2012	N/A
	UAT	13 December, 2012	30%
	Nursing & Training	12 March, 2013	10%
Cloud Infrastructure	Project starts	20 July, 2012	N/A
	Detailed User / Functional Specification	31 August, 2012	10%
	System Design and Implementation	15 November, 2012	50%
	Administrative Manual	30 November, 2012	N/A
	UAT	15 November, 2012	30%
	Nursing & Training	14 February, 2013	10%
Teleprotection Core System	Project starts	10 August, 2012	N/A
	Detailed User / Functional Specification	25 September, 2012	N/A
	System Design	9 December, 2012	15%
	Logic and GUI Design	9 January, 2013	20%

	Implementation	9 February, 2013	25%
	User and Administrative Manual	21 February, 2013	N/A
	UAT	21 February, 2013	30%
	Nursing & Training	21 May, 2013	10%
Android Mobile Apps	Project starts	10 August, 2012	N/A
	Detailed User / Functional Specification	24 September, 2012	N/A
	System Design	30 November, 2012	15%
	Logic and GUI Design	15 January, 2013	20%
	Implementation	15 February, 2013	25%
	User and Administrative Manual	15 March, 2013	N/A
	UAT	31 March, 2013	30%
	Nursing & Training	30 June, 2013	10%
Application Programming Interface for data consolidation	Project starts	1 September, 2012	N/A
	Detailed User / Functional Specification	15 October, 2012	N/A
	System Design	31 December, 2012	15%
	Logic and GUI Design	31` January, 2013	20%
	Implementation	28 February, 2013	25%
	User and Administrative Manual	15 March, 2013	N/A
	UAT test	31 March,, 2013	30%
	Nursing & Training	30 June, 2013	10%

PART IV : SUBMISSION OF QUOTATION

1 Attend Mandatory Briefing Session

In order to have better understanding of the requirement, interested Service Provider(s) are required to attend briefing session and to raise any question may have. **If Service Provider(s) did not attend this Briefing Session, quotation will NOT be considered.**

The time and place for the briefing is listed as follows:

Date for briefing session: 7 June, 2012 (Thursday)

Time: 9:30AM to 11:30AM

**Venue: Unit 8B, Hong Kong Spinners Industrial Building, Phase 1 & 2,
601-603 Tai Nam Street West, Cheung Sha Wan, Kowloon.**

Please contact 2310 9998 for Ms. Yolanda Lee or by fax : 2959 0761. Please provide company name, name of person(s) attending the briefing session for reservation.

2 Closing Date of This Invitation

The submission shall be enclosed on a blank envelope only mark “*Ref.: CSI Open Source Location Based Teleprotection & Mobile Patrol Management System*” and deposited to the designated box situated at **Unit 8B, Hong Kong Spinners Industrial Building, Phase 1 & 2, 601-603 Tai Nan West Street, Cheung Sha Wan, Kowloon.**

This Request for Quotation shall be closed at **12:00 noon on 28 June, 2012 (Thursday)**. Late submission shall not be considered.

In case a black rainstorm warning or typhoon signal No.8 or above is hoisted between 9:00 a.m. and 12:00 noon on the closing date, the closing time for the request for quotation will be extended to 12:00 noon on the next working date (i.e. except Saturday and Sunday), other than public holiday.

3 Two Envelope System in Submission of Quotation

A two-envelope system will be adopted for this exercise. Service Provider(s) shall submit the RFQ in two envelopes clearly labeled Envelope A and Envelope B respectively on the outside as follows:

(a) Documents relating to the technical information (Schedule 1,7,9 and 10) must be enclosed in a sealed envelope clearly marked “Envelope A” and “*Ref.: CSI Open Source Location Based Teleprotection & Mobile Patrol Management System – Technical Information*”.

(b) Documents relating to the price information (Schedule 2-6, 8 and 11) must be enclosed in another sealed envelope clearly marked “Envelope B” and “*Ref.: CSI Open Source Location Based Teleprotection & Mobile Patrol Management System –*

Price Information”.

Both Envelope A and Envelope B must be:

Enclosed in a sealed envelope (Envelope C) and clearly marked “Ref.: CSI Open Source Location Based Teleprotection & Mobile Patrol Management System”.

4 Evaluation Criteria

The assessment comprises two parts: Part A: Technical Information and Part B: Price information.

The technical aspects contain critical elements that Service Provider(s) must attain **passing score** before being considered for their pricing proposals. This part of the assessment carries a total of one hundred (100) points, split amongst four (4) categories. In each category there are items that award points upon the verification of material proof submitted by the Service Provider(s). The Service Provider(s) who has passed Part A technical assessment and attained the highest technical mark will be given a technical score of 40, while the technical score of other Service Provider(s) who has passed Part A technical assessment would be calculated by the formula at below.

$40 \times (\text{Technical mark of the module being considered} \div \text{Highest technical mark in that module among all quotation offers})$

For each module, Service Provider(s) must achieve at least a technical score of 25 or their offers will not be considered further for that module. Upon completion of the technical assessment, the price information will be evaluated by item. The price score carries a weighting of 60%. The RFQ with the highest combined score will normally be recommended for acceptance. CSI reserves the right to award whole contract or individual modules to bidder(s) who achieve passing score.

Technical Aspects 40 Marks + 60 Marks for pricing

Criteria for assessment	Max. score
(1) Company background (year of establishment, number of employees)	10
(2) Experience and / or qualification of key project management staff	10
(3) Technical capabilities and methodology for each module	70
(4) Experience in Open Source Projects	10
<i>Total score of Technical Aspect</i>	<i>100</i>
Total score of Technical x 40%	40%
Total score of Pricing – weighting 60%	60%
Total	100%

PART V : CONTRACT SCHEDULE

Bidding company should ensure all information in this section must be fully provided. Information is true. Incomplete entry may not be considered. For schedule 2 to 6, bidder can choose to bid by any single item or all items. CSI has the right to award offer in any item or all items to a single or more than one Service Provider.

Schedule 1 – Information of Bidding Company

	Description	Information
1	The company was established on	(DD/MMM/YYYY)
2	Business Registration number and Certificate of Incorporation (if a Limited company) (Please enclose copy of certified Business Registration and Certificate of Incorporation)	
3	Total number of employees as of 30 April, 2012	
4	Number of direct employees for information technology	
5	Name of Managing Director/President/General Manager with CV attachment	
6	Name of Chief Information Officer/ IT Manager/ In-charge with CV attachment	
7	Annual Sales revenue as of 31 March, 2012 or last IRD return (Please state the period of reporting)	
8	Summary of reference completed project of similar scale and aspect	
	Reference project pricing which the company performed	
	Reference project duration and manpower	
9	Provide company profile in attachment	
10	Provide details on 3 key projects riding on Open Source software (OSS) in last 2 years. Please include the project size in term of money. What OSS being adopted? How many named users? Which industry is being served?	

** If there is insufficient space, please attach sheets.*

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 2 – One-off Design, Implementation and Testing Cost for Landline TP

	Brief Description	Amount	Maintenance Cost after 12 Months Free Warranty
1	Telephone network interface card for 8 channels		
2	TCP/IP network		
3	VXML telephony server		
4	Web/application server with IVR		
5	Teleprotection application		
6	Hardware requirement		
	Sub-Total		

** If there is insufficient space, please attach sheets.*

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 3 - One-off Design, Implementation and Testing Cost for Cloud Infrastructure

	Brief Description	Amount	Maintenance Cost after 12 Months Free Warranty
1	A Private Cloud Infrastructure includes Linux operating system, network connectivity, installation of virtual machine (VM). The system is preferred to run on Suse Enterprise Linux Server 11.x. The VM is preferred to be Xen from Open Source. (Hardware cost shall not be included here.)		
2	Any software will be required and its respective cost		
3	Specify minimum hardware server configuration to suit the above requirement	/	/
	Sub-Total		

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 4 - One-off Design, Implementation and Testing Cost for TP Core System

	Brief Description	Amount	Maintenance Cost after 12 Months Free Warranty
1	Portal for operation and system administration		
2	A web based operation administration for each member company to set up the rules based on teleprotection and to add, edit and delete security guards, site locations and related information in the database.		
3	The application shall generate a trigger command to individual handheld device to report their presence, location and time with instant photo based on the rules.		
4	Record teleprotection information (time & location), system generate code to identify successful reporting and save photo of the guard.		
5	Generate abnormal report		
	Sub-Total		

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 5 - One-off Design, Implementation and Testing Cost for Android Mobile Apps

	Brief Description	Amount	Maintenance Cost after 12 Months Free Warranty
	For the Android mobile application, the deliverable is an “apk” file to be installed on Android 2.3+ smart phone with 800 x 435 pixel display.		
1	Mobile Teleprotection		
2	Clock in and out		
3	Supervisory visit		
4	Building patrol		
5	Emergency rescue		
6	Incident report		
7	Property management		
8	Help manual		
9	Company announcement		
	Sub-Total		

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 6 - One-off Design, Implementation and Testing Cost for Application Programming Interface

Brief Description	Amount	Maintenance Cost after 12 Months Free Warranty
<p>An application programming interface (API) is to consolidate data for LTP and MTP. A standard API will enable data from existing call centers to consolidate with the mobile data in the Cloud Database.</p> <p>All collected data shall be exported to Excel (XP/2003 version) or Comma-separated values (CSV) format for report generation by user companies. Customization of report will not be included.</p>		
Sub-Total		

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 7 – Detail Information on Technical Aspect of the Project (Mandatory)

1	Methodology and design concept for Landline Teleprotection with illustrations
2	Methodology and design concept for Cloud Infrastructure with illustrations and the continuity of the system is suitable for 24 x 365 operations.
3	Methodology and design concept for Mobile Teleprotection Core System with illustrations
4	Methodology and design concept for Android Mobile Applications with illustrations
5	Methodology and design concept for Application Programming Interface with illustrations

** If there is insufficient space, please attach sheets.*

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 8 - Training for Administrators

1. CSI provides training venue
2. Each class is around 20 people
3. Soft copy of User Manual and training material shall be provided before training

Number of free training class provided	
Number of hours for each training	
Subsequent training charge for 20 people per class	\$

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 9 - Formation of Project Team

	Modules	Proposed Team members* (Name, qualification and experience**)
1	Landline Teleprotection	
2	Cloud Infrastructure	
3	Teleprotection Core System	
4	Android Mobile Apps	
5	Application Programming Interface for data consolidation	

**Please attach CV of each project team members covering the most recent 3 years relevant project experience.*

***If there is any change of project team member, the qualification and experience of the replacement must not be less than the proposed team herein. It is subject to approval from PSC.*

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop : _____

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 10 - Planned Implementation Schedule

Modules	Milestone	Expected Completion date
Landline Teleprotection	Project starts	
	Detailed User / Functional Specification	
	System Design	
	Logic Design	
	GUI design	
	Implementation	
	User and Administrative Manual	
	UAT test	
Cloud Infrastructure	Project starts	
	Detailed User / Functional Specification	
	System Design and Implementation	
	Administrative Manual	
	UAT test	
Teleprotection Core System	Project starts	
	Detailed User / Functional Specification	
	System Design	
	Logic Design	
	GUI design	
	Implementation	
	User and Administrative Manual	
	UAT test	
Android Mobile Apps	Project starts	
	Detailed User / Functional Specification	
	System Design	
	Logic Design	
	GUI design	
	Implementation	
	User and Administrative Manual	
	UAT test	
Application	Project starts	

Programming Interface for data consolidation	Detailed User / Functional Specification	
	System Design	
	Logic Design	
	GUI design	
	Implementation	
	User and Administrative Manual	
	UAT test	

Name of Company : _____

Signed by authorized signatory

For and on behalf of the company with chop :

Name and post of authorized signatory: _____

Contact telephone: _____

Contact Email : _____

Schedule 11 – Offer To Be Bound

- 1 Having read the Quotation Document, I/we agree to be bound by the terms and conditions as stipulated therein.
- 2 I/We do hereby agree to execute orders for any or all of the Services specified in the System Specifications, which may during the contract period be placed by CSI at the prices quoted in the Contract Schedule free of all other charges, subject to and in accordance with the terms of this Request For Quotation.
- 3 I/We also certify that the particulars given by me/us below, are correct:
 - (a) Business Registration Certificate No.
which expires on
 - (b) Employees’ Compensation Insurance Policy No.
which expires on
- 4 I am / We are duly authorized to bind the said Company hereafter mentioned by my/our signature(s).

– or –

I am a partner/We are partners in the firm hereinafter mentioned and duly authorized to bind the said firm and the partners therein.

- 5 The name of the Company / Firm is
.....
- 6 The registered office of the Company is situated at
.....Hong Kong.

– or –

The names and residential addresses of the partners of the firm are as follows:-

.....
.....

- 7 Name(s) and address(es) of person(s) signing:
.....
.....

Signature(s)
.....

Dated this day of 20

Note: (i) All the particulars required above must be provided.
(ii) Strike out clearly alternatives which are not applicable.

Appendix I**Teleprotection**

The current industry practice for individual posts to call into our control centre according to the specified time the company mandates, either once every two (2) hours or once every four (4) hours; which is in line with the requirements as stipulated in the Security and Guarding Services Ordinance, Chapter 460 or as per client's requirements. The sequence of events is highlighted as follows: -

1) System Management**A) Teleprotection**

A service contract is secured by a participating company, a security post is then setup with the following data entered into the database :-

- a) Post code (including alphabets and numbers).
- b) Post location (alphabets, punctuation marks and numbers).
- c) The commencement and termination time and date of the post.
- d) Duty hours for different shifts for the post.
- e) A designated central phone number (8-digits, at least and country/area code if necessary) is then logged in as contact for the post.
- f) The staff number and name (Chinese character input a must) of designated employee(s) are fed into the computer system in the control room.

The system is expected to have a calendar function that will automatically upload the succeeding year's schedule, complete with marked weekends and holidays.

B) Time of call, two options to be proposed, :-

- a) Fixed timing per shift, i.e. once every 2 or 4 hours and once given the starting time, system will then automatically set up a sequence of calling time and that it needs to be tuned in advance to identify what are the mandates of the Security & Guarding Ordinances, e.g. when should a post calls in the daytime and when at night.
- b) Random timing. By manual input, this will suit posts that demand specific calls to be made at anytime of the day.

2) Teleprotection Procedures

- A) Security personnel on duty is required to call in at designated frequencies and times.
- B) A certain range of time, or 'leeway', will be granted to allow sufficient time for a security personnel to call in to report safety, and at the same time not hinder his/her daily operations or work.

C) All such calls are then registered in the control room's computer system.

3) **Default**

When an individual post fails to call in at the prescribed time, the system will :-

- A) Generate a signal in the control room of the participating company, in the form of a colored line, say a blue color, will appear on the computer screen alerting the duty controller of a non-compliance incident in progress.
- B) Simultaneously, a signal, be it a 'beep' or an automated call will alert the caller that he/she has an overdue call to make.
- C) Simplicity in use; individual security personnel should be able to punch in a simple for not reporting on time but with a reason, PLUS a specific duress code, say #9, to indicate security personnel is in trouble and assistance needed immediately.

Simultaneously, a colored line signal, say in red color, will appear on the computer screen, together with a "beep" alerting controller of a help signal.

- 1 : reporting safety (報平安)
- 2 : handling of emergencies (處理突發事件)
- 3 : failure to make teleprotection (忘記報更)
- 4 : security personnel reporting sick (隊員身體不適)
- 5 : unregistered caller (未有登記在系統)
- 6 : system fault (系統出現問題)
- 7 : system busy (線路煩忙打不通)
- 8 : others (其他)
- 9 : duress code (求救訊號)

Duty controller should be able to enter a code to show that he/she has authorized to accept the explanation.

4) **Supervisory Visit**

Monitoring of supervisory patrols is a mandate of the Security and Guarding Services Ordinance. This assignment is to be treated separately.

A message or signal prompting the supervisory visit is required to alert Control Room who will aware the mobile supervisor that he/she has to make a visit within '3' number of days.

At the end of the week / month reports need to be generated to show that each shift has been visited at least once a week.

Alert signal will be off when the visit is done.

The counting of the week can be fixed as from Sunday 0001 hrs to Saturday 2359 hrs or auto counting every 7 days from post commencing day.

5) Incident Reports

With its photo-taking ability, user is expected to take photos in the event an incident happens. A series of pre-loaded codes enables him/her to punch in a code that represents a certain event, plus the 'touch-screen' function of the phone (handwriting recognition ability a pre-requisite) will result in the generation of a brief report for management to understand what has actually happened and what follow-up action is to be taken.

6) Export of data

At the end of the month, or at anytime the management sees fit, the system is expected to export data that he or she can sort out data similar to the functions seen in Microsoft Excel or Access, and in this case, it will encompass : -

- A) All or individual posts
- B) A comprehensive report of ALL calls, normal or otherwise
- C) NORMAL calls
- D) ALL abnormal calls
- E) Abnormal calls of SPECIFIC nature, i.e. early calls, late calls, busy (to be defined) or outright default

Appendix II

Workflow Diagram for Clock in / Out

