FREQUENTLY ASKED QUESTIONS (Last update on 15 Sep 2025)

TENDER : IMPLEMENTATION OF ENTERPRISE RESOURCE PLANNING SYSTEM
REFERENCE: FD-20250901

A. <u>MAINTENANCE SERVICE</u>

A1. (Para. 6.5 of Section 3 – Conditions of Contract) "12 months free-of-charge maintenance service after date of acceptance" mean software-level maintenance service?

Ans.: Yes, we expect the vendor to provide software-level maintenance, ensuring the software is free from defects.   We also expect any hardware provided to be free from defects.

A2. The offer of 12 months of free software maintenance support is indeed very rare, as ERP maintenance fees are typically paid annually and usually range from 15% to 22% of the software licensing fees. Generally, vendors include maintenance costs in the total project price to ensure reasonable operation. Would you prefer vendors to incorporate maintenance costs into the implementation fees, or is it essential to maintain the condition of one year of free maintenance?

Ans.: Regarding the 12 months of free-of-charge maintenance service after the date of acceptance: This specifically refers to software-level maintenance, meaning the proposed software is expected to be free from errors and bugs for at least the first year. It does not refer to free upgrades to new releases of the same product, regular upgrades for features and security, or assistance with user queries. It is at your discretion as to which components to include in your implementation cost.

B. **ANNEX 4A - System Specifications and Requirements Compliance Table**

B1. For Annex 4, are tenderers only required to respond to Part A and Part B? Is it correct that Parts C, D, and E do not require a response and are provided for reference only?

Ans.: Yes, that is correct. Tenderers are only required to respond to Part A and Part B. Parts C, D, and E are for reference only

B2. There are approximately 110 optional items. Will these be included in the evaluation scoring?

Ans.: Yes, optional items will be considered in the evaluation. We are particularly interested in identifying which optional items are standard features and will assess their value and affordability, especially if they are offered at an economical price.

B3. Can CFSC please clarify how to fill in the Annex 4A columns and explain the meaning of the following:
   a.   "If a third-party program is used, Y = feature/function available"
   b.   "Web-based solution / ERP and its associated Compliance (3, 2, 1, 0)"
   For example, if a third-party program (or system) is used to fulfill certain requirements instead of the proposed ERP system, can we indicate "3" in the Compliance response?

Ans.: Regarding how to complete the compliance columns in Annex 4A - System Specifications and Requirements Compliance Table –

Columns	Explanation
Compliance	3 = The system's standard feature meets the requirement 2 = Enhancement or customization is needed to meet the requirement (if a third-party tool is required, please specify the software name.) 1 = A workaround solution is proposed. Please provide the details. 0 = The requirement cannot be met. If '3' is selected but customization is also indicated, we will consider the response as '2'.

In this context, a rating of "3 = The System's standard feature meets the requirement" refers specifically to the proposed ERP system's own standard features.

That is, the functionality must be provided natively within the ERP system itself, without relying on third-party programs or systems.

For example:

If a third-party program (not part of the ERP's native modules) handles purchase requests, automatically converts approved requests into purchase orders, and then syncs those purchase orders to the ERP system for goods receipt, invoice receipt, and 3-way matching — this would not qualify for a "3" rating. Instead, the compliance rating should reflect that the requirement is met via integration, and the explanation should clearly indicate the use of a third-party solution.

Here is how the vendor might fill in the table in such a case:

Requirement	If 3rd party program is used, Y = feature / function available		Compliance (3,2,1,0)	Remarks
	Web-based solution	ERP		
Procurement, AP, Finance management share the same supplier master file	Y	Y	3	create supplier in both systems and share the vendor master file
Initiate procurement by submitting detailed purchase requests	Y		2	use 3rd party program
conduct a budget check on PR, Direct PO	Y		2	use 3rd party program
Purchase order will be generated/converted from purchase requests		Y	2	synced to ERP for downstream processes (met via integration)

Please ensure that the compliance rating reflects the ERP system's native capabilities.

B4. (Annex 4A – Items 1.2.2, 1.2.3, 1.2.4) Regarding data migration - For "Service units with a financial period from Apr 1 to Mar 31, all detailed transactions and historical data up to 31 Aug; must be migrated", Only GL transactions?

Ans.: Migrate historical data at a detailed (transactional) level in GL

B5. (Annex 4A - item 1.3.10) Regarding the Scheduler, can enable or update acting accounts of his respective unit to his deputy / any other user(s). What is acting accounts and business scenario?

Ans.: When a user plans to take long-term leave, they can assign another person to act on their behalf and specify the effective period. During this time, the acting staff inherits the access rights of the user on leave, allowing them to access all the accounts and perform tasks as if they were the original user.

Acting accounts refer to the service units and system accounts that the original user oversees— such as Accounts Receivable (AR) and Accounts Payable (AP)—which are temporarily accessible by the acting staff during the leave period.

B6. (Annex 4A - item 10.2.8) Regarding Auto-Build an inventory or similar feature, What is the business scenario for auto-build inventory?

Ans.: The Auto-Build function is a feature for businesses that assemble or create finished goods from various component items. It allows you to set up a "recipe" for a finished product, so that when you use the Auto-Build function, ERP automatically transfers the quantities and values of the components from your inventory and creates the specified number of finished items. This process adjusts your inventory, recording the movement of components and the creation of finished goods.

B7. (Annex 4A – item 4.4.15) Regarding generating QR codes on invoices — what is the full process for handling QR codes via FPS? Any Credit Card Processing Vendor information?

Ans.: Here is the full process:
1. FPS Process - Clients scan QR code & pay via bank apps
    a. Finance downloads payment report from the bank and imports it into the system
    b. System marks invoice as paid, generates receipt, and records bank-in
2. 7-Eleven Payment Process - Clients pay at 7-Eleven stores
    a. Finance downloads payment report and imports it into the system
    b. System marks invoice as paid, generates receipt, and records bank-in
3. Tracking Payments
    a. QR codes contain invoice numbers
    b. Upon importing the bank report, the system identifies the payer, invoice, and amount
4. Current set up - Payments are accepted via terminal devices or web gateways
5. For more information, please contact vendors: Global Payments and HKT

B8. (Annex 4A - Item 14.2.3) Regarding Capture refund records, What is the business scenario to capture refund in Program & Activity System 活動管理系統?"

Ans.: To clarify, after a service user has made payment and the service unit has issued a receipt, there are situations where the receipt may need to be cancelled and a refund processed. These scenarios include, but are not limited to:
Service user admitted to hospital
a. Duplicate registration
b. Returned cheque (退票)
c. Insufficient number of participants leading to cancellation of activity/course
d. Activity cancelled due to weather conditions
e. Receipt voided (收據作廢)
In such cases, the service unit is responsible for initiating and recording the refund process in the system.

B9. (Annex 4A – item 15.1.2) "Provide additional input fields in payment applications or staff claims forms for diverse ESG-related data (e.g., entering not only the bill amount but also the unit of gas consumed when applying for payment of a gas bill). All entered information should automatically reflect in the ESG performance table." — Would you prefer a unified location for entering this data?

Ans.: A unified location for entering consumption unit data is fine, though it would be more convenient if users could input this data directly when entering utility bill payables.

B10. (Annex 4A - Item 15) Do we need to fill up " 15 – Environmental, Social and Governance"? Or Whether this is for Tenderer's reference, i.e. we do not need to fill up.? Or If we need to fill up, can CFSC provide a guideline & explanatory note to let Tenderer do the fill up properly.

Ans.: Tenderers are required to complete Section 15 – ESG. While the requirements are optional, you should still indicate your compliance level. If a feature is not supported, marking "0" is acceptable. Please ensure that all entries are completed clearly, and feel free to provide remarks where relevant.

For example:

Item No.	Requirement (Final)	Priority	Compliance (3,2,1,0)	Remarks
15	**Environmental, Social and Governance**	*		
15.1	General			
15.1.1	Implement a workflow interface that provides a straightforward input mask for manual entry of ESG-relevant data, ensuring compliance with predefined master data formats. All entered information should automatically reflect in the ESG performance table.	O	0	
15.1.2	Provide additional input fields in payment applications or staff claims forms for diverse ESG-related data (e.g., entering not only the bill amount but also the unit of gas consumed when applying for payment of a gas bill). All entered information should automatically reflect in the ESG performance table.	O	3	Provide an input field to capture consumption unit of utility bills
15.1.3	Emission factors, including their units and conversion formulas, can be predefined and edited by users. Any changes must be approved by higher management before use, and a record of all changes should be maintained for accountability.	O	0	Users may use Excel to achieve the same purpose.
15.1.4	Include specific metrics for calculating emission intensity, such as total employees, total revenue, and total customers. Intensity is calculated by dividing the emission amount by the selected specific metric, applicable to all emission types.	O	0	
15.1.5	Provide Template for easy import of external data and export of data	O	3	Export the consumption unit of utility bills to Excel.
15.1.6	Integrate with Supplier Maintenance to share supplier master file, so as to include number of suppliers by region and by supplier categories (if 9.1.3 is available) to ESG Performance table (item 17)	O	0	Users can extract supplier profiles from the supplier master file and export them to Excel for compiling the ESG table.
15.2	Report			
15.2.1	Generate an ESG performance table that can be displayed by individual service unit, grouped by categories (e.g., health units), or as a consolidated report for comprehensive analysis.	O	0	Users may use Excel to achieve the same purpose.
15.2.2	Provide automated reporting and analytics tools for generating customizable ESG reports and dashboards.	O	0	Users may use Excel to achieve the same purpose.
15.2.3	Allow export of data / reports in various formats (e.g., Excel, PDF)	O	0	Users may use Excel to achieve the same purpose.

B11 . (Annex 4A – item 16) In Section 16 - Other Standard Features, can Tenderers:
  (i)   Retain only the relevant examples and enter the compliance rating accordingly,
  (ii)   Delete examples that are not applicable, and/or
  (iii) Add other standard features that are part of their proposed solution?

Ans.: Yes, vendors may do so.

B12. (Annex 4A - item 4.4.15) Where is the client invoice created? In a third-party system in service units or through ERP? (Section 4.4.15)

Answer: For Invoice with FPS QR codes for customer payments at convenience stores (7-Eleven) or via the Fast Payment System (FPS 轉數快), they are currently created in our Program & Activity System (活動管理系統), which is used by all service units. If your proposed ERP includes this feature, although it is an optional item, please state it clearly in Annex 4A.

C. ANNEX 4B - Forms & Reports List

C1. Must Tenderers follow the exact format in your appendix?

Ans.: Similar reports or standard ERP reports in a different format that serve the same purpose are acceptable. However, please specify the contents of the proposed ERP standard report and indicate any differences in the remarks column.

C2. For Annex 4B, Please advise which existing systems are currently used to generate the following reports? Does CFSC expect the new ERP system to handle these reports, or are they provided for reference only? how many users in the service units are required to generate these reports?

Ans.: Except for forms and the optional Sales Register, the new ERP is expected to generate the following reports. Equivalent standard ERP reports serving the same purpose are acceptable. For example, a standard customer report showing sales transactions and paid invoices within a date range would correspond to the Collection Control Report (定期收費紀錄表) in Appendices 11 and 12. Please refer to the table below for reports currently generated by the existing system and the number of users involved.

Annex 4A Item No.	Report Name	No. of users	Existing CFSC system / Software to generate reports
8.4.2	Operating Income and Expenditure Account for Unit 單位收支報告	128 (including user in kindergarten)	Currently, the IE report is manually compiled by exporting the trial balance from the accounting system, then sorting the chart of accounts (COA) by unit code segment to generate individual unit service IE reports. The IE items are presented in order of funding code and accounting code in the IE reports.
3.2.9, 14.1.5	Internal Transfer 活動講座/服務/食物/影印單位 內部轉賬 IT2-15	104 (incl Sales register user)	Nil. We fill in the physical form for supervisor to approve and then enter the content in FMS system 財務管理系統
4.6.1	Daily Collection Summary 每日收帳匯總表	Same as above	Generated from FMS system 財務管理系統
4.3.1	Sales Register 銷售記錄總表 (sample)	62 (incl Kindergarten users)	Nil.
4.4.19	Collection Control (Kindergarten) 學期收費紀錄 (幼兒稚園)	4 (kindergarten only)	Nil. Currently, users manually record customer sales history, payment and refund records using Excel.
4.4.19	Collection Control (Hostel) 定期收費紀錄 (宿舍)	58 incl sales register user	Nil. Currently, users manually record customer sales history, payment and refund records using Excel.
4.5.11	Fee assistance payment K1-3 幼稚園支付學費資助	4 (same users in Kindergarten)	Nil. Currently, users manually calculate refund records using Excel and compile Fee assistance payment report using Word

Annex 4A Item No.	Report Name	No. of users	Existing CFSC system / Software to generate reports
4.5.11	Fee assistance payment K0 幼稚園支付學費資助	4 (same users in Kindergarten)	Nil. Currently, users manually calculate refund records using Excel and compile this report using Word
4.5.11	Proof of Fee Refund 退回費用証明書 FR5-09	4 (same users in Kindergarten)	Nil. Currently, users use Word to generate this report
4.4.7	Customer Invoice - Product & Services 發票-貨品及服務	62 (incl Kindergarten, hostel users)	generated from PA 活動管理系統
4.4.7	Customer Invoice - Services 發票-服務	62 (incl Kindergarten, hostel users)	generated from PA 活動管理系統
15.2.3	Donation Acceptance Form 接受捐贈申請表 RD2-15	Form, No report	Nil. Currently, users use Word to generate this report
10.9.1	Supplier Performance evaluation form	Form, not report	Nil. Currently, users use Word to generate this report
7.5.1	Application for withdrawing cash from Bank 銀行提款授權書	Form, not report	Nil. The application is approved in FMS, no form is generated

C3. In the 4B Forms & Reports section, do we need to fill out the Compliance column without a Sample Reference?

Ans.: Yes, you are required to complete the Compliance column in Part B of Annex 4 - Forms & Reports List, regardless of whether a sample report/form is provided for reference. Similar reports or standard ERP reports in a different format that serve the same purpose are acceptable. However, please specify the contents of the proposed ERP standard report and indicate any differences in the remarks column. You may also send us sample reports or forms for our reference.

D. ANNEX 11 – SUMMARY OF FEES

D1. Other than Cloud, if we also propose (a) Data Center Hosting, and (b) On-Premises local servers deployment:

(1) Are we required to provide the hardware, perpetual investment cost? Or
(2) Whether CFSC only requires Tenderer to provide the hardware specifications for reference only? Or ….?

Ans.: If your proposed solution involves Data Center Hosting or On-Premises local server deployment, it is essential that you:

a. Clearly indicate that hardware is required for the proposed solution.
b. Provide detailed hardware specifications for our reference, including server models, configurations, and any other relevant technical requirements.

You may also choose to include a quotation for the hardware if you intend to supply it. We will assess the proposal and determine whether to procure the hardware from you or through other channels.

D2. As mentioned on page 29 of the Tender Notice & Content, a supplementary written quotation is required to be submitted as part of the Price Proposal. Please clarify what additional pricing components are expected to be included in the supplementary quotation? Furthermore, if we do not have any additional pricing information beyond what has already been provided, is it still necessary to submit the written quotation?

Ans.: Along with Annex 11 – Summary of Fees, tenderers are required to submit a detailed breakdown of the pricing scheme in the form of a supplementary quotation. This should include all relevant information such as minimum license order and unit prices for additional, perpetual, or annual subscription licenses. It should also specify unit costs for:

1. Additional approval users
2. Budget preparation users
3. PR users
4. Petty cash users
5. Finance, inventory, or fixed asset users
6. Vendor portal users
7. Users for viewing reports
8. Creating additional service units or companies, etc.

D3. With the proposed payment terms (Paragraph 9 of Section 3), the tender indicates that these terms apply to the entire contract, including both software licensing and implementation services. However, the software vendor requires 100% payment in advance for the software license. If implementation company must comply with the proposed payment terms, we may need to pay the license fee for CFSC before receiving reimbursement from CFSC.
Therefore, may we propose separating the payment terms—applying CFSC's terms to the implementation services, and allowing software-related items (e.g. license fees, maintenance, cloud infrastructure) to follow the software vendor's standard terms?

Ans.: Given the 15-month rollout timeline, the payment terms suggest a phased licensing approach to optimize cost and usage.

a. <u>Development Phase</u>: Developer and Admin licenses with sandbox access
b. <u>UAT Phase</u>: Temporary user licenses for testers and Admin license for oversight

If licenses for both the Development and UAT phases—or together with the rollout phase—must be purchased upfront, please propose the <u>minimum number and type of licenses required</u>, and complete the following sections in Annex 11 accordingly:

a. Annex 11 (page 44) – "Number and types of license needed for testing", indicating these should be paid upfront from the kick-off meeting
b. Annex 11 (page 43) – Mandatory annual license costs for all service units, also marked as upfront payment

We understand the challenge of the full upfront payment requirement for software licenses set by the software vendor. Please reflect this in:

a. The <u>Payment Schedule</u> section of <u>Annex 11 – Summary of Fees</u>, noting any deviations.
b. The <u>Counter-Proposals</u> section of your submission, proposing separate payment terms— applying CFSC's terms for implementation services, and vendor-standard terms for software-related items (e.g. license fees, maintenance, cloud infrastructure)—for the Tender Board's consideration.

D4. If we comply with the proposed payment terms for the implementation service only (as per the separation mentioned above), will we still receive "Full Marks" under the payment terms criterion in the scoring scheme?

Full marks for payment terms are typically awarded only when the bidder fully accepts the stated terms. If your proposal complies only with the implementation portion, full marks may not be granted. However, partial compliance may still be positively considered by the Tender Board, especially when accompanied by a well-explained justification.

E. DEMONSTRATION

E1. For the two rounds of demos, does each round last 2–3 hours, or is the total duration of both rounds combined 2–3 hours?

Ans.: Each demo session should last no more than 2 hours.

E2. What happens if the demo cannot be completed within 3 hours?

Ans.: If a tenderer anticipates a potential overrun, they may submit a supplementary video (maximum 30 minutes). Please notify us by email at fdtender@cfsc.org.hk and include a download link to the video prior to the scheduled demonstration.

E3. Will a video demo be accepted, or is only a live demo allowed?

Ans.: Only live demos will be accepted.

F. LEGAL ENTITIES

F1. How many legal entities are to be implemented?

Ans.: We have two legal entities: CFSC and a dental company. Within CFSC, social service units follow an April–March fiscal year, while kindergartens operate from September 1 to August 31.
To accommodate the kindergarten fiscal year, we may need to create a separate entity—unless your solution offers an alternative.

G. SYSTEM INTEGRATION

G1. What does "database to database" mean

Ans.: Currently, the HRIS (payroll system) and FMS (財務管理系統) database servers are on the same network, allowing FMS to link directly to HRIS via stored procedures. However, HRIS/ESSP data is not directly integrated with Epicor. Manual uploads are required:
1.   Cheque payments and MPF/PF contributions → Epicor AP Module
2.   Autopay data → Epicor GL
For the new ERP system, a proper integration interface is required to automate data exchange with the HR database

G2. Is Excel upload acceptable for integration?

Ans.: Yes, but automation is preferred to reduce manual effort. Due to HRIS limitations, Excel uploads to Epicor and PEAS are currently necessary. These limitations are unlikely to be resolved soon, so the new ERP must offer a robust solution.

G3. Will IT staff assist with integration?

Ans.: The new system should provide a user-friendly interface for HR and Finance, minimizing IT involvement. Automation is preferred to reduce manual handling.

G4. Do HRIS and PA systems have standard APIs?

Ans.: No, there are no standard APIs. Critical financial reports (e.g., Program Expenditure Report, Program Income & Expenditure Report) rely on combined data from HRIS/ESSP (payroll systems) and Epicor (Accounting System). The new system must maintain or enhance this reporting capability.

G5. What payroll data is transferred to Epicor? Are reports included?

Ans.: Detailed payroll data is transferred to Epicor, not just lump sums. A unit may have 70+ employees, each with multiple payroll items (e.g., leave pay, allowances, gratuity, MPF). Vendor must work with Finance and HR teams to ensure accurate data transfer (see Appendix 36: COA HRIS_ESSP).

Payroll-related reports include:
1.   Provision Report
2.   Exception Report
3.   Program Income & Expenditure Report (Appendix 2 & 31)

In addition, no PE reports are auto-generated. Finance manually prepares Excel files using HR and ESSP data, then uploads to PE Automation System (PEAS). Epicor GL follows a similar manual process. Adjustments (e.g., MPF provisions, inflation) are handled outside HRIS.

G6. Any additional details available for integration information?

Ans.:   Current HRIS (Human Resources Information System) payroll integration is designed for Epicor (see Appendix 29).   Since the new system may differ, the vendor must collaborate with Finance and HR to define requirements and provide an interface that supports accurate payroll data transfer. Future integration must address:

1. Rounding differences from cross-unit allocations
2. Entries across legal entities (e.g., CFSC/DS, CFSC/CMC)
3. Manual adjustments (e.g., unit requests, fixed allocations)
4. Mixed payment methods (autopay + cheque)
5. Inflation adjustments not supported by HRIS

Data integration involves account code mapping and MPF logic—vendors must gather requirements from HR and Finance to ensure templates support these needs.

G7. Since inflation adjustments are not supported by HRIS (Human Resources Information System), what functionality is expected from the ERP system?

Ans.: "Inflation adjustments" refer to annual inflation-adjusted salaries. The HR system calculates these salaries (including current month and payback), along with related MPF, and generates a payroll report using service unit and funding source codes that differ from those in the proposed ERP system. The report also lacks bank account and expense account details.   To process this in ERP, we need to:

a.   Map HR codes to ERP codes,
b.   Add relevant accounting codes for income and expenditure, bank account
c.   Allocate payback salaries to the respective months (e.g., inflation-adjusted salaries paid in September for April to August will be recorded in April to August)
d.   Populate a GL journal template (Excel),
e.   Upload the journal to ERP via Excel.

We welcome any alternative solutions that streamlines and automates the workflow.

G8. Are we to assume that all APIs will involve Excel files for the purpose of cost calculation and effort estimation?

Ans.: Unless the API column in Part E – List of System Integration Data (系統整合資料) explicitly states "Excel export Excel file & CSV file," please assume API or automation is required and estimate the associated man-days accordingly.
We prefer automation to reduce colleagues' workload. If external system vendors cannot implement automated APIs, Excel may be used as a fallback.
However, even with Excel, the ERP vendor must:

a.   Study the external system's data structure,
b.   Provide an Excel format that minimizes manual effort—for example, aligning the data sequence with CFSC's system to ensure compatibility with ERP.

A generic Excel format designed solely for the new ERP system is not acceptable if it requires colleagues to manually adjust exports from external systems.
We welcome any solution that streamlines the workflow—whether via API or direct database integration (within the same network).

G9. Regarding the briefing session today: It was mentioned that 8 systems require integration. However, Annex 4D lists more than 8 systems — for example, Softcube, EV, Shopage, Booking, etc. Could you please confirm whether the scope of the CFSC tender includes all systems listed in Annex 4D? Additionally, on page 19 of the tender specifications, 13 systems are mentioned. Could you reconfirm whether the integration scope is based on:

a.   the briefing session (8 systems),
b.   the list on page 19 (13 systems), or
c.   all systems in Annex 4D?

Lastly, for the investment summary, is it required to estimate the man-day effort for system integration? Please reconfirm.

Ans.: As per Section 5, paragraph 2.1 on page 19 of the tender document, there are 11 systems listed for integration (not 13). Among these, the CIS system has been replaced by the Carys system, resulting in a total of 10 systems to be integrated, which aligns with the presentation shared during the briefing session.

Below is the list of the 10 systems:
A. To be implemented during the ERP implementation period -
    1. Human Resources Information System (i.e. HRIS 薪酬系統 in Annex 4E)
    2. Program & Activity System (i.e. PA 活動管理系統 in Annex 4E)
B. To be implemented during maintenance period (up to 24 months) -
    3. District Elderly Community Centre System (i.e. 長者服務管理系統 in Annex 4E)
    4. Eat365
    5. Softcube
    6. Fox 薪酬計算 (學員獎勵金及生產津貼系統)
    7. HKMA CMS 5.0
    8. 中醫方程式
    9. MRB 智顧家個案系統
    10. Carys 個案系統

In addition, Annex 4E – List of System Integration Data (系統整合資料) includes the following systems that are expected to be integrated after the above 10 systems. We would appreciate receiving pricing details in advance for budget planning and to avoid unexpected cost escalations:
    11.   IPT 活動管理系統
    12.   PHC 會員及新症系統
    13.   Shopage 網店 (via Excel file)
    14.   EVI 網上報名系統 (via Excel file)
    15.   Booking System (via Excel file)

G10. (Annex 4A – Section 14) M-P2 items should be phase 2 item.   Do they include in the budget?

Ans.: Below External Systems are to be integrated with ERP in Phase 2 and are included in the budget :

(M-P2 items) To be implemented during maintenance period (up to 24 months) -
3. District Elderly Community Centre System (i.e. 長者服務管理系統 in Annex 4E)
4. Eat365
5. Softcube
6. Fox 薪酬計算 (學員獎勵金及生產津貼系統)
7. HKMA CMS 5.0
8. 中醫方程式
9. MRB 智顧家個案系統
10.   Carys 個案系統

Systems that are expected to be integrated after the above 10 systems.
We would appreciate receiving pricing details in advance for budget planning and to avoid unexpected cost escalations:
11.   IPT 活動管理系統
12.   PHC 會員及新症系統
13.   Shopage 網店 (via Excel file)
14.   EVI 網上報名系統 (via Excel file)
15.   Booking System (via Excel file)
16.   LIngxi Donation System (changed from M-P2 to M-P3 item)

G11. If a vendor provides a quote for a standard API that allows CFSC to connect its external systems so the ERP can retrieve data, but during implementation the API solution is found to be infeasible and requires additional effort and cost to integrate — will CFSC accept this?

Ans.: The vendor must clearly indicate that the quoted price is for a standard API. In case the API is not feasible and integration effort is required, this must be explicitly stated in the tender that extra cost is required, along with a separate quotation for the integration work.

G12. As stated on page 26, section 10.3 of the Tender Notice & Content, the Financial Management System (FMS) is to be replaced by a new ERP solution. May I know: What is the name of the current FMS system being replaced? What type of database does it use? What is the relationship between Epicor and the FMS mentioned in the document?

Ans.:   The database used by FMS is Microsoft SQL Server 2008 R2.
FMS includes modules such as Petty Cash, Fund Transfer, Asset, Procurement, Receipt (Income collected), Bank-In, and Payment. It is used by all service unit users, including those in the Finance Department.

Epicor includes modules such as General Ledger, Accounts Payable, and Asset, and is primarily used by Finance Department users.

Service unit users enter data into FMS. Once approved, records are uploaded to Epicor for Finance Department review and posting to the ledger. FMS also retrieves data from Epicor, such as service units' budgets, asset details, etc.

G13. In Annex 4D, Item 2, it mentions "all service units, PA – payroll expenses," and refers to Appendix 32 (Payroll) and Appendix 33 (Staff Unit). Could you please confirm:
Are service units required to upload this data to the FMS or the HR system? Why is the upload directed to the FMS instead of the HR system? Kindly reconfirm the intended system for data upload.

Ans.: For Question 4 – the PA 活動管理系統-薪酬(IT 研發) as shown on Annex 4D, it is uploaded to Human Resources Information System (HRIS), not the proposed ERP solution.

The proposed ERP should extract payroll and MPF data from HRIS (HRIS-exported reports) , review and, if necessary, adjust account code (COA), funding source code, program code, and payroll record values – with audit logging, as well as to download reports in Excel format, transfer data via API (preferred) or database- to-database integration, and convert HRIS records into an ERP-compatible format. (Please refer to Appendix 29 - HRIS Interface Logic and Appendices 30,31,34,35,36 - Payroll-related records for details of current data transfer logic, which is to be replaced by the tenderer's proposed user interface.)

Item 14.3.2 in Annex 4A has been revised to reflect this, and item 14.3.3, covering the inflation-adjusted salary workflow (as mentioned in the response to Question 24), has been added to Annex 4A (last update on 12/9/2025) for clarification.

G14. Regarding Appendix 35 – Finance MPF Charging Priority Table – Is this the table in FMS that is used to convert the mapped COA and segments to HR transactions?

Ans.: The mapping table is used to map HRIS expenses to the relevant accounting codes in our current accounting system. It is for the vendor's reference.

G15. Regarding the Appendix 30 - HRIS_Epicor_interfaceDataSample (Excel) - are all the worksheets tables in HRIS? According to the Q&A, do we need to integrate all these tables into the ERP and convert the figures to Journal Vouchers?

Ans.: Referring to the file you mentioned, it is an interface file requirement for the EPICOR GL and AP integration. We need a Header and Detail file for both GL and AP. The specific field requirements for each are in the corresponding sheets:

· GL Files: See "GL Header" and "GL Detail" sheets.
· AP Files: See "AP Header" and "AP Detail" sheets.
For further details, please refer to the Appendix 29 [HRIS interface] (pages 40–41 of Appendix 1-29 & 37).

G16. Regarding Data Relationship for Temporary Staff, how is the total MPF payment calculated?

Ans.: The payment data from both the first and second autopay runs are fully consolidated within the HRIS. This consolidated data is used to calculate the total MPF payments.
If you are asking about the [HRIS interface] part 2) GL/AP records of temporary staff, here is current logic:

In the HRIS_Epicor_interfaceDataSample worksheet [Staff 2nd Payroll Data] :-
· Total Employer MPF = Employer Mandatory MPF (Column K: MPF ERMC) + Employer Voluntary MPF (Column L: MPF ERVC)
· Total Employee MPF = Employee Mandatory MPF (Column M: MPF EEMC) + Employee Voluntary MPF (Column N: MPF EEVC)

G17. Is the COA MPF retrieved from the COA in HRIS? Or does the second payroll data for staff equal the COA?

Answer: The COA MPF data is retrieved from the COA tables within HRIS. Each record in the COA table can be accessed / retrieved using various criteria such as:

· Employee ID
· Filing Year
· Filing Month
· Data Code (e.g., GRAT for gratuity, HALLOWRE for allowance, etc.)

For permanent and contract staff, the COA is predefined at a fixed percentage in HRIS. However, for temporary staff, the COA—specifically the Unit Code (Segment 2) and Fund Source (Segment 3)—is identified and applied during the month-end salary application process in ESSP. Therefore, the monthly application for temporary staff salaries must provide these segment codes.

G18. How is the payment amount calculated (i.e., 2nd payment – Gratuity – Allowance – Leave Pay – Other Payment)? Where can each amount be retrieved—from COA?

Answer: All components like gratuity, allowance, leave pay, other payments and MPF are calculated within HRIS. The formulas pull their data directly from the Chart of Accounts (COA) that has been established and consolidated in the system.
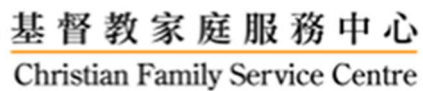
Currently, after calculating the final payment (if the staff has ESSP - Employer Self Service Platform - staff payment) / the second pay, HR team need to upload an Excel file with the fields listed below via the internal system, enabling Finance team to access ESSP staff payment data, including ESSP MPF via FMS. (i.e. User interface for Finance Department users to extract payroll and MPF data from the HRIS system)

Employee ID	C Type (mth end)	Back Pay No.	Payroll Calculation No.	Filing Year / Month	A/C Year / Month	Gratuity 酬金	Special Allowance for SRW & RW 特別津貼	Leave Pay	Gross Pay for upload	MPF ERMC	MPF ERVC	MPF EEMC	MPF EEVC	Net Pay	Payment Method	Payroll Category	Date of Termination
01234	C		P2508G14S	2025/08	2025/08	0.00	0.00	0.00	750.00	0.00	0.00	0.00	0.00	750.00	Autopay	SP	
54321	R		T2508BE	2025/08	2025/08	0.00	0.00	0.00	13,650.00	682.50	0.00	0.00	0.00	13,650.00	Autopay	SP	

G19. Is the second payroll result used for calculating ESSP (Employer Self Service Platform) MPF or temporary staff payroll?

Answer: Yes, the second payroll run includes the following components:

· Salaries for temporary staff
· First-month salaries for new contract staff
· Various allowances (e.g., gratuity, other allowances) for both contract and permanent staff
· All these components are consolidated into HRIS for accurate MPF calculation.

G20. Regarding HSBC HKMRI (Standard Transmission via H2H & HSBCnet) Connect Digital MESSAGE IMPLEMENTATION GUIDE – we cannot open the sample files on page 48. Is there anywhere I can download them?

Ans.: Regarding Appendix 37, HSBC HKMRI (Standard Transmission via H2H & HSBCnet) Connect Digital MESSAGE IMPLEMENTATION GUIDE, HSBC did not provide hyperlinks to the sample files in the guidelines. We have attached a TXT file for the autopay-out sample file. For field headers and their meanings, please refer to pages 45–48 of Appendix 1-29 and 37. The data is formatted as follows:

PHFO02FPS TEST   20250915030001580001   HKD000000500000000000016000
PD004BBAN030001580001   00000000000010001   FPS TEST 15092025-1   Christian Family Service Centre
PD004BBAN030001580001   00000000000025002   FPS TEST 15092025-2   Christian Family Service Centre
PD004BBAN030001580001   00000000000030003   FPS TEST 15092025-3   Christian Family Service Centre
PD004BBAN030001580001   00000000000045004   FPS TEST 15092025-4   Christian Family Service Centre
PD004BBAN030001580001   00000000000050005   FPS TEST 15092025-5   Christian Family Service Centre

H. TECHNICAL PROPOSAL

H1. As stated in item 29 of the Tender Notice & Content, there is a page limit of 50 pages for the technical proposal, excluding annexes.   At the same time, the technical specifications are included in Annexes 5 to 10.   Please advise which other elements should be included in the technical proposal that are not already covered in Annexes 1 to 13?

Ans.:   Any technical documents not already stipulated in Annexes 5 to 7 and Annexes 9 to 10 are subject to the 50-page limit for the technical proposal.

I. USER LICENSE

I1. How many user will utilise petty cash, revenue collection, and refunds?

Ans.: We estimate that:
62 users accessing AR, revenue and refunds features;
71 users handling petty cash claims and cheque applications
Of these, 44 users also handle petty cash claims

I2. How many assets does CFSC have, and how much is added each year? How many users will utilize Fixed Asset Features?

Ans.: As of 31/3/2025, there are 25,500 fixed assets, with approximately 2,600 added annually.
We estimate 94 frontline users will access all fixed asset features, and 13 supervisors (11 from core services, 2 from HR & Admin) will handle:

• Approving asset disposal or adjustment requests
• Viewing asset-related reports

I3. How many users will utilise Inventory Features? How many service units involved?

Ans.: We estimate that:
10 frontline users accessing all fixed asset features
10 supervisors from 10 service units for:
- Approving inventory disposal or adjustment requests
- Viewing inventory-related reports

(Frontline users and supervisors are the same individuals accessing fixed asset features.)
10 service units are involved: 4 Production shelters, 1 Café, 1 Public Pharmacy, 4 Elderly Day Training / Day Care / Resources Centre / D&O Centre

I4. May I have the total number of named users for the back office who will use the ERP system?

Ans.: At the Head Office, a total of **55 named users** will use the ERP system, broken down as follows:
- 2 System Administrators
- 3 System Developers (accessing development tools for configuring workflows)
- 25 Users with full ERP access
- 25 Users accessing dashboards, reports, and KPIs
- 20 Users with limited functions (e.g. approving PRs, POs, internal transfers, stock movements across service units)