

**Baptist Oi Kwan Social Service**

**FoodNet System Development**

**Tender Document**

**Jan 2017**

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## **Part 1 – General Specification**

### **1. Introduction**

Baptist Oi Kwan Social Service (BOSSS) as a charity organization is approved by Inland Revenue Department to exempt tax according to the taxation regulations in Hong Kong. The services include Children and Youth Services, Integrated Family Service, Pre-school, Elderly Integrated Service, Mental Health Integrated Service, Clinical Psychological and Counseling Services, Training and Employment Service and Catering Service etc. The targets are ranged from infant to elderly aged above 90.

Our FoodNet service provided short-term food assistance to low income families. BOKSS has liaised with more than 30 partners from social service units, churches, schools, etc., so that FoodNet is able to cover more segments of the community to benefit more people. As the number of service users keep on growing, we are in need of carrying out this IT project to replace old FoodNet system

### **2. Proposal Submission Procedures**

During the tender procedure, venders need to download the tender document which have attached with the tender invitation email. The tender document should keep in a confidential way and should not disclose to third parties

The submission should include the Background of Company, Price List (Appendix I), Implementation Plan (Appendix II), Reference List of Other NGOs. All proposals can be submitted to BOKSS by post or email to 6/F, 36 Oi Kwan Road, Wan Chai, Hong Kong or [ictst@bokss.org.hk](mailto:ictst@bokss.org.hk). Please write the title (Submission of FoodNet System Development Proposal) on the envelope.

The deadline of the submission is at 6:00 PM, 20 Feb 2017. The result will be released on or before 2 May 2017 on BOKSS website.

## **Part 2 – Technical Specification**

### **1. Obligations of the supplier**

All suppliers which involve in the project should sign the Non-disclosure Agreement.

Supplier warrants that the Work Product do not and will not infringe upon any copyright, patent, trade secret or other intellectual property rights and interest of any third party. Supplier will indemnify and hold Buyer harmless from and against all such infringement claims, losses, suits and damages including, but not limited to, attorney's fees and costs, and shall promptly following any bona fide claim of infringement correct the Work Product so as not to be infringing or secure at its own expense the right of Buyer to use the Work Product without infringement.

Supplier warrants that the services and the Work Product being provided by Supplier shall comply with all applicable laws, rules, regulations, ordinances, codes, orders and programs.

### **2. Function List**

#### **I. FoodNet membership system (web version)**

- Login System
  - Login username
  - Login password
  - Forget password
- User account management

- Edit information of users
- Access right control
- User right control
- Manage user account
- Member management system
  - Edit and create member information
  - Set the food taking period
  - Set menu of food
  - Issue member card with 2D barcode
  - Set analysis code
  - In-take/Extension/Re-activation/Closing management
  - Approval management
  - Submission management
  - Feedback comment to applicant
  - Picking and delivery management
  - Appointment management
  - Membership status checking
  - Case management
  - Member satisfaction management
  - Database backup function
  - Member preference identification
    - a. member info searching field
    - b. email notification
- Stock management system
  - Stock take
  - Stock on hand (in and out)

- Food price and category management
- Purchasing management
- Return goods management
- Email notification management
- Reporting Modules
- Print Receipt (Create, Edit and Void)
- Service Report to SWD
- Analysis code report

## **II. FoodNet membership system (Mobile version)**

Responsive website

- Login system
  - Login username
  - Login password
  - Forget password
- Member management system
  - Create user
  - Upload document of member application
  - Preview and resubmit member application
  - Receive notification after complete upload member application

## **III. System security audit for both desktop and mobile web version**

Refer to I.T. SECURITY GUIDELINES of the Office of the Government Chief

Information Officer

#### **IV. Hosting**

FoodNet System should be hosted by Baptist Oi Kwan Social Service

#### **V. Migrate data from existing system to new system**

Transfer existing system database to new system

#### **VI. Optional items**

- Barcode Reader
- 10" Android Tablet

#### **VII. Software warranty and service support**

Software warranty at least 1 years, On-site technical support or helpdesk phone support

#### **VIII. Maintain fee**

Maintain fee include software and hardware

#### **3. Compliance Requirement**

Supplier agrees to comply and fully understand the term of this agreement.

#### **4. Further enquires contact**

FoodNet Service

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IT Department

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