

Tender Document

| Tender Reference | Subject of the Tender | Closing Date |
|------------------|---|-----------------------------|
| BOKSS/1718/01A | Application System Development -- Elderly Service System (ESS) | 10 th April 2017 |

(A) Brief Description

To develop an application system to replace the existing system with enhancements. The new application system is expected to provide a user-friendly interface, efficient work-flow, accurate data-processing, reliable and high security level to protect data.

(B) General Requirement

1. Supplier should sign the Non-Disclosure Agreement provided by Baptist Oi Kwan Social Service.
2. The application system should be hosted by Baptist Oi Kwan Social Service. And the requirements and configurations of server hosting should be stated in the tender.
3. Supplier is responsible for the data migration and installation (if any).
4. Supplier should provide the company profile with client reference list in the tender.
5. The breakdown of bidding amount should be: (1) system development fee, includes first year maintenance and user training (if any), and (2) recurrent maintenance fee.
6. The backup & recovery solution, safeguard and implementation plan should be included in the tender.

(C) Major Function List (for NEC, FSNT and Day Care centers)

1. Basic requirement
 - 1.1. A web-based application system with responsive web design
 - 1.2. Different level of user (staff) authority to access restricted data
 - 1.3. Support 6 to 20 service centers in different sites to use the system
2. Service user management
 - 2.1. Management of service user record
 - 2.2. Information searching, filtering and export
 - 2.3. Create and print the membership card and barcode label
 - 2.4. Renew membership reminder
3. Activity / Group management module
 - 3.1. Management of activity information

- 3.2. Activity enrollment from member, volunteer, or carer
- 3.3. Attendance management with mobile device
- 3.4. Generate proposal and financial report
- 3.5. Approval control
4. Payment and receipt management module
 - 4.1. Management of daily payment and receipt issue
 - 4.2. Generate different kinds of payment record and report
 - 4.3. Stock taking for the selling product
 - 4.4. Generate and print receipt
 - 4.5. Support bank-in and refund record
 - 4.6. Generate till report and other financial report
 - 4.7. Support fee category management
5. Report management module
 - 5.1. Generate standard report of Social Welfare Development (SWD)
 - 5.2. Generate financial report
 - 5.3. Generate attendance report (include analysis of turn-over rate, member number alert etc.)
 - 5.4. The format of the report may change in the maintenance period based on SWD request or service need
6. Volunteer and carer management module
 - 6.1. Management of volunteer record
 - 6.2. Record of volunteer for service hours
 - 6.3. Provide enrollment category management
 - 6.4. Carer management
 - 6.5. Though out the financial year, after a new carer attending the carer program/service, no. of carers served review automatically, the system also generate each first served carer with the carer program / service first attended
 - 6.6. Standard information searching and advance searching
7. Case management module
 - 7.1. Management of cases record and link up to membership system
 - 7.2. Case follow-up and review management
 - 7.3. Approval function with email notification
 - 7.4. Information searching, filtering and export
8. Drop-in management module
 - 8.1. Attendance management
 - 8.2. Show time table with basic information
9. Health Care management

- 9.1. Attendance management
- 9.2. Individual Care Plan (ICP) with review reminder
- 9.3. Case vital sign record
- 9.4. Case health management
- 9.5. Vehicle and job order management
- 9.6. Service provided from professional staff (e.g. PT, OT, EN, RN) management with follow-up record
- 9.7. Emergency contact information
- 9.8. Drug and food allergy record
- 9.9. Mental and psychological health record
- 9.10. Case referral
- 9.11. Drug library with inventory and distribution record
- 9.12. Users' hospital or clinic information with visit date and time record
- 9.13. Reminder for next hospital visit with date and time, and staff matching for this job
- 9.14. Case incident management, with date, time, type and reason
- 9.15. Incident follow up status
- 9.16. Name and frequency of drug injection
- 9.17. Name of the medicine with taking period and dose
- 9.18. Print out the report of medicine taking
- 9.19. Application for home service, e.g. booking management, staff matching
10. Staff duty/roster management

Baptist Oi Kwan Social Service

28th February 2017