1. **PROPOSAL PREPARATION**

This Section defines the proposal preparation and submission procedures, which are to be followed by all Parties. Parties are cautioned to carefully read and follow the procedures required by this RFP, as deviation from these requirements may cause rejection.

Proposals must be submitted in accordance with the instructions contained in specific sections of this RFP and must include all information and materials requested in this RFP. Parties are cautioned that proposals that do not follow the form required by, or contain the information requested in, the RFP shall be subject to rejection without review.

All pages of any proposal submitted must be typed in the format embedded in this RFP and all responses must follow the numbering of the Sections and Subsections of this RFP.

Parties may include any additional information they wish; however, such information (e.g. alternative services and/or features) shall be identified in a separate attachment ("Attachment"). Any such attachment shall identify the applicable RFP Section or Subsection to which it is responsive and shall be incorporated into and be made a part of the proposal.

An authorized officer of the Party or other person authorized to bind the Party in this matter must sign the proposal.

* 1. **Proposal Format**

Evaluation of proposals will be made faster when Parties respond in a similar manner. The following format and sequence should be followed in order to provide consistency in the Party responses and ensure each proposal receives full consideration.

In preparing your proposal, be brief, yet complete and present only documented, factual data.

The proposal should generally follow the major sections detailed below:

**Section One – Executive Summary (2 pages XXXum)**

The executive summary should contain the following:

* A summary of your company background, proposed service model(s), including a brief recap of the most important aspects of the service model(s).
* A description of the benefits of the proposed model(s). Include any aspects that distinguish you from the competition.
* A list of all exceptions, taken to this RFP and the reason for the exception. An exception being the inability to meet a mandatory request required in the manner specified.
* A list of alternative(s) to any requirement exceptions. Clearly identify and explain the scope of the exception, the ramifications, and a statement of advantages to be gained by XXX’s.

**Section Two – Commercial Proposition**

This section should provide the details of the services proposal, including but not limited on the following:

* Organizational Structure for Service Delivery
  + Propose organization structure for the delivery of services under this RFP. The proposal shall include the manpower structure, the number of staffing, the responsible areas plus the qualification.
* Manpower Deployment
  + Elaborate the source of labor to be recruited in handling this services request.
  + The structure which minimum have two persons: Project Manager and Technical expert
  + one of them are expected full time dedicate within the project with over 5 years solid experience in ESB at least one person have involve in Retail area over 5 years
  + at least one person have hands on experience in Oracle ESB (not SOA)
* Project Plan and Timeline
  + Elaborate the implementation plan as well as timeline in details.
* Service Delivery Methodology

Overall Proposal - Submit a summary of the method(s), including flowcharts, proposed to deliver the services as detailed under Section 3 of this RFP. The method statement shall cover at least the methodology on delivery of services, proposed service level which shall meet and should exceed the minimum requirement as requested.

Service Performance Monitoring & Reporting - A proposal with details for how to monitor whether the services provided meet the required service levels. The plan shall include quality assurance practice, performance pledge and indicators for the services provided, availability of XXX’s feedback mechanism or XXX’s satisfaction survey for evaluation of its performance against its proposed performance pledge and indicators. Besides, a proposal to include the service credits mechanics is expected from the Party should it fail to achieve the agreed service levels for the Services, if being awarded.

Governance and Quality Assurance Control Procedure / Mechanism – Advise channels to resolve issues found, proposed schedule and participants of the review meetings, handling of change request for procedures, etc.

* Health, safety & security compliance
  + Advise the control and measures and to elaborate how to comply XXX’s requirements in terms of health, safety & physical security.

Besides, Party shall also include a discussion of the benefits of the proposal against our requirements under Section 3. The Party shall state any deviations of its Proposal from Section 3 using the form in Appendix – Schedule of Deviations.

**Section Three – Schedule of Prices & Data**

The Party shall provide and/or complete, if appropriate, the Schedule of Prices & Data attached in Section 3.2 below and submit with the Proposal a softcopy of all price schedules in **Excel format**.

* For section 3.2.1 and 3.2.2 would be in detail breakdown by weekly base
* For section 3.2.3 would be monthly base in with assumption

The Party may propose alternative pricing for the Goods and/or Services but the price schedule attached, if any, should also be completed as a base offer.

The Party need provide the man-days rate for additional project scope handling

* Those resource type that will involve in this project
* This rate will only apply to the resource of your company’s permanent staff If those coming from related or oversea group company, it will need at least three month in advance agreed by both parties
* Expired date would be six months after the Phase 1 finished with reviewed period

Penalty calculation must be included in the service proposal and not less than 15% of the total pricing.

* 1. **Notification of Changes**

All recipients of this RFP will be notified of any changes made to this document.

* 1. **Withdrawal of Proposal**

By written request, you may withdraw your proposal at any time prior to the submission deadline.

* 1. **Party’s Expenses**

Parties are solely responsible for their own expenses in preparing the Proposal and for subsequent negotiations with XXX’s, if any.

* 1. **Disclaimer**

XXX’s reserves the right to accept or reject any or all responses at its discretion. Such rejection is devoid of any criticism of a particular supplier or product and simply means that another approach was deemed to be more advantageous to XXX’s.

1. **BUSINESS AND/OR SERVICES REQUIREMENTS**
   1. **Background and Introduction**

Founded in 1956, Hong Kong XXX’s Group has grown into the largest catering company in Hong Kong operating over 800 outlets, while serving more than 600,000 people every day. The Group offers a diversified service comprising Chinese, Asian and European restaurants, fast food outlets, cake shops, coffee shops, Japanese chain restaurants and institutional catering. Hong Kong XXX’s Mooncakes has also been the No. 1 Seller in Hong Kong since 1998.

The XXX’s Caterer Co., Ltd. (XXX’s) is soliciting proposals to enter a contract for providing the solutions for Coupon System Revamp Project and integrating with different sub-systems like the intranet, e-coupon distribution channel, CRM and POS …etc.

In April 2016, consultant - Jardine JOS has conducted the data integration analysis for XXX's Caterers Ltd. (Here by below XXX's) and we consider their input as service requirement for service partner for the Oracle ESB roll out project.

* 1. **Scope of Work**

The whole project will cover Oracle ESB in those application mark in “H” and “L” in the ESB connectivity Priority Column in IT full application list

There will consider phase by phase roll out

3.2.1 Phase 1: Installation and setup

3.2.2 Phase 2: Initial focus

3.2.3 Phase 3: Others

* 1. **Material and service requirement**

3.3.1 Service requirement for Installation and setup

* ESB installation for testing and production instance
* Establish the backup and restore Procedure for ESB
* It would expected with delivery “Oracle ESB Installation, backup and restore” document that XXX’s or XXX’s appointed outsource partner be independent establish similar setup for testing instance

3.3.2 Service requirement for Initial focus

* Cover the POS Polling area mentioned in the study paper (Section 5.1 in P22 and Section 2.1 in P6 to 10)
* The monitor tools and procedure for daily system operation
* It would include data exception handling, UAT script preparation, performance POC.

3.3.3 Service requirement for other focus

* Cover the rest of the focus not within 3.3.1 & 3.3.1
* Suggestion the roll out approach
* The monitor tools and procedure for daily system operation
* It would include data exception handling, UAT script preparation, performance POC.

**\*Remark**: Non-Disclosure Agreement (NDA) must be signed per tendering requirement and sharing confidential information.

1. **APPENDIX**
   1. **JOS document**

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**– End of document –**