**P R O F O R M A**

**Request for Market Information (“RFI”) for   
Design, Supply, Delivery and Installation of** **Mortuary Body Tagging and Management System**

**for The Chinese Medicine Hospital of Hong Kong (“CMHHK”)**

**(CMHPO Ref. : HHB/H/24/17/3/7/1/23 )**

To : Project Director (CMHPO)

(Attn. Ms Candy LI, PO(CMHPO)3B)

[by fax: 2127 4795 or email: cptli@healthbureau.gov.hk]

Your ref: (1) in L/M to HHB/H/24/17/3/7/1/23

In response to the RFI of the CMHHK, my/our company, with contact details provided in Part 1 below, would like to provide the information and relevant supporting documents in Parts 2 to 8 of this Proforma.

**Part 1 – Supplier’s Contact Details**

From:

(Name of Supplier): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in)

Name and Post of Contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in)

Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone no.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in) (please fill in)

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*This document does not constitute any offer or invitation / solicitation of any offer in connection with the exercise described herein. Neither this document nor any activities in connection therewith shall create any legal obligations or liabilities in any way on the part of the Health Bureau (HHB) or the Government of Hong Kong Special Administrative Region. Neither this document nor anything contained herein shall form the basis of any contract or commitment whatsoever. In responding to the RFI, a respondent shall be deemed to have agreed to all the terms of this Request for Market Information.*

RFI (CE)

**Purpose and Background Information of the RFI**

1. Purpose

Chinese Medicine Hospital Project Office (“**CMHPO**”) of the Health Bureau (“**HHB**”) of the Government intends to invite a tender for the Design, Supply, Delivery and Installation of Mortuary Body Tagging and Management System (hereinafter refers as the “**System**”) for the Chinese Medicine Hospital of Hong Kong (“**opCMHHK**”) located at Pak Shing Kok in Tseung Kwan O. The CMHPO therefore wishes to collect market information on mortuary body tagging and management system.

1. Background of the CMHHK Project

The Chief Executive announced in the 2014 Policy Address that the Government had decided to reserve a site in Tseung Kwan O for setting up a Chinese medicine hospital (“CMH”). The 2017 Policy Address stated that the Government decided to finance the construction of the CMH and identify by way of tender a suitable non-profit-making organisation (“NPMO”) to operate the CMH. CMH will be owned by the Government and the selected NPMO will operate the CMH. The CMH would be positioned as a flagship Chinese Medicine (“CM”) institution leading the development of CM services and Chinese medicines in Hong Kong. It will be a change driver, promoting service development, education and training, innovation and research, and facilitating collaboration with both local and international parties.

The CMH with provision of 400 beds will provide a comprehensive range of CM services. Service types include pure CM services, services with CM playing the predominant role in collaboration with Western Medicine (“WM”) and Integrated Chinese-Western Medicine (“ICWM”) services. The scope of service to be provided in the CMH covers inpatient, day-patient, outpatient and community outreach services.

To take forward the planning and development of the project on CMH, a designated office i.e. CMHPO, was established under the Health Bureau (the former Food and Health Bureau) on 2 May 2018. Hong Kong Baptist University (HKBU) was selected as the Contractor for the CMH operation. HKBU, as the Contractor, has incorporated a company limited by guarantee, namely HKBU Chinese Medicine Hospital Company Limited as the Operator to manage, operate and maintain the CMH. The CMH project has proceeded to the final stage of commissioning preparation in January 2024. The CMH has been named “The Chinese Medicine Hospital of Hong Kong” in October 2024. It is targeted to commence hospital services by phases from 2025.

More information on the services provision and design of the CMHHK can be found in the following link:

<https://www.healthbureau.gov.hk/en/press_and_publications/otherinfo/200900_cmhp/index.html>

**Note to Suppliers**

1. If your company have more than one Mortuary Body Tagging and Management System that may meet the requirements of the System stated in this Proforma, **please complete and return, together with relevant supporting documents, one set of Proforma for each different Mortuary Body Tagging and Management System**.

**Part 2 – General Information of the System**

|  |  |  |
| --- | --- | --- |
|  | Place of origin |  |
|  | Name of manufacturer |  |
|  | Address of the manufacturer’s factory or plant (“Manufacturing Plant”) |  |
|  | Product name of the System |  |
|  | Model number/name/version number of the System |  |
|  | Authorised agent or distributor of the Manufacturer in Hong Kong |  |
|  | Packing (if applicable) |  |
|  | Delivery method and route (where the place of origin is outside Hong Kong) |  |
|  | Warranty period of the System  *(Please refer to Section 8 in Part 3 for details of the warranty service requirements)* | \_\_\_\_\_\_\_\_\_ months from Acceptance of the System  *(Should not be less than 12 months)* |
|  | Expected serviceable life *(Please specify many components of the System that cannot meet the serviceable life)* | The System shall have a serviceable life of \_\_\_\_\_\_\_ years from its date of acceptance except the following components:  (Please also provide the expected life of these excluded components) |
|  | Licences  *(Please specify and provide supporting document for reference)* |  |
|  | Certifications  *(e.g. CE, International Organization for Standardization (“ISO”) certificate or équivalent)* |  |

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| --- | --- | --- |
| Notes: |  | 1. Please use separate sheets if space is inadequate. |
|  |  | 1. Please input N/A if the information is not applicable. |
|  |  | 1. If Supplier is the Manufacturer, Supplier shall enter its own name in Item No. 2. |

**Part 3 – Indicative Technical Requirements**

*Notes to Suppliers for Completion of Part 3*

1. *Unless specified otherwise, the “****System****” in this Part 3* ***refers to Section A1.1 below****.*
2. *The indicative technical requirements, warrantee services specifications and maintenance services specifications are for the purpose of collecting market information only. They are subject to changes and do not represent the final technical requirements of the intended tender.*
3. *Please indicate, as a point by point compliance statement, whether your proposed System “****Comply****” or “****Not Comply****” with an indicative technical requirement**, warrantee services specifications and maintenance services specifications stated in Column II by ticking (🗸) in the appropriate box under* ***Column III*** *and* ***Column IV*** *respectively.*
4. ***Where applicable****, please quote the value of your proposed System in either Column III (if “****Comply****”) or Column IV (if “****Not Comply****”) respectively against corresponding indicative technical requirement, warrantee services specifications and maintenance services specifications (use additional sheet(s) if space is insufficient*
5. *Please provide supporting documents (such as catalogues, user manual and/or operation manual etc.) to illustrate the features of your proposed mortuary body tagging and management system against the corresponding indicative technical requirements.*

| **Column I** | **Column II** | **Column III** | **Column IV** |
| --- | --- | --- | --- |
| **Section** | **Technical Specification** | **Tick (🗸) the Appropriate Box**  ***(For aspects “Not Comply”, please also provide alternative proposal, if any)*** | |
| **Comply** | **Not Comply** |
| **A** | **Technical Requirements** |  |  |
|  | **Scope of Works** |  |  |
|  | The Mortuary Body Tagging and Management System (“System”) shall provide registration and management of hospital body/ death information via interfacing with hospital IT systems including Hospital Information System (“HIS”). |  |  |
|  | The scope of works (the “Works”) shall comprise the design, supply, delivery, installation, planning, method statements, deep and active coordination, interface, supervision, testing, commissioning, training, documentation, system integration and activation, defects liability and maintenance of Mortuary Body Tagging and Management Systemto be provided at The Chinese Medicine Hospital of Hong Kong (“CMHHK”), and in accordance with the drawings, and the specification. The completion of all systems shall be based upon its full functionality and operation. |  |  |
|  | Supplier(s) shall submit return in the following Sections:  **Section 1 - Scope of Works**  **Section 2 - Standards for the Works**  **Section 3 - Overall System Requirement**  **Section 4 - Interfacing Equipment**  **Section 5 - Other Requirements**  **Section 6 - Defects Liability Period (DLP)/ Warranty Period Services**  **Section 7 - Comprehensive Maintenance Services**  **Section 8 - Warranty Services Specifications**  **Section 9 - Maintenance Services Specifications**  **Section 10 - Implementation Plan Specifications**  Major components of the Mortuary Body Tagging and Management System:   1. Radio Frequency Identification (“RFID”) Checkpoints detecting the presence and/or movements of body adopting RFID, which shall generally comprise RFID fixed readers, RFID antennas (with signal cables) and associated control devices; 2. RFID tags for identification of body and the associated tag label printers; 3. Network based computer server station managing the identities and location / movement record of body within specific areas and zones; 4. Handheld tag scanner for information association between tags and the System; and 5. System connection to digital display panels at the Encoffining Room and Farewell Rooms/ Viewing Rooms.   (Digital display panels to be provided by other Supplier) |  |  |
|  |  |  |  |
|  | **General Requirement** |  |  |
|  | The main function and logistics flow for management of the System are:   1. Registration and management of body/ death information 2. System interface with HIS on hospital death information, including but not limited to patient deceased, infectious disease and body category information 3. Identification of body within specific areas/ zones of the mortuary by strategic locations of the Checkpoints 4. Control and access of the System: 5. Clinical workstations (wired connection); 6. Clinical mobile devices (wireless connection).   (Please refer to Appendix B for the System Architecture Diagram of Mortuary Body Tagging and Management System) |  |  |
|  | The Supplier shall design, supply and install the System software including system interface with the HIS. |  |  |
|  | The Supplier shall design, supply and install the computer system server to be located at the Hospital Data Centre (“HDC”); programming design and development of system control/ access via wired or wireless connection, including software/ application of mobile devices.  (Please refer to Appendix A for the Schedule of Quantity of Mortuary Body Tagging and Management System Components) |  |  |
|  | The Supplier shall supply and install associated equipment (including but not limited to patch cables, power cords and all necessary accessories) and associated construction works which shall be rack-mountable on Electronic Industries Alliance (“EIA”) 19” rack with rack mount kits supplied, and to be installed in the racks provided by other contractor(s) in HDC. |  |  |
|  | The Supplier shall supply and install the RFID Checkpoints and all associated equipment (e.g. antenna, system controller, readers, label printers) coming with associated wall-mount supporting frames, including cabling connection works between the Checkpoints and the network data ports (via Cat 6 cable) and alternating current (“AC”) power sockets at the proximity. |  |  |
|  | The computer server shall be provided by the Contractor and hosted in the equipment racks in both Primary Data Centre (“PDC”) and Secondary Data Centre (“SDC”) of the CMHHK.  (Please refer to Appendix C for the Topology Diagram) |  |  |
|  | Data synchronisation shall be conducted between the computer system server(s) for the System across PDC and SDC. |  |  |
|  | The computer system servers for the System shall be configured with redundancy design across PDC and SDC. The capacity of the server(s) in either data centre shall be able to support all business operation needs. |  |  |
|  | The Supplier shall supply tags and handheld scanners for tag association with the tag management system. |  |  |
|  | The Supplier shall submit the approval certificate(s) or supporting document(s) on meeting the exemption from licensing requirements as set out by the Office of the Communications Authority (“OFCA”), Hong Kong Special Administrative Region (“HKSAR”) for the RFID system and assist the CMHHK to obtain user license, if required. |  |  |
|  |  |  |  |
|  | **Operational Requirement** |  |  |
|  | The System shall be virtually free from false triggering. |  |  |
|  | The elements of the System shall have proven track records in a Hong Kong hospital environment and shall be verified free of causing any interference to sensitive hospital equipment. |  |  |
|  | The System is a way of automating the management and locating process of body. It works by loading an RFID tag with data and attaching it to a relevant body. The data can include anything from patient name, date of birth, HK identity (“ID”) card number/ passport number, hospital number, condition, and location. |  |  |
|  | The System is designed for management of tracking body within specific areas and zones of the mortuary by using RFID to perform scanning and checking function. |  |  |
|  | Through an RFID tags, the RFID reader is able to capture the stored data. Eventually collecting it in a sophisticated mortuary body tracking system where the data can be monitored and actioned. |  |  |
|  | The RFID tracking process can be described as follows:   1. Data is stored or associated on an RFID tag (i.e. wristband and footband) with a unique code with body related information; 2. When the body wearing the RFID tag (i.e. wristband and footband) approaches a monitored door with Checkpoints, the System shall receive signals from the tag. These signals are then transmitted to the database and application server, where they are connected and integrated. 3. An RFID handheld scanner identifies and locates nearby RFID tag. |  |  |
|  | The System and the operational flow programming shall be customer-made designed. The Supplier shall submit their proposal for Government Representative’s review and approval before installation and application.  Design review meeting(s) shall be held with Government Representative and the CMHHK’s representatives to configure the System program design suiting hospital operation requirement. |  |  |
|  | The Supplier shall provide a full set of System installation and technical implementation proposal, including but not limited to:   1. The proposed system demarcation plan with the RFID control and coverage; 2. The proposed RFID system interface; 3. The proposed functions and system features; 4. The proposed system workflow on operation; 5. The proposed equipment setting out and equipment list. |  |  |
|  | The RFID tags should be “passive type” without any battery and is a real-time tracking system. |  |  |
|  |  |  |  |
|  | **System Requirement** |  |  |
|  | The Supplier shall perform the interface coordination with other interfacing contracts/ parties who are in collaboration to the construction and operation of the System. |  |  |
|  | The Supplier shall provide system computer server with all necessary software and hardware (including but not limited to Checkpoints and handheld scanner) and the System shall operate at both server and workstation level and mobile device. |  |  |
|  | The System shall consist of the following major equipment/ system components, including but not limited to:   1. Administration Station (computer server) 2. RFID Mortuary Body Tagging and Management System server software 3. RFID Checkpoints 4. RFID Handheld Reader 5. RFID Tags (wristband and footband) 6. RFID Tag label printer 7. System connection to digital display panels at the Encoffining Room and Farewell Rooms/ Viewing Rooms |  |  |
|  | The System shall be able to perform the following functions: |  |  |
|  | The System shall be a web application. Any workstation/ server system required shall be included and installed. |  |  |
|  | The System shall be able to register, change RFID tag and perform the management of body. It shall allow user to input information in the System database.  Any device needed for RFID tag registration/disassociation shall be provided. |  |  |
|  | The RFID sensor shall be able to detect the RFID tags with no barrier of metal, liquid and interfere of each other. |  |  |
|  | The System shall be able to send the notification to users when the death body is moved beyond the specific zone or area. |  |  |
|  | The System shall authenticate users in accordance with the CMHHK’s authentication system, including but not limited to active directory. The System shall support role-based security, authorization and corresponding management features. |  |  |
|  | The web interface shall allow users to search/view/export item list with RFID tagging. The System shall be included the filter function for limiting the search result. |  |  |
|  | The System shall be able to check the detail on mobile devices. |  |  |
|  | Audit log shall be provided. |  |  |
|  | All death information shall be exported to a PDF document or excel and downloaded by user. |  |  |
|  | User can input the information to register the new information by using web browser. The fills and categories of information shall be customized to suit user’s operational need. |  |  |
|  | The System shall allow customized notification/ alert. |  |  |
|  | The System shall be able to schedule the appointment features for viewing, body-out e.g. arrangement of farewell/ viewing, arrangement of body-out etc. |  |  |
|  | The System shall be able to have the automatic update and synchronization with HIS for updated body’s information. |  |  |
|  | **Software Requirement** |  |  |
|  | RFID Mortuary Body Tagging and Management System server software shall include but not limit to following features: |  |  |
|  | User Account Management |  |  |
|  | Location Management (create/ edit/ suspend) |  |  |
|  | Mortuary Body Tagging and Management System (create/ search/edit) |  |  |
|  | Death Information Check-In/ Check-Out |  |  |
|  | Real Time Location Dashboard |  |  |
|  | Reports Generation:   1. Inventory 2. Transaction Movement   (c) Stock Take  (d) Death information in/out and location record |  |  |
|  | Mobile device applications shall be compatible with iPhone Operating System (“IOS”) and Android devices. |  |  |
|  | Inventory report shall include all operational reports (e.g. daily in/out, daily moved-out body count etc.) and corporate management reports (e.g. monthly average occupancy rate etc.). |  |  |
|  | The System shall be able to show which specific areas the body is currently located according to the area defined by the user. |  |  |
|  | The System shall be able to perform body in and out checking and generate summary reports. |  |  |
|  | The System shall be able to support at least 200 pairs of body tag (i.e. wristband and footband in pair). |  |  |
|  | Support ultra high frequency (“UHF”) RFID wireless technology that can be scanned by a UHF portable reader provided by the Supplier for stock-taking. |  |  |
|  | The Supplier shall provide a web application (user interface) that can fulfill the following requirements: |  |  |
|  | The web application shall be able to run in the Chrome or Edge or Safari. |  |  |
|  | Locate the body by pre-defined zones/ areas efficiently. |  |  |
|  | Generate a report of all body/ death information with latest information of location by pre-defined zones/ areas. |  |  |
|  | The report in excel and PDF format shall be customisable and can be generated from web-portal. |  |  |
|  | The Supplier shall provide one (1) set of license and it is used for data collection, storage and mortuary body tracking management. The license and software shall be compatible with the System, including all computers. |  |  |
|  | Software/ license shall be upgraded without charges within the warranty period. |  |  |
|  | Mobile application/ handheld device is used for on-site data collection, subject to the final decision from users. |  |  |
|  | The Supplier shall provide the anti-virus software with licenses and the regular update to the anti-virus definition files for all components of the System when the corporate anti-virus software of the CMHHK is not applicable. |  |  |
|  | The Supplier shall ensure that there shall not be any external non-hospital network connections to the System unless authorized. |  |  |
|  | Confidential data concerning death information must not be exported for any usage other than authorized use in the CMHHK. |  |  |
|  | Supplier shall provide a System data backup solution, e.g. network attached storage (“NAS”) with Redundant Array of Independent Disks (“RAID”) 1 having minimum 2 x 10TB storage, or other better solutions, to perform data backup. |  |  |
|  |  |  |  |
|  | **Hardware Requirement** |  |  |
|  | The equipment of the System shall be using British Standard 13A plugs with earth wired. |  |  |
|  | The equipment of the System shall be bonded to earth or double insulated, to avoid all potential electrical leakage. |  |  |
|  | The equipment shall be equipped with an over-current protective cutout device. |  |  |
|  | The equipment shall remain operational and within specifications throughout the voltage range of 220V ± 6 %, 50Hz ± 2%, Single Phase, AC electrical supply. |  |  |
|  | The equipment shall be free of burrs, sharp edges, protrusion and other defects which may cause any potential hazard to the users and maintenance staff. All surfaces and edges shall be smooth and non-abrasive. |  |  |
|  | Equipment offered shall comply with the safety requirements of International Electrotechnical Commission (“IEC”) IEC60950-1/ IEC60601-1/ IEC61010-1 or equivalent. |  |  |
|  | The electrical or electronic equipment shall comply with the requirements of “conformité européenne (“CE”) Mark” and “Federal Communications Commission (“FCC”) Mark” (or their equivalent requirements) in relation to health, safety, environmental protection standards and electromagnetic radiation limit. |  |  |
|  | The Supplier shall supply the CMHHK with medical equipment with international directive of Restriction of Hazardous Substances Directive (“ROHS”), Waste Electrical and Electronic Equipment (“WEEE”), etc. in restriction and control of heavy metal contents, disposition and recyclable options wherever possible, for the CMHHK consideration. |  |  |
|  | The System offered shall comprise the following hardware or equivalent subject to final site condition, including but not limited to the minimum requirement. The Supplier shall provide sufficient hardware and accessories to facilitate smoothness and effectiveness connection of the System. |  |  |
|  | **RFID Checkpoint (Type A)** |  |  |
|  | RFID Checkpoint shall comprise RFID Fixed Reader, RFID Antennas and associated devices, capable of detecting the presence and also performing 2-way motion sensing of multiple RFID tags. |  |  |
|  | The RFID Checkpoint shall detect both presence and also direction of movement of RFID tags which helps to identify the bodies are moving into or out of a location/ zone through the checkpoint. |  |  |
|  | Operation height of RFID Checkpoint: Minimum 2,300mm(H) above finished floor level and under 2,600mm(H) false ceiling level. |  |  |
|  | As a component of the RFID Checkpoint, RFID Fixed Reader shall operate at 865 – 868 MHz and/or 920 – 925 MHz frequency bands and shall obtain certificate from OFCA for legitimate use in HK |  |  |
|  | The RFID Fixed Reader shall have a durable diecast aluminum housing which delivers the durability to ensure uptime — even in damp, dusty work areas, extreme heat or subzero temperatures. |  |  |
|  | The RFID Fixed Reader shall be engineered with industrial-grade IP67 sealing and expanded operating temperature range which is built to perform reliably in most challenging environments. |  |  |
|  | The RFID Fixed Reader shall have a robust read rate of up to 1,300+ tags per second. |  |  |
|  | The RFID Fixed Reader shall have maximum RFID read range of 30m under factory setup conditions. |  |  |
|  | Gigabit Ethernet network connectivity, IPv4, IPv6. |  |  |
|  | Operating temperature -40°C to 65°C. |  |  |
|  | RF protocol shall be Electronic Product Code (“EPC”) Class 1 Gen2 V2 (ISO 18000-63). |  |  |
|  | To comply with ROHS, WEEE. |  |  |
|  | The RFID Fixed Reader shall support powered by PoE (802.3af) or PoE+ (802.3at) and also 24V DC power supply. |  |  |
|  | **RFID Checkpoint (Type B)** |  |  |
|  | RFID Checkpoint shall comprise RFID Fixed Reader, RFID Antennas and associated devices, capable of detecting the presence of multiple RFID tags |  |  |
|  | The RFID Checkpoint shall detect presence of RFID tags which helps to identify the bodies are arriving at a location/ zone through the checkpoint. |  |  |
|  | Operation height of RFID Checkpoint: Minimum 2,300mm(H) above finished floor level and under 2,600mm(H) false ceiling level. |  |  |
|  | As a component of the RFID Checkpoint, RFID Fixed Reader shall operate at 865 – 868 MHz and/or 920 – 925 MHz frequency bands and shall obtain certificate from OFCA for legitimate use in HK |  |  |
|  | The RFID Fixed Reader shall have a durable diecast aluminum housing which delivers the durability to ensure uptime — even in damp, dusty work areas, extreme heat or subzero temperatures. |  |  |
|  | The RFID Fixed Reader shall be engineered with industrial-grade IP67 sealing and expanded operating temperature range which is built to perform reliably in most challenging environments. |  |  |
|  | The RFID Fixed Reader shall have a robust read rate of up to 1,300+ tags per second. |  |  |
|  | The RFID Fixed Reader shall have maximum RFID Read Range of 30m under factory setup conditions. |  |  |
|  | Gigabit Ethernet network connectivity, IPv4, IPv6. |  |  |
|  | Operating temperature -40°C to 65°C. |  |  |
|  | RF protocol shall be EPC Class 1 Gen2 V2 (ISO 18000-63). |  |  |
|  | To comply with ROHS, WEEE. |  |  |
|  | The RFID Fixed Reader shall support powered by PoE (802.3af) or PoE+ (802.3at) and also 24V DC power supply. |  |  |
|  | **RFID Handheld Reader** |  |  |
|  | UHF RFID Handheld Reader x 3 pcs |  |  |
|  | Minimum 6” IPS FHD display or above with Corning Gorilla 3rd generation industrial grade multi-touch capacitive screen, or equivalent (to be specified). |  |  |
|  | USB Type-C communication interface |  |  |
|  | Qualcomm Octa-core 64-bit processor, main frequency 2.0GHz, or equivalent (to be specified). |  |  |
|  | RAM: 4GB, ROM 64GB or above, supports extended memory 512GB Micro SD card. |  |  |
|  | Operating temperature -20°C to 50°C. |  |  |
|  | UHF RFID Frequency 865-868MHz, 902-928MHz. |  |  |
|  | RFID Mortuary Management System application preinstalled (application details and function to be provided). |  |  |
|  | Display instant progress while stock taking (information details to be provided). |  |  |
|  | The UHF RFID Handheld Reader shall able to conduct the registration, check-in/out, transfer and stock take functions. |  |  |
|  | The UHF RFID reader shall provide a search function for specific body tag. The reading range should be not less than 2 M. |  |  |
|  | The operating hours of the UHF RFID portable reader should be more than 2 hours with RFID scanning. |  |  |
|  | The battery for the UHF RFID reader should be easy for replacement by the user. |  |  |
|  | The battery of the UHF RFID reader should be rechargeable. |  |  |
|  | Communication between the handheld reader(s) and the computer workstation(s) shall be capable by both wired (USB – Type C) and wireless (Wi-fi) connections (details to be specified). |  |  |
|  | **RFID Wristband and Footband Tag** |  |  |
|  | The Supplier should provide 200 pairs RFID wristband and footband tags for the System. |  |  |
|  | The plastic wristband and footband tags shall be soft and made of polyethylene or equivalent. |  |  |
|  | It shall provide a material test report with "Pass" result on Density, Extractable fraction and Soluble fraction by using the method with reference to 21 CFR 177.1520 (c)(2.1) from Food and Drug Administration of United States (“US FDA”). |  |  |
|  | It shall be in strap form with a plastic plate at one end. |  |  |
|  | The other end of the plastic wristband shall be equipped with locking teeth for pull tie seal. |  |  |
|  | Shall not smaller than 55mm (width) x 455mm (length) and shall not larger than 60mm (width) x 465mm (length) (full length including plastic plate). |  |  |
|  | Plastic plate size (for sticking on RFID Label): Shall not smaller than 55mm (width) x 100mm (length) and shall not larger than 60mm (width) x 110mm (length). |  |  |
|  | The thickness shall be 1 - 2 mm (excluding the entry lock). |  |  |
|  | The background color of RFID wristband and footband tag shall be in White/ Light Grey/ Beige (with labelling available in Blue, Yellow and Red) to facilitate easy marking and identification of death information if required. |  |  |
|  | The whole plastic wristband shall have smooth edge and shall not cause mark on body. |  |  |
|  | It shall be able to tie securely on the wrist or ankle of the body and allow a RFID label to stick firmly on either side of the plastic plate. |  |  |
|  | The wristband and footband tag shall be waterproof and fulfill Food and Drug Administration (FDA) Food and Medical Grade Material Tag standard with smooth surface Cold Resistance that can endure -15℃ temperature. |  |  |
|  | The wristband and footband tag shall be of minimized size having maximum 100mm x 60mm area for RFID tag installation and adequate band length for body wearing (proposed wristband and footband design and size to be specified). |  |  |
|  | The weight of tag should be less than 12g (proposed weight to be specified). |  |  |
|  | **RFID Tag Label Printer** |  |  |
|  | Supplier to provide 4 nos. printers (technology, design, dimension, specification of printer to be specified). |  |  |
|  |  |  |  |
|  | **Interfacing Requirement** |  |  |
|  | The System should interface with HIS to retrieve death information including patient name, patient ID, location, logistics record, infectious disease and body category, etc. subject to the agreement by the CMHHK upon system design submission and review. |  |  |
|  |  |  |  |
|  | **Standards for the Works** |  |  |
|  | For design details, materials, equipment and workmanship, the Supplier shall make reference to IEC, CE marking, ISO and other international committees to be approved by the Government Representative. |  |  |
|  | Installation, wiring and system equipment shall comply with the requirements of the following standards for the latest edition.  (a) The Electricity (Wiring) Regulations issued by the Government of HKSAR;  (b) 2020 Edition of Code of Practice for the Electricity (Wiring) Regulations issued by the Electrical and Mechanical Services Department (“EMSD”);  (c) "Regulations for Electrical Installations" issued by the Institution of Engineering and Technology (“IET”) (The IET Wiring Regulations, the latest Edition);  (d) General Specification for Building Services (“BS”) Installation in Government Buildings of the Hong Kong Special Administrative Region (2022 Edition); and  (e) Local electricity supply company's requirements, the latest edition |  |  |
|  | The Supplier shall be responsible for all matters concerning work safety and health. The Supplier shall assume full responsibilities for the safety and health management and bear full liabilities for all injuries to all persons and all damages to all properties which have resulted from any accidents related to the execution of the Works. |  |  |
|  |  |  |  |
|  | **Overall System Requirement** |  |  |
|  | The Supplier shall design, supply and install the System associated peripheral equipment, hardware and software systems to achieve the operation flow. |  |  |
|  | The equipment will be used to serve the System operation on a daily basis; thus the required quality, occupational safety and health as well as efficiency shall be built into logistics flow, workflow, facilities and contingencies and risk management process. |  |  |
|  | Languages of all display / working station information for all equipment and systems shall be English and Traditional Chinese. |  |  |
|  | The Supplier shall provide, design, supply and install all systems, sub-system, components and accessories to achieve the full functionality of the Mortuary Body Tagging and Management System. |  |  |
|  | The Supplier shall coordinate with the Design and Build (“D&B”) Contractor for design, supply and installation of the E&M services provisions to the installed items of equipment. |  |  |
|  | The Supplier shall work with the contractor of CMHHK IT infrastructure services to ensure the proper hosting, installation and configuration of the System.  (Please refer to Appendix D for the CMHHK IT Infrastructure Services Specifications for Furniture and Equipment) |  |  |
|  | If there are any operational reasons that the System resided within the CMHHK premises needs to connect to the CMHHK network for information exchange with the HIS and any sub-systems, the Supplier shall be responsible for implementing such network connection and ensure that all the requirements described in Appendix E for the “CMHHK IT Security Guidelines for Furniture and Equipment" are strictly adhered to. |  |  |
|  | The Works shall be designed with contingency mode to prevent single point of failure. |  |  |
|  | All non-metal material shall be fire-retardant type and complied with UL94V2 or UL94V0, or other equivalent standards. |  |  |
|  | All Works materials shall allow cleaning with cleaning agents included water/soap water/diluted alcohol. |  |  |
|  | The Supplier shall implement for all items and works on the Equipment Installation Schedule. This includes all incidentals, equipment, appliances, services, hoisting, scaffolding, supports, tools, supervision, labour, consumable items, fees, licenses, etc., necessary to provide complete installation. |  |  |
|  | The Supplier shall provide all relevant structural floor, wall loading requirements (e.g. supporting structural frame) to Design and Build (“D&B”) Contractor for mounting of Mortuary Body Tagging and Management System on walls, including transportation, also other necessary equipment for facilitating equipment hoisting for installation and maintenance where applicable. |  |  |
|  | The Supplier shall provide fixing, support framework and maintenance platform for all equipment and all system components. |  |  |
|  | If there are any permanent structural building works to be supplied and installed by the Supplier, all mounting support details with necessary structural design calculation and installation method shall be certified by Hong Kong Registered Structural Engineer (“RSE”).  The RSE shall have at least 3 years’ post registration experience in structural design and coordination. |  |  |
|  | The Supplier shall provide all E&M works associated with the Mortuary Body Tagging and Management System and/or the System installations or as required for satisfying the current Buildings Ordinances and relevant statutory regulations and rules in relation to the System. |  |  |
|  | The Supplier shall take responsibility for the liaison and coordination with the CMHHK Representative, Design and Build (“D&B”) Contractor, and BS Contractor for the site installation and co-ordination work to ensure smooth implementation of all necessary BS works which shall be carried out by the Supplier for the installation of the Mortuary Body Tagging and Management System. |  |  |
|  | The Supplier shall be responsible for the coordination with all related contractors and other external parties. It shall include but not be limited to the coordination for cable trunking and conduit arrangement, power supply arrangement, site logistics, access control and other building service provisions, etc. required for the supply and installation of the Mortuary Body Tagging and Management System. |  |  |
|  | The Supplier shall be responsible to supply and install all required material, fitting, cables, pipeworks, ductworks, etc., for connecting the equipment to the corresponding BS provision by the Design and Build (“D&B”) Contractor and its subcontractors. Any revision or additional works on the BS provisions, including but not limited to fire service, lighting, air-conditioning & mechanical ventilation, drainage, water supply point, medical gas outlet, etc., shall be responsible by the Supplier to ensure the design performance would be not affected and degraded after installation of equipment. |  |  |
|  | The Supplier shall be responsible for all statutory submissions for any revision or additional works on site to suit the installation and daily operation of the equipment if required. |  |  |
|  | The Supplier shall arrange for all submissions and allow for all costs relating to all statutory inspections and certificates and for sectional completion as appropriate and as necessary. |  |  |
|  | The Supplier shall be responsible for sealing up the reserved wall opening and providing and installing the appropriate fire barriers, fire-stop sealants, fire-stop blocks, etc., as necessary to maintain the fire resistance rating, where applicable. |  |  |
|  | The Supplier shall be responsible to re-provide, reinstate and make good of the fire barriers, fire-stop sealants, fire-stop blocks, etc. for fire compartmentation, fire rated enclosure, cables trays, pipes and other penetrations required for equipment installation to maintain the fire resistance rating, where applicable. |  |  |
|  | The Supplier shall make good of the Fire Service Installation (“FSI”) if the equipment affect the FSI by the Design and Build (“D&B”) Contractor. The Supplier shall be responsible for the cost incurred and submission to the government so that the area(s) remain compliance with relevant fire services statutory requirements. |  |  |
|  | The Supplier shall provide all labour and materials necessary to form a completed implementation services as prescribed. It shall include not only the major items of equipment shown or specified, but also all the incidental peripheral components necessary for the complete execution of the Works. |  |  |
|  | The Supplier shall be responsible for ensuring that the final installation is in full compliance with all requirements and regulations of relevant Government Authority. The Supplier shall also be responsible for obtaining all necessary permits, etc. where applicable. |  |  |
|  | The Works shall also fully comply with all statutory ordinances, regulations, standards, codes of practice, circular letters relevant to the System installation together with any amendments made thereto as required by the relevant authorities for the safe and operation of the Works. |  |  |
|  |  |  |  |
|  | **Interfacing Equipment** |  |  |
|  | The Supplier shall perform all the interface works to be required for the Mortuary Body Tagging and Management System and the associated connecting system(s).  The Supplier shall interface and integrate all the Systems in their own Contract, and interface and integrate with HIS and/ or other contracts / external systems as provided by others for forming complete function of the Mortuary Body Tagging and Management System.  The Supplier shall coordinate with each other to implement their design, equipment supply and installation works in neat and well-coordinated layouts to be required for performing complete system function of the Mortuary Body Tagging and Management System Equipment in the CMHHK.  The Supplier shall conduct interface works with the Design and Build (D&B) Contractor for the BS provision and building / structural provision to the Mortuary Body Tagging and Management System Equipment in their Contract and the associated connecting equipment and system.  (Please refer to Appendix B - “System Architecture Diagram of Mortuary Body Tagging and Management System” |  |  |
|  | For all interfaces, the Supplier shall get all required information from the relevant Interfacing Contractors *I* Parties for his/her own coordination and perform the coordinated interface management and manage the associated design works. |  |  |
|  | The roles and responsibilities of the Supplier shall be as follows:   1. To identify and establish all the necessary interfaces and their requirements jointly and mutually with the other Interfacing Contractors / Parties. 2. To provide the necessary information, material, technical expertise and manpower required for the interface design and interface testing works. 3. To coordinate with the Interfacing Party in obtaining access to the site, on which Interfacing Contractors / Parties will be carrying out their own construction activities. 4. To provide all required information and BS requirements, if applicable, to perform the interfacing design, management and implementation works. 5. To provide a single point of contact to coordinate with the Interfacing Party to inspect if the provisions provided are ready in accordance with the coordinated interface drawings, which are prepared by himself/herself and agreed with the interfacing party. 6. To plan, coordinate and finalize the interfacing design with the Interfacing Contractors / Parties as well as with any third party or statutory authorities that are necessary in the course of interface design development. 7. To plan, co-ordinate, organize and execute all interface tests during off-site and on-site environment. 8. To produce jointly with the Interfacing Contractors all the required Interface Management Plan (“IMP”) and Detailed Interface Documents (“DID”) which shall include Detailed Interface Programme (“DIP”), and Interface Test Documents (“ITD”). 9. To appoint a competent and experienced person who will be the single point of contact on interface design and management with the other Interfacing Contractors / Parties. 10. To prepare and submit all interface design meeting minutes, and monthly interface design progress report to the Government Representative for information. |  |  |
|  | The Supplier shall attend site / co-ordination meetings to ensure that building works by other parties proceed satisfactorily and allow wiring, installation and other related works by the Supplier to be completed according to programme. |  |  |
|  | The operation of Mortuary Body Tagging and Management System Equipment shall be complied with all Fire Services Department (FSD) requirement. The Supplier shall coordinate with the Design and Build (D&B) Contractor to arrange sufficient space and support for the fire services provision such as in-rack fire sprinklers and the pipe works, etc. |  |  |
|  |  |  |  |
|  | **Other Requirements** |  |  |
|  | **Installation Requirement** |  |  |
|  | The Supplier shall be responsible for all the engineering works for setting up, configuration, software programming of the Mortuary Body Tagging and Management System. |  |  |
|  | The Supplier shall be responsible for the supply and installation of all power cords, HDMI cables, network patch cables, control cables and ancillaries for all system interfacing the Works. The cables supplied shall be of low smoke zero halogen (“LSZH”) type. |  |  |
|  | The Supplier shall be responsible for the design, supply and installation of all mounting brackets and fixing accessories for all types of mounted type equipment according to the type of installation to suit the actual site condition.  The design and supply of the mounting brackets and the associated installation details shall be coordinated with the CMHHK Representative and interior design architect. Any modification of installation details shall not lead to any additional cost. |  |  |
|  | Installation of devices should not obstruct takedown/ re-fix of any false ceiling tiles or hinder any maintenance works. |  |  |
|  | The Supplier shall assign competent worker(s) to carry out inspection or works when opening up and re-fixing the false ceiling. Improper fixing of equipment should be rectified or removed as soon as possible to minimize potential falling risks.. |  |  |
|  | Any equipment to be installed above false ceiling should be safely fixed and installed at a location that can be accessed readily for repair / replacement. |  |  |
|  | The wall mount equipment shall be properly installed with sufficient numbers of anchors or screws selected with reference to the size and weight of the equipment and the type of mounting surface coming with structural design calculation certified by the equipment manufacturers or RSE(s). |  |  |
|  | To enhance safety in department, safety wire/ chain shall be provided to all wall mount installation. The exact length and quantity of safety wire/ chain shall be designed to fit the individual installation, including but not limited to the shape and weight, and site environment. |  |  |
|  | The Supplier shall check for any hidden cables/ conduits before the installation to avoid causing interruption to the CMHHK services. |  |  |
|  | The Supplier will be liable for the repair/ repair cost for any damage caused during the installation process and due to the proposed installation works. |  |  |
|  | The wall mount equipment shall be designed to cater the needs of end-users, by complying the latest revision "Design Manual: Barrie Free Access (2021 Edition)" as baseline. |  |  |
|  | Sufficient maintenance access and facilities shall be provided for future repair and maintenance of the System. |  |  |
|  | The System/ subsystems after installation shall not obstruct the maintenance access to the other existing services. |  |  |
|  | The Supplier shall guarantee their wall mounted supporting strength enough to support hanging up their product as offered and their installation shall be according to the Manufacturer provided standard installation and mounting method. |  |  |
|  | Before drilling holes on walls, utilities detection shall be performed to avoid the utilities (pipes, ducts, wiring) inside the wall. |  |  |
|  | The Supplier shall be responsible for the BS installations/works in relation to the installation of the System at his own cost. The building service installations/ works provided by the Supplier shall comply with requirements of the General Specification for Building Service Installation in Government Buildings of the HKSAR (and any corrigendum) issued by the Architectural Services Department. |  |  |
|  | The Supplier shall be responsible for the builder’s works in relation to the installation of the System at his own cost. The builder’s works provided by the Supplier shall comply with requirements of the General Specification for Building (and any corrigendum) issued by the Architectural Services Department. |  |  |
|  | **Update Technology** |  |  |
|  | The System shall be new and of up-to-date model (but in general with proven design not less than 2 years) designed for a nominal serviceable life of at least **7** years. |  |  |
|  | The System supplied shall be proven and to be factory off the shelf standard model products. |  |  |
|  | **Special Notes** |  |  |
|  | The Supplier shall be fully responsible for delivery, storage, installation, connection of the item(s) to the services provisions provided until the item(s) is satisfactory completed and accepted by the CMHHK’s Representative. |  |  |
|  | The Supplier shall pack and remove all accumulated debris from the CMHHK. No storage of materials and debris will be permitted at the CMHHK. All the wastes must be disposed at proper place at the cost of the Supplier as approved by the Environmental Protection Department (“EPD”) / the CMHHK. |  |  |
|  | The Supplier should note that he will be held responsible for any damage to hospital property as may be caused during item(s) transportation and installation. All due measures should be taken by the Supplier to protect such property. |  |  |
|  | The Supplier shall quote a separate unit price for all items and the related accessories, if applicable. |  |  |
|  | The Supplier shall provide detailed design requirements with shop drawings showing the layout drawing and set up of the offered items for hospital’s approval. The Supplier shall state clearly all services required for the smooth installation and operation of the equipment in particular electrical supply, steam supply and exhaust air arrangement, if applicable. The Supplier must highlight any deviation so that it can be considered during tender evaluation. The Supplier shall be responsible to connect the equipment from the termination points of the BS provisions. |  |  |
|  | After reviewing the floor plan, drawings, the Supplier shall ensure the offered items be able to fit into the designated areas and rooms. |  |  |
|  | The Supplier shall mark the fitting out of the furniture items, if applicable, into the designated rooms/ areas for the CMHHK consideration. |  |  |
|  | The Supplier shall provide catalogue and the proof and certificate of all the standard and requirements upon request. |  |  |
|  | No temporary storage space for any equipment shall be available within the CMHHK. If any equipment arrives earlier, than the agreed delivery schedule, the Supplier shall be responsible for the storage of the equipment outside the CMHHK. |  |  |
|  | The offered equipment shall not contain any radioactive substances (“RS”). |  |  |
|  | The offered equipment shall not be an irradiating apparatus (“IA”). |  |  |
|  | The Supplier is required to strictly follow the house rules of the building Contractor for carrying out works within the site boundary. |  |  |
|  | The manufacturer’s certificate concerning the fitness of item(s) should be provided. |  |  |
|  | **Scope of Supply** |  |  |
|  | The Supplier shall supply, deliver and install the subject item(s) including all accessories, training, optional items (if any) and manuals to the satisfaction of the CMHHK Representative. |  |  |
|  | The subject item(s) supplied shall be self-contained and fit for the purpose. |  |  |
|  | Standard accessories and provisions not specified explicitly but normally supplied together with the subject item(s) shall be provided unless they are replaced by other options. |  |  |
|  | **Security Requirements** |  |  |
|  | The Supplier shall be responsible for the security of the System by following the Appendix E for the CMHHK IT Security Guidelines for Furniture and Equipment. |  |  |
|  | All necessary signal repeater/ booster/ amplifier, selection box, power supplies, power supply sockets, interface(s) adapters for the above networking and display, output units shall be supplied and installed by the Supplier for their proper functions. |  |  |
|  | The Supplier shall submit drawings on proposal of the network requirement for each room used by the System as well as the network diagram. |  |  |
|  | The Supplier shall provide the data ports to facilitate connections to the CMHHK external network, if necessary, with approval of the CMHHK IT. |  |  |
|  | The Supplier shall provide the information regarding the approximate number of power sockets and data ports required, with their proposed positions indicate on the floor plan for each site to support the functioning of the System. The final socket/port position shall be carefully considered to ensure the cables are fully covered/ not to be exposed and accessible by the public. |  |  |
|  | The Supplier shall suggest interim solution for System Testing purposes while any part of the hospital network infrastructure still under construction. |  |  |
|  | **Training** |  |  |
|  | Operation Training  On-site operational training sessions in Cantonese or English delivered by certified personnel for hospital staff shall be provided by Supplier at no additional charges. The training equipment should be identical to that of the purchased equipment as far as practicable. |  |  |
|  | Maintenance Training  On-site maintenance training shall be provided to representative of CMHHK. The course shall cover basic theory of operation, operation instructions, preventive maintenance procedures, trouble-shooting technique, alignment and calibration of the equipment. |  |  |
|  | **Documentation** |  |  |
|  | The Supplier shall provide service manuals which contain sufficient service information including full part list, circuit diagrams and all essential information for carrying out the preventive maintenance, corrective maintenance, alignment and calibration of the item(s).  The Supplier shall provide all necessary passcodes or passwords for enabling the representatives of CMHHK to carry out servicing and maintenance for the System. If service cards or dongles are required for enabling the representatives of CMHHK to carry out servicing and maintenance, two (2) sets of such service cards or dongles shall be provided to CMHHK within one month after the commencement of the warranty period. |  |  |
|  | All photocopies of operation and maintenance (“O&M”) manuals shall be properly binded, stamped and certified as true copies of the original by the manufacturer. |  |  |
|  | Should any original equipment manufacturer products be included, the documents as specified above shall also be provided. |  |  |
|  | At the time of delivery of the equipment, appropriate set(s) of the manufacturer’s original O&M manuals in English, or in Chinese complete with full circuit diagrams levels shall be provided with the equipment ordered. |  |  |
|  | If applicable, the Supplier is encouraged to submit the documentation in form of softcopy in lieu of hardcopy. |  |  |
|  | Software documentation  The Supplier shall provide full documentation of the software supplied, including but not limited to the following:   * Version number; * Flowchart and source codes (for self-developed software, scripts, etc.); * Hardware and software platform requirements for the software; * Software installation files stored in commonly used storage medium, such as USB storage device, CD-ROM, DVD-ROM, etc.; * Licence of the software (if applicable); * Installation and configuration procedures; * List of parameters, configurations and settings with descriptions; * Routine maintenance procedure; and * System software and data backup and restoration procedures. |  |  |
|  | **Acceptance Test** |  |  |
|  | The System shall be tested for acceptance at site by the Supplier with the witness of representatives of CMHHK. The test shall include checking on materials used, functional test and performance test. |  |  |
|  | The Supplier shall provide all testing instruments to conduct site acceptance tests. All testing instruments to be used for the acceptance test shall be calibrated and copies of calibration certificates or other supporting documents shall be forwarded to the representatives of CMHHK for record. |  |  |
|  | The Supplier shall submit the acceptance test schedule, procedures, forms and testing method to the representatives of CMHHK for prior approval before the tests. |  |  |
|  |  |  |  |
|  | **Defects Liability Period (“DLP”) / Warranty Period Services** |  |  |
|  | The Supplier shall provide **TWELVE (12) months** DLP/ Warranty Period after the user acceptance testing and the completion of rectification of all defects.  The Supplier shall provide all parts for replacement to enable the equipment to be restored to its normal operational conditions. The lead time of all parts shall be less than 24 hours or such other time as agreed by the CMHHK. |  |  |
|  |  |  |  |
|  | **Comprehensive Maintenance Services** |  |  |
|  | The Supplier shall provide comprehensive maintenance services to all Mortuary Body Tagging and Management System Equipment offered in this Contract for a period of Six (6) years after **12-month Warranty service**, including **preventive maintenance service**, **corrective maintenance service** if the comprehensive maintenance services are required by the CMHHK and replacement of genuine spare parts to maintain the full function to the performance specifications. |  |  |
|  | At least One (1) **preventive maintenance service** per year shall be provided during the warranty period. The routine service shall include all necessary repairs, replacement of parts, adjustments, calibration, cleaning, dust removal and lubrication necessary to ensure that the performance of the System conforms to the performance specifications stipulated to the equipment’s service manual. The Supplier is required to provide to the CMHHK, the scope of services of scheduled maintenance for the equipment. A label shall be affixed on the equipment to indicate the due date of the routine service. |  |  |
|  | The Supplier shall provide **corrective maintenance service** for all Mortuary Body Tagging and Management System Equipment offered in this Contract.  The Supplier shall be responsible to solve the maintenance issues including but not limited to defects, software failure and malfunction of equipment. |  |  |
|  | The Supplier shall provide price schedule for each year of the 6-year maintenance period after the DLP/ Warranty Period, of maintaining the offered equipment/ system and accessories in order to provide services in accordance with the standards laid down by the equipment manufacturers.  (Please provide details in **Part 7 – Indicative Maintenance Charges and Spare Parts Price)** |  |  |
|  | The Supplier shall be responsible for maintaining the latest patches, fixes and anti-virus definitions for the supplied computers/ servers. |  |  |
|  | Unless otherwise specified herein the maintenance services including but not limited to maintenance of the System software including the provision for the latest fixes and OS software releases and the right of upgrade to them, shall be provided at no additional charges to the CMHHK. The Supplier shall also provide the services for the system software maintenance works with minimum THIRTY (30) man-days per year. |  |  |
|  | The Supplier shall be responsible to obtain and renew necessary license/ certificate for the Mortuary Body Tagging and Management System Equipment and system that is required to comply with the applicable Ordinances in Hong Kong without additional cost to the CMHHK. |  |  |
|  | Should an equipment under the statutory requirement of licensing, the Supplier shall be responsible for reminding the CMHHK Representative of the license expiry date; and the Supplier shall be responsible to engage appropriate authorized technical party for equipment assessment, and providing support with relevant technical document to the CMHHK for license renewal so as to fulfil the statutory requirement wherever applicable. |  |  |
|  | Upon notiﬁcation of any relevant recalls, safety alerts, ﬁeld correction notices, incidents involving the offered equipment / system items, the Supplier shall attend to the call on site as soon as practically reasonable, inform the equipment manufacturer for investigation and collect the detailed investigation report and safety recommendation to the CMHHK. |  |  |
|  | The Supplier shall provide a list of frequently used consumable parts and spare parts to the CMHHK upon completion of DLP for setting up parts store in the CMHHK. Sufficient back up stocks of the recommended essential consumable and spare parts shall be kept in Hong Kong. |  |  |
|  | For the consumable parts and spare parts not covered in this Contract, the Supplier shall submit quotation(s) for the recommended consumable parts and spare parts for users' acceptance when replacement or consumable parts and spare parts is considered necessary, the quotation shall include parts number and basic technical parameters / specification (if applicable). |  |  |

**Section 8 -** **Warranty Services Specifications**

The System should include a **free of charge 12-months Warranty service** on acceptance of the completion of the System. Please indicate, as a point-by-point compliance statement of the Warranty Services Specifications or alternative proposal as appropriate as follows:-

| **Column I** | **Column**  **II** | **Column**  **III** | **Column**  **IV** |
| --- | --- | --- | --- |
| **Section** | **Warranty Services Specifications** | **Tick (🗸) the Appropriate Box**  *(For aspects “Not Comply”, please also provide alternative proposal, if any)* | |
| **Comply** | **Not Comply** |
|  | The Supplier shall provide all parts for replacement to enable the equipment to be restored to its normal operational conditions. The lead time of all parts shall be less than 24 hours or such other time agreed by the user. |  |  |
|  | The Supplier shall provide free software upgrade and rectification, if applicable, include but not limited to any repair and related routine maintenance services. |  |  |
|  | The Supplier shall rectify the faulty issues (e.g. defects, software or machines malfunction) including but not limited to all necessary checking, repairs, fastening/ replacement of parts, calibration, adjustments, cleansing and lubrication during production operation. |  |  |
|  | Upon notiﬁcation by the user, the Contractor’s resident team shall response to the fault / request in 4 hours. This service shall include all necessary repairs, replacement of parts and any necessary technical support to restore the equipment to its normal operational conditions as soon as possible or no more than 24 hours, subject to the availability of spare parts. |  |  |
|  | The Supplier shall be responsible to perform all equipment cleansing at every twelve (12) months after contract awarded. |  |  |
|  | Within thirty (30) days before the end of the Warranty Period, the Contractor shall perform cleansing and maintenance works including but not limited to the following:   * Inspection and rectify all defects; * Replacement of damaged parts. |  |  |
|  | During the DLP/ Warranty Period, the Contractor shall perform one preventive maintenance services. |  |  |
|  | The Contractor shall submit a DLP Work Plan to the CMHHK at least one (1) month in advance the commencement of Warranty Period. |  |  |
|  | Upon expiry of the Warranty Period, a functional test shall be carried out by the Contractor. Any defects found, except wear and tear, on the Works shall be rectified within a reasonable time by the Contractor without any charge to the CMHHK. The CMHHK Representative may take its own discretion to extend the Warranty Period accordingly to compensate the down time of the defective system components or the Works as a whole. |  |  |
|  | The CMHHK shall get immediate assistance by calling the hotline number provided by the Contractor. |  |  |
|  | The CMHHK shall receive unlimited problem-solving assistance from the Contractor. |  |  |
|  | On-site support from the Contractor is required upon request of the CMHHK. |  |  |
|  | In the case of production system support, the following service level shall apply:   |  |  | | --- | --- | |  | **Response time** | | Maintenance Service Request | 4 hours response in normal working hours (9am – 6pm, Monday - Friday) | |  |  |
|  | The System shall achieve an overall system software availability of 95%, which is equivalent to an unplanned system downtime of less than 18.25 days per annum. Service interruption for each incidence should be less than 5 days.  “Down Time” will be calculated from the point of system break to the point when system service can be resumed. |  |  |
|  | The following shall be provided at no additional charges by the successful Supplier:  (i) All scheduled maintenance and system upgrade.  (ii) All maintenance work carried out during normal working hours  (iii) All repair work carried out even beyond normal working hours.    This shall be free of charge to the CMHHK if the successful Supplier is notified of the equipment fault during normal working hours. |  |  |

**Section 9 - Maintenance Services Specifications**

The System could be provided with **once** per year maintenance services on the expiry of the Warranty services.

Please indicate, as a point-by-point compliance statement of the Maintenance Services Specifications or alternative proposal as appropriate as follows:-

| **Column**  **I** | **Column**  **II** | **Column III** | **Column IV** |
| --- | --- | --- | --- |
| **Section** | **Maintenance Services** | **Tick (🗸) the Appropriate Box**  *(For aspects “Not Comply”, please also provide alternative proposal, if any)* | |
|  |  | **Comply** | **Not Comply** |
| **A** | **Preventive Maintenance (PM) on Services Scope, Parts, Works and Schedule** | | |
|  | The Contractor shall perform preventive maintenance service **once per year**. The preventive maintenance shall include but not limited to all necessary healthiness check, repairs, fastening / replacement of parts, calibration, adjustments, cleaning and lubrication necessary in accordance with manufacturer’s checklist (if applicable), or procedures outlined in the service manual, etc. |  |  |
|  | The Contractor shall perform preventive maintenance service with the standards or manuals laid down by the equipment manufacturers. |  |  |
|  | The preventive maintenance shall include the following services, unless otherwise specified, to be performed on a regular basis as agreed by the operator such as monthly / weekly basis:-   1. impurities and dust removal on the surface and inside the equipment and their associated accessories; 2. inspection of the System, the sub-systems and the environmental working conditions, routine cleaning of the cabinets etc.; 3. collection and evaluation of error table / fault printouts which contain the results of self-testing of the System and the sub-systems such that preventive actions can be taken at an early stage to avoid major breakdowns; 4. adjustments, calibration, cleansing and lubrication necessary to ensure the performance of the Mortuary Body Tagging and Management System Equipment; 5. checks on the operation of the alarms of the System and the sub-systems; and 6. the routine safety test as recommended by the manufacturer to verify the satisfactory operation of the System and the sub-systems. |  |  |
|  | Preventive maintenance shall be carried out within office hours or any other schedule as agreed with the operator. |  |  |
|  | Annual maintenance charges for comprehensive maintenance service covering labour and all spares. (Exceptions shall be clearly stated with itemized prices, ordering informing details and conditions of warranty). If the Mortuary Body Tagging and Management System Equipment on offer containing OEM products, the Contractor shall give a breakdown of the maintenance service charges to the CMHHK for consideration in respect of the main equipment and OEM products. |  |  |
| **B** | **Corrective Maintenance (CM) on Services Scope, Parts, Works and Response time** | | |
|  | Upon notification by the user, the Contractor shall response to the fault/request in less than 4 hours. This service shall include all necessary repairs, replacement of parts and any necessary technical support to restore the equipment to its normal operational conditions as soon as possible or no more than 24 hours. |  |  |
|  | The Contractor shall analyse all faults/problems and find out the underlying cause(s). Based on the findings, the Contractor shall propose appropriate measure(s) to the CMHHK to prevent re-occurrence of the similar faults/problems. |  |  |
|  | The System shall achieve an overall system software availability of 95%, which is equivalent to an unplanned system downtime of less than 18.25 days per annum. Service interruption for each incidence should be less than 5 days.  “Down Time” will be calculated from the point of system break to the point when system service can be resumed. |  |  |
|  | The Contractor shall submit the maintenance workflow and escalation path for alarm and alert generated from the System. The workflow shall include the entire mechanism starting from receiving of alarm notification to fault rectification. Procedures and responsible person shall be clearly indicated in the plan. |  |  |
|  | Upon completion of thecorrective maintenancework, the Contractor shall submit a report on the equipment breakdown investigation result and corrective action taken completed with a service. |  |  |
|  | The Contractor shall quote as an essential part of the offer a yearly warranty maintenance service proposal for an equipment lifespan up to at least 7 years. The number of preventive maintenance services to be provided annually shall be the same as that specified for warranty maintenance. |  |  |
|  | The Contractor shall confirm that spare parts and supporting service can be obtained over-the-counter in Hong Kong for the expected lifetime of the equipment. |  |  |

**Section 10- Implementation Plan Specifications**

(*Note to Suppliers: Please provide the estimated time periods required for the completion of the following tasks, counting from the date of issue an order (“Order Date”). Both the start and end date of the Order Date is referenced as* ***Month 0****. The Goods should be* ***Ready for Use in the last month of the Implementation Plan.***)

| **Tasks of the Implementation Plan** | | | **Estimated Time Period for Performing the Tasks**  (The Order Date is set as Month **0**) | |
| --- | --- | --- | --- | --- |
|  |  | | **Start** (Month) | **End** (Month) |
|  | Order Date *(i.e. the date of order placed by the Government, if any)* | | **0** | **0** |
|  | | Submission of Site Preparation Information (if applicable) |  |  |
|  | | Submission of Master Working Program including system design, design and ordering of system components’ supporting frames, site installation preparation and coordination of various interface works with building main contractor and other sub-contractors, supply and installation of the System components, supporting frames (including sub-structural elements) and the associated cabling works, testing and commissioning |  |  |
|  | | Submission of Shop Drawings of design, supply and installation of the supporting frames and/or sub-structural elements from the building parent structures for all concerned death information, including interface details with all building/ interior fitting-out works and BS provisions upon coordination with building contractor |  |  |
|  | | Finalization of system design upon CMHHK approval/ agreement of Shop Drawings submissions for placing manufacturing orders |  |  |
|  | | Delivery of the System |  |  |
|  | | Installation of the System |  |  |
|  | | Acceptance Tests |  |  |
|  | | Delivery of Documentation |  |  |
|  | | Training |  |  |
|  | | Any other tasks considered necessary by your company (*Please provide details, use separate sheet if space is insufficient*): |  |  |
|  | | System Ready for Use (*i.e. the date when the System has passed all acceptance tests and accepted by the Government*) |  |  |

**Part 4 – Information on Compliance with International, National and other Recognised Standards** **or Certifications (if applicable)**

(*Note to Suppliers: Please indicate in the box below whether the proposed* *Mortuary Body Tagging and Management System can meet with the standards stated in Column I* ***by inserting a tick in an appropriate box under Column III****. If your proposed Mortuary Body Tagging and Management System does not meet the standards stated in Column I, please indicate the equivalent standards met by your proposed Mortuary Body Tagging and Management System in Column IV. In any case,* ***please attach copies of relevant valid certificates to prove compliance with such standards****.*)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column I** | **Column II** | **Column III** | | **Column IV** |
| International, National and other Recognised Standards or Certifications | Requirements | Comply with the Standard in Column I? | | Comply with the following equivalent standard  (*If “****No****” in Column III*) |
| Yes | No |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Compliance with other international, national and recognised standard(s) or certification(s) in addition to the above (*please specify*) | | | | |
|  |  |  |  |  |

**Part 5 – Information on Licencing, Marketing Authorization and MDACS Listing (if applicable)**

(*Note to Suppliers: Please advise whether your company and the proposed System have the following licence, marketing authorization and Medical Device Administrative Control System (“MDACS”) listing. If affirmative, please provide copies of relevant licences, confirmation and certificates for our reference.)*

| Question | Licensing/Certification/Listing Information of the System | *(Please tick in the appropriate box)* | |
| --- | --- | --- | --- |
| #Yes | No |
| 1 | Does your company have valid licence(s) to sell, deal with, possess and use irradiating apparatus in Hong Kong issued under the Radiation Ordinance (Chapter 303 of the Laws of Hong Kong) (“IA Licence”)? |  |  |
| 2 | Has the proposed System been listed in a valid IA Licence? |  |  |
| 3 | Dose the proposed System have marketing authorization of Food and Drug Administration (FDA) of the United States? |  |  |
| 4 | If the proposed System has marketing authorization of FDA, please specify below the type of marketing authorization (i.e. approval, clearance or exemption).  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
| 5 | Does the proposed System have marketing authorization of the European Union (EU) for affixing of CE marking on the product? |  |  |
| 6 | If the proposed System has marketing authorization of EU, please state the type of supporting document (\*delete which is not applicable).   * + - * 1. \*Declaration of conformity by the manufacturer; or         2. \*Certificate of conformity issued by a notified body. |  |  |
| 7 | Does the proposed System have marketing authorization in country/region other than United States and EU? Please specify below if your answer is “Yes”.  Country / Region : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
| 8 | Has your proposed System been listed in the MDACS of the Department of Health? |  |  |
| 9 | What class of medical device is your proposed System (if applicable)?   1. EU : Class \_\_\_\_\_\_ 2. United States : Class \_\_\_\_\_\_ 3. Other country/region (please specify below):  * Country/Region \_\_\_\_\_\_\_\_\_ * Class \_\_\_\_\_\_\_\_\_ |  |  |

#Please provide a copy of the licence/confirmation/certificate for reference.

**Part 6 – Indicative Price Information**

(*Note* *to Suppliers: The price information provided in this Part 6 is for Government’s consideration only and shall not constitute any commitment on the part of the Government or your company. Nevertheless, please provide the information as accurate as possible.*)

**Indicative Price Information for the System**

| **Item** | **Description** | **Estimated**  **Quantity** | **Unit** | **Unit Price** | **Estimated Price** |
| --- | --- | --- | --- | --- | --- |
| **One-time Unit Price (HK$)** | **Estimated Price for the Item specified opposite**  **(HK$)** |
| **(a)** | | **(b)** | **(c) = (a) x (b)** |
|  | Design, Supply, Delivery and Installation of the System and Related Equipment / Accessories Including the Provision of a Minimum 12-Month Warranty Period | 1 | set |  |  |
| **Please Provide the Cost Breakdown for Item 1 above:** | | | | | |
|  | System Software | 1 | set |  |  |
|  | Hardware: |  |  |  |  |
| 3.1 | RFID Checkpoint (Type A) | 10 | sets |  |  |
| 3.2 | RFID Checkpoint (Type B) | 3 | sets |  |  |
| 3.2 | RFID Handheld Scanner | 3 | sets |  |  |
| 3.3 | RFID Wristband and Footband Tag | 200 | pairs |  |  |
| 3.4 | RFID Tag Label Printer | 4 | pcs |  |  |
|  | Implementation Service: | 1 | job |  |  |
|  | Other (please specify) | (please specify) | |  |  |
| **Total One-time Charge:** | | | | |  |

**Part 7 – Indicative Maintenance Charges and Spare Parts Price**

(Notes to Suppliers for completion of Part 7)

1. *Pursant to item 1 of Part 6 above, the proposed System shall have a warranty period of not less than 12 months. The indicative warranty service requirements are stipulated in S****ection 8 in Part 3****, which are subject to changes at the sole discretion of the Government.*
2. *Indicative maintenance service requirements after the free warranty period are stipulated in* ***Section 9 in Part 3****,**which are subject to changes at the sole discretion of the Government*
3. *It is expected that the maintenance services shall be comprehensive, all inclusive and shall cover all parts, components, labour and software support services. If your company considers that any components of the System may not be covered by the maintenance services (****saving that the labour shall always be covered by the maintenance services****) and may need to be charged separately, please indicate replacement costs of these components and their replacement frequency.*
4. *The annual maintenance charge within the serviceable life of the proposed System* ***is adjustable in accordance with the consumer price index (B) upon the expiry of each 12-months period of maintenance service****.*
5. **Indicative Maintenance Prices of the Proposed System**

| **Year** | **Annual Maintenance Charge**  **(HK$ per annum)** |
| --- | --- |
| First 12-months period of maintenance service after the end of warranty period |  |

1. **Indicative Replacement Prices of System’s Components not covered by the Maintenance Services (if applicable) (***Leave the following table blank if not applicable***)**

(*Note to Suppliers:* ***The labor costs for replacement of these components shall always be covered by the maintenance charges for the provision of the maintenance services*** *regardless whether the prices for the supply of these components are covered by the maintenance services or not.)*

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Name of Items | Indicative  Replacement Price (HK$/no.) | Indicative Replacement Frequency (*e.g. once every 3 years*) |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

1. **Indicative overtime charges for provision of maintenance services after office hours (if applicable)**

(*Office hours mean 9 am to 6 pm from Monday to Friday excluding public holidays*)

|  |  |  |
| --- | --- | --- |
| (a) | Rates of overtime charges for maintenance service outside the office hours | HK$ per hour |
| (b) | Minimum service hour(s) per call | service hour(s) per call |

1. **Indicative Prices for Replacement of Other Spare Parts (if applicable)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Name of Items | Price (HK$/no.) | Indicative Replacement Frequency (*e.g. once every 3 years*) | Expected time for delivery  (weeks) |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |

1. **Indicative Price for Annual Support Services of Software (if applicable)**

(*Note to Suppliers:* Please provide below annual charge for support services of the System’s software during the serviceable life of the System for the CMHHK Operator’s consideration. *The support services should include but not limited to:*

1. *provision and renewal of software toolkits, access codes, passwords, software keys and hardware keys, etc. necessary for all kinds of adjustments, in-depth diagnosis and trouble shooting of the System; and*
2. *version upgrade of the software.)*

|  |  |
| --- | --- |
|  | (a) Free of charge during serviceable life |
|  |  |
|  | (b) Yearly cost at $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Part 8 – Supplementary Information**

1. Number of proposed System Already Installed (leave blank if information is not available)

In Hong Kong : \_\_\_\_\_\_\_\_\_\_ sets

Globally : \_\_\_\_\_\_\_\_\_\_ sets

1. Year of Launch of the Proposed System (leave blank if information is not available)

My/our proposed System was first launched in the market in Year \_\_\_\_\_\_\_\_\_\_\_\_\_

1. Pre-Installation Requirements of the Proposed System (if any)

*(Pre-installation requirements may include any preparation work and provisions that are necessary for the installation of the System, such as the requirements of ceiling mount support, power supply requirements, etc.)*

**END**