Tender No. Q079950

Provision and Implementation of Roster Management Solution

**BACKGROUND**

MTR Corporation Limited is going to adopt a commercial off-the-shelf Cloud-based workforce management software solution. After extensive market research and analysis, we identify the solutions that best fit MTR requirements, and seek service providers to help us implement one of the following workforce solutions: Kronos Workforce Central / Kronos Workforce Dimension, Workforce Optimizer (workforceoptimizer.com), Infor Workforce Management, Tanda (workforce.com).

At this stage, the target is to deploy for around 3,000 full-time and 2,000 part-time Operations staff at 100 sites. The product shall support roster management, scheduling, time & attendance, absence management, shift swapping, task management, rule-based compliance monitoring and payroll calculation.

The Scope of Services includes: -

1. Project Implementation and Governance
2. System Customizations and Configurations
3. Integration with other systems
4. Training & Change Management
5. Licenses / Subscription
6. System Maintenance & Support

**PREQUALIFICATION QUESTIONS**

1. Please provide the profile of the company interested in participating in this tender, including
   * Full company name
   * Organization structure
   * Scope of Business
   * Business nature (Either Software Company, System Integrator or relevant)
   * Headquarters and branch locations
   * Number of employees globally
   * Number of employees in Hong Kong office
   * Contact details

Please also specify the information and company profile of partner organization(s) and/or System Integrator(s) involved, if any (e.g. in the form of joint venture, prime contractor and sub-contractors).

You shall also include the role & responsibility and scope of service offered by your company, selected partner organization(s) and/or System Integrator(s) in this project.

You should have an office registered and operating in Hong Kong, having at least 40 staff or more.

1. Please provide the number of clients and installations currently using your proposed roster management software products.

1. Please provide at least 5 completed project references or active clients running live within the past 5 years using the proposed roster management product solution. Each reference should cover more than 5,000 employees and at least 3 implementations should be in Hong Kong locally.

The following information shall be provided:

* 1. Role of your company and/or partner organization(s)
  2. Client’s name and business nature
  3. Project title, brief description and scope
  4. Project Regions
  5. No of sites
  6. No of employees managed by your proposed product solution
  7. Year of award
  8. Project duration
  9. Functionality Implemented/Enabled
  10. Contract sum, with at least 2 projects of more than HK$8 million

1. Please provide the proposed project team structure and submit the resumes of the project team members. The project team shall work on site throughout the whole course of the project. The project team shall consist of **at least 5 key members**, including Project Manager, Business Analysts and Solution Consultants. The Project Manager shall have **at least 8 years** of the relevant project implementation experience and other team members shall have **at least 5 years** of relevant IT experience respectively.

You shall include at least the below details for each team members:

1. Name
2. Title
3. Company name
4. Role in this project
5. Language (fluency level in spoken and written)
6. Year of joining the company
7. Year of project implementation experience
8. Year of proposed product solution experience
9. Detailed qualification and experience (relevant to the proposed solution)
10. Proposed product implementation projects completed (including his/her role and responsibility in the project) in Hong Kong and other locations

At least 1 of the project members shall have the experience in the business process re-engineering related to change management activities.

1. Please provide the product release history of the past 2 years and the coming product roadmap for the next 2 years.
2. Please provide a technical proposal and solution architecture of the software solution with the following details:
   1. Product Name
   2. Cloud Type, eg. Private Cloud, Public Cloud
   3. Solution Platform, eg. Azure, AWS, Google
   4. Tenancy
   5. Data Storage Location, either in Hong Kong, Singapore or Australia
3. Please provide the proposed system maintenance and support details:
   1. Committed system uptime percentage (excluding planned downtime)
   2. Confirmation of 5x8 technical support, with proficiency in English and Chinese
   3. Technical support model
4. Please advise of any value-added services to be provided.
5. You are required to disclose any potential conflict of interest that may have for taking up this Contract. Please confirm.