

REQUEST FOR QUOTATION

MENTOR SERVICES

FOR

THE 2009/10 IT TRAINING PROGRAMME FOR SMEs

Issued

By

Hong Kong Productivity Council

11 Dec 2009

Ref: MEIIA-RFQ-091211

PURPOSE

On behalf of the Manufacturing Enterprise Integration and Innovation Association (MEIIA), the Hong Kong Productivity Council (HKPC) issues Request For Quotation (RFQ) to invite interested parties to provide mentor services for “The 2009/10 IT Training Programme for SMEs” which is a government project sponsored by the Office of the Government Chief Information Officer (OGCIO).

BACKGROUND

2. “The 2009/10 IT Training Programme for SMEs” is a new initiative launched by the OGCIO with the objectives to enhance SMEs’ IT awareness and capabilities and help them to embrace IT as a strategy tool for business, and eventually, to improve SMEs’ operational efficiency, competitiveness and sustainable business development.

3. MEIIA is one of the organizers to execute this Programme. To ensure the Programme to be rolled out successfully, HKPC is engaged as the Implementation Agent to execute all the tasks and activities. The aim of this RFQ is to identify two vendors to provide mentor services to selected SMEs.

PROGRAMME DETAILS

Objectives

4. The objectives of this Programme include:

- Enhance SME’s IT awareness for both management and operational staff;
- Educate SMEs how to use IT as a strategic tool to enhance competitiveness;
- Promote Open Source Software as a low-cost IT solution for SMEs; and
- Create success stories through the mentorship programme.

5. MEIIA believes in order for SMEs to adopt IT technologies successfully, the senior executives or business owners of these SMEs must gain the confidence and a clear understanding of the risks, benefits and return on investment of their IT spending. By these business leaders gaining such confidence, they can provide the leadership within their own organization to make such changes. SMEs do not have many excess staff so direct involvement from the business owner is often the case. In order to achieve this level of confidence in managing IT, they must have access to a group of IT experts that are capable to help and educate them at their level of maturity

and experience. We want to accomplish this outcome by offering them an executive coaching or mentorship programme. The objective of this part of the programme is to provide these business leaders with the right mentor or coach to work with them on a continuous basis to review their business both at the tactical and strategic level. They may raise issues and questions regarding IT usage in alliance with business direction and focus, IT resource and infrastructure, business process automation as well as IT governance. After the initial assessment, a gap analysis is performed to highlight the areas for improvement to enable the business owner to make his own decision on the level of investment, staffing, and timeline for IT projects in order to accomplish his desired outcomes. In addition, a series of training courses will be offered by this programme to educate the staff within these SMEs to leverage off the latest open sources and freely available software applications to accomplish the desire outcomes of the business owners.

Management Structure

6. A Steering Committee chaired by the chairman of MEIIA has been formed to oversee the whole Programme to ensure quality training courses and mentorship programme being organized and delivered to SMEs. The Committee members include the executive committee members of MEIIA and representatives from collaboration parties, including Federation of Hong Kong Industries (FHKI) and SME Global Alliance (SMEGA). As the Implementation Agent, HKPC has assigned a Project Manager to oversee the execution of this Programme.

Programme Schedule

7. The Programme will be executed according to the following milestones.

	Milestone	Start Date	End Date
a.	Course Planning & Development	Sep 2009	Nov 2009
b.	Mentorship Programme Recruitment	Dec 2009	Jan 2010
c.	Training Programme Promotion	Dec 2009	May 2010
d.	Mentorship Programme Execution	Jan 2010	Jun 2010
e.	Training Course Rollout (Part 1)	Jan 2010	Mar 2010
f.	Training Course Rollout (Part 2)	Apr 2010	Jun 2010

SCOPE OF WORK

8. The vendor shall be responsible for the following tasks:
- Provide one-on-one mentorship service to 3 SMEs selected by the Programme Steering Committee;
 - Conduct a face-to-face monthly meeting with each SME onsite for six months, 3 hours each time;
 - Compile an interim report for each SME after 3 months of mentorship, documenting findings and recommendations in gap analysis for the 3 months;
 - Compile a final case report for each SME after completed 6 months of mentorship, documenting findings and recommendations in gap analysis for the whole course of mentorship;
 - The interim and final report should contain at least the following sections:
 - Company and Business Background
 - Findings and Current Challenge
 - Area of Improvement
 - Recommendation and Conclusion
 - The mentor must be a University degree holder, preferably in IT, engineering or related discipline, with at least 10 years working experience. Experience in mentorship program will be an advantage.
 - All the reports will be property of MEIIA and the vendor shall not reveal any information concerning the report without the written permission of MEIIA.

Delivery Location

9. The mentorship/coaching shall be delivered in Hong Kong at the SME's office or elsewhere mutually agreed by the mentor and the SME.

Acceptance Criteria

10. Acceptance of the final case report will be subjected to endorsement by the Steering Committee.

Payment Terms

11. The service fee for the mentor service will be payable by two installments:
- 50% upon acceptance of interim report
 - 50% upon acceptance of final report

REQUEST FOR QUOTATION

12. Interested parties may submit a quotation on an individual basis or jointly with other organizations. For jointly submitted quotations, there must be a lead organization, which should also be the single point of contact with HKPC.

ASSESSMENT OF QUOTATION

13. The assessment will be based on the following factors:

Evaluation Criteria	Marks
(A) Company Profile	
Relevant experience, knowledge, capability and expertise of the service provider	25
(B) Relevant Experience of the Mentor	
1. Year of experience	10
2. Experience in mentorship	10
3. Experience in business consulting	15
4. Practical industrial experience	15
(C) Price	25
	Total 100

Score for Price is calculated as below:

A maximum price score of 25 will be allocated to the lowest bid which fulfils all compulsory requirements

Score for other offers will be calculated based on the following formula:

$$25 \times \frac{\text{lowest price of tender offer which fulfils all compulsory requirements}}{\text{price of the other tender offer}}$$

COMPLETION OF QUOTATION

14. Interested parties should complete the schedules at the Annex in the manner described herein. Any other relevant reference materials could also be submitted.

SUBMISSION OF QUOTATION

15. The quotation should be sent by post or delivered by hand to the following address in a sealed envelope marked CONFIDENTIAL – “Quotation: Mentor Services for IT Training Programme” by **12:00 noon on 30 Dec 2009**:

Hong Kong Productivity Council
IT Industry Development Division, HKPC Building, 78 Tat Chee Avenue,
Kowloon Tong, Kowloon.
Attention: Mr. C. K. Lee (Senior Consultant)

16. The quotation can be written in either English or Chinese, with THREE hardcopies and ONE softcopy on a CD-ROM.

17. In the event of a typhoon signal no. 8 or above being hoisted or a black rainstorm warning signal being issued between 9:00am and noon on the date for submission mentioned above, the closing date will be postponed to the first working day (excluding Saturday) after the day the typhoon sign no. 8 or above or black rainstorm warning signal is lowered.

OTHER INFORMATION

18. All works in the submission of quotation shall not contain any materials infringing any third party intellectual property rights. Interested parties shall indemnify and keep the HKPC/MEIIA fully and effectively indemnified against all costs, claims, demands, expenses and liabilities of whatsoever nature arising from or incurred for reason of any infringement or alleged infringement.

19. The HKPC/MEIIA shall have the absolute discretion to accept or reject any submission made without being liable to give any reason thereof. The HKPC/MEIIA shall be entitled to disclose or make copies of any of all of the received quotations for the purpose of considering the quotations and to keep such copies for record purposes.

20. The HKPC/MEIIA reserves the right to negotiate with any of the service providers about the terms of the Quotation.

ENQUIRY

21. For any enquiry related to this document, please contact:

Mr. C. K. Lee, Senior Consultant, HKPC

Tel: 2788 5855

Fax: 2788 5860

Email: ck@hkpc.org

ANNEX

22. Schedules to be submitted by the interested party.

Schedule 1 – Service Provider Profile & Related Experiences

This Schedule should include the following:

- a) Name of the interested party;
- b) Background of the interested party;
- c) Contact information of the responsible officer(s) – name, post title, correspondence and email address, etc.;
- d) Relevant experience from the interested party; and
- e) Any other information considered by the interested party to be relevant to the assessment of the quotation.

Schedule 2 – Mentor to be provided

This Schedule should include the following:

- a) CV of the Mentor to be responsible for delivering the service;
- b) Any other information considered by the interested party to be relevant to the assessment of the quotation.

Schedule 3 – Fee Proposal

This Schedule should include the following:

- a) Charge rate for each case (per SME);
- b) Validity period (should not be less than 60 days);
- c) Any other terms and conditions considered by the interested party to be relevant to the assessment of the quotation.