Hong Kong Reprographic Rights Licensing Society

Unit Nos. 909-910, 9/F Prosperity Millennia Plaza 663 King's Road North Point Hong Kong

Subject: System Upgrade and Maintenance of the Programme for the Promotion of Local Publications and Reading Culture

Tender Reference No. HKRRLS\20230301\SystemUpgrade
Dated: 01/03/2023

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1. Invitation for Proposal

Hong Kong Reprographic Rights Licensing Society Limited, hereunder refers as HKRRLS, manages the implementation of the Programme for the Promotion of Local Publications and Reading Culture ("Programme") for the Leisure and Cultural Services Department (LCSD) for the period from 1 April 2023 to 31 March 2026 (both dates inclusive) .

The Programme aims to achieve mutual benefits for the publishing sector and the HKPL, which is under the purview of the LCSD. The LCSD provided funding to engage HKRRLS to implement the Programme which seeks to achieve the following policy targets –
(a)   Support Local Authorship and publications;
(b)   Encourage the local publishing sector to leverage on the e-platform; and
(c)   Promote a culture of quality reading in Hong Kong.

HKRRLS represents millions of publications published in Hong Kong and overseas, via its affiliation with the International Federation of Reproduction Rights Organisations (IFRRO) headquartered in Brussels, Belgium. HKRRLS obtains licensing authority from mandates given by national rightsholders, and international repertoire through bilateral agreements with 43 international Reproduction Rights Organisations (RROs). HKRRLS is one of the six registered licensing bodies with the Hong Kong Intellectual Property Department and has over 10 years of experience in copyright licensing, royalty collection and distribution.

HKRRLS aims to promote and advance the rights of copyright owners, raise public awareness and understanding of Hong Kong's copyright laws, meet the needs of the local community who want access to published works by providing an economical, efficient one-stop shop for licensing the works around the world and to enforce the rights of those we represent both on a domestic and international basis. Under voluntary collective licensing, HKRRLS issues licences to copy the works of rightsholders it represents.
HKRRLS is not-for-profit organization with all income (including royalties from licensees and from RROs) after deduction of expenditure and certain necessary provisions are available for distribution to rightsholders.

The Programme offers a unique opportunity to bridge the HKPL and the publishing industry through numerous collaborations and promotion campaigns, events, and activities. HKRRLS acts as the executive agency for the Programme and through this collaboration with the LCSD, the publishing sector can provide more book data and promotional materials that will encourage members of the public to read more locally published books and enjoy a wider range of library services.

The three-year Programme runs from April 1, 2020 to March 31, 2023, with funding from the Government of the Hong Kong Special Administrative Region. Publishers only need to provide book data for titles published in Hong Kong that are included in the collection of the HKPL, and every year during the period they can receive Programme Fee on a per

title basis through the Programme.

Prior to the Programme, HKPL online catalogue offered no cover image and relevant book data information of all Hong Kong publications. Whereas, most English books have cover image and additional information like Summary/Annotation, Book Review, First Chapter or Excerpt, Fiction/Biography Profile and Author Notes supplied by its vendor.

The Programme includes the launch of a new local book data database, providing digitized images of book cover, summaries/annotations, and other such materials on locally published titles in the collection of the HKPL and to link it to the online catalogue of the HKPL in order to display more comprehensive and detailed book data for the convenience of readers accessing library collections.

The Programme also provides promotion materials of Local Authors and publications, so that the library can promote meaningful reading recommendations, as well as supports the engagement of Local Authors to participate in major library promotion events as part of enhancing the reading culture.
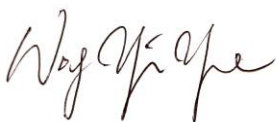
The corresponding book data database and webpage were launched in April 2020, currently providing 80,000 titles of book data of the local publications from 130 publishers participating in the Programme for readers' reference. The book data database has recorded an astonishing usage of over 1 billion cumulative hits since its launch in Apr 2020.

The Programme is going to renew with system upgrade with payment automation and ebook module features with details scope of work listed out in this tender document to be implemented in phrases from 1 April 2023 to 31 March 2026.

Bidder/ Agencies are advised to study this document carefully. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This TENDER DOCUMENT is not transferable and name of purchaser and bidder who submits shall be same.

For and on behalf of
Hong Kong Reprographic Rights Licensing Society

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Dr. Sharon Wong
Chairman

2. Instruction to Bidders

2.1 Purpose "TENDER DOCUMENT FOR System Upgrade and Maintenance of the Programme for the Promotion of Local Publications and Reading Culture. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids".

2.2 Bidder shall send their email as prescribed in to the contact at which the bids are to be submitted. The response to the queries will be replied by email.

2.3 Bidder shall provide the proposal with hardware/software, price, and working logistic for the system upgrade and maintenance. HKRRLS shall examine all documentation and other information submitted by Bidders to verify eligibility, and then will review and score bids according to the defined criteria for this tender.

2.4 HKRRLS reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted. HKRRLS under no obligation to award the contract or to award it to the lowest bidder.

2.5 Tender must be clearly marked with the tender reference and the subject of the tender on the front of the envelope and super scribe on the sealed envelope by post / in-person, address to the Chairman, Tender Opening Committee, HKRRLS and reach our office before 10 March 2023 17:00 to the following address:

General Manager
Hong Kong Reprographic Rights Licensing Society
Unit Nos. 909-910,
9/F, Prosperity Millennia Plaza
663 King's Road, North Point, H.K
Subject : Platform development to Supply and Update of Hong Kong Book Data for seamless integration with HKPL Online Catalogue
Tender Reference No. HKRRLS\20230301\SystemUpgrade

Failure to meet the closing date will result in the tender being void.

2.6 Tender shall remain valid for a period of a minimum of 90 calendar days after the date of the bid submission deadline as prescribed by HKRRLS.

2.7 The covering letter and the proposal duly completed with authorized signature and company chop.

3. Scope of Work

The bidder shall identify and implement the best strategy to accomplish the requirements listed below to upgrade the existing database and distribution system to support direct payment to local publishers and local authors through electronic means such as Faster Payment System or Autopay Services;The bidder shall also develop a new ebook module to support the ebook promotion and provide the feasible proposal for evaluation. The architecture of the solution proposed will be assessed from a cost and quality perspective. Quality will be assessed in terms of maintainability, reliability, redundancy and security.

3.1 **Payment System Automation**

3.1.1   Develop a new "Author" module, including account registration, book attribution and amount claiming functions.

3.1.2   Develop online payment (upload) function, including "bank payment file" generation according to the distribution funds to corresponding publisher(s) and author(s) for HKRRLS to download. It is served as the purpose of upload payment orders in the bank's internet banking.

3.1.3   Support HKRRLS to batch update the status of payment orders in the system based on the callback result(s) of bank payment transactions.

3.1.4   Develop online payment (API) functions according to the distribution funds of corresponding publisher(s) and author(s) and make payments to them respectively through the bank online payment interfaces.

3.1.5   Develop workflow process automation such as book claiming, payment and corresponding report(s) arrangement to minimize the human resources.

3.1.6   Support generating payment invoices, payment notification and data files and emailing them automatically to publishers and authors.

3.1.7   Support publisher(s) and author(s) to check their corresponding book title lists and payment status after login to the system.

3.1.8   Support HKRRLS as the administrator to approve the application / working status of publisher(s) and author(s).

3.1.9   Support HKRRLS to make payment adjustments to past payments in terms of payment adjustment forms.

3.1.10 Support HKRRLS to check the payment distribution status of publisher(s) and author(s) in real time.

3.1.11 Support HKRRLS to add and manage client information through interface IDs that need to use the Library Data Service. (Dynamic Client ID)

3.1.12 Support HKRRLS to provide usage statistics of each client ID at the selected period as requested by HKRRLS.

3.1.13 Provide no less than 5 custom payment and distribution reports that meet the audit standard and book data usage analysis reports.

3.1.14 Improve existing payment, distribution and usage process with reference based on similar international organizations recommended by HKRRLS.

3.1.15 Restructure system interface to optimize the overall user experience.

3.1.16 Support publisher(s) and author(s) to view reports and charts about their book title(s) and payment(s) status.

3.1.17 Provide book-related media file information according to HKPL protocol API.

3.2 Develop new eBook module
The bidder shall design and develop a new E-book module that include the following registration and payment distribution functionalities:

3.2.1 Develop a new eBook module to support HKRRLS importing the eBook title list which has been selected by HKPL.

3.2.2 Support e-book publisher(s) and author(s) to register their eBook list through e-book registration function.

3.2.3 Support HKRRLS to settle payments to eBook publisher(s) and author(s) on a quarterly basis or cumulative period as defined by HKRRLS and make corresponding payments through designated bank online payment interface.

3.2.4 Supports automatic bills sending, message notifications and other related functions via email.

3.2.5 Handling e-book storage:
   - HKRRLS stores the publisher's and author's eBook files temporarily
   - Support eBook publisher and author to manage eBook files (upload, edit, remove, etc.) for those belonging to the corresponding publisher(s)/author(s) in the eBooks list and is selected by HKPL.
   - The eBook files will be stored in the cloud with encrypted storage service and can only be viewed and downloaded by authorized users.
   - Publishers will set their own participation cycle (3 months, 6 months, 1 year or 3 years) when uploading eBook files, based on the eBook being selected by HKPL.
   - The e-Book document & record will be deleted automatically after the cycle expires. The corresponding record list will not be shown and selected by HKPL afterwards.

3.3 Annual Maintenance and Cloud Storage

3.3.1   Annual Maintenance
- Bug Fix
- 7 days backup
- 5 x 8 hr phone support (Monday to Friday – office hour)
- 7 x 24 hr email support
- Feedback within 24 hours

3.3.2   Annual Cloud Service
Hosting Service of Book database Server
- CPU: 8C, 32G RAM, 500G Hard Disk 1 IP
- Traffic: Share local 100Mbps, share overseas 1M bandwidth
- Single domain SSL certificate

3.3.3   Hosting Service of Repository Server
- CPU: 4C, 16G RAM, 800G Hard disk, 1 IP
- Traffic: Share local 100Mbps, share overseas 1M bandwidth
- Single domain SSL certificate

3.3.4   Hosting Service of Distribution Server
- CPU: 2C, 8G RAM, 200G Hard disk, 1 IP
- Single domain SSL certificate
- CPU: 1C, 4G RAM, 200G Hard disk, 1P

3.3.5   Service Availability
Coverage parameters specific to the service(s) as follows:
Support: 9:00 A.M. to 5:00 P.M. Monday – Friday
Out of office hour requests will be follow up on the next working day

3.3.6   Service Requests
The Bidder will respond to service-related incidents and requests submitted by the Customer within the following time frames:
The definition of Business Impact Level ("BIL") is as follow:

Business Impact Level (BILs)	Description
1	When problems affect: a) more than 50% of subscribed users. OR b) the SYSTEM Service is completely down
2	When problems affect: a) 10% or more subscribed users OR b) more than 1 functionality within the SYSTEM Service
3	Defects/problems that have minimum or no effects on the subscribed users

The definition of the Problem Resolution Time is as follow:

The problem resolution time shall start at the time when the user makes a call or email to the Bidder's helpdesk support via communication means stated and ends when the Bidder's helpdesk call or email the user to inform when the root cause of the problem is resolved, and the Service is restored to a satisfactory working condition.

3.3.7   KPI
KPI = No. of request which resolved within the agreed time frames/ No. of total request x 100%
The Society reserves the right to terminate the support service at any time if the KPI is below 90% for 30 days consecutively.

3.3.8   Service Level Review Reports
The Bidder shall provide at least a quarterly Service Level Review report.
The sample of the Service Level Review report is as follow:

3.4. Development schedule

3.4.1   Payment System Automation functionalities as described in 3.1 should be implemented by October 2023 with the exception of 3.11 Dynamic Client ID should be implemented by 1 April 2023.

3.4.2   Develop new eBook module functionalities as described in 3.2 should be implemented by May 2023.

4. Covering Letter

Covering letter with the Proposal in response to TENDER DOCUMENT Notice
To:
General Manager
Hong Kong Reprographic Rights Licensing Society
Unit Nos. 909-910, 9/F, Prosperity Millennia Plaza
663 King's Road, North Point, H.K
Subject : Platform development to Supply and Update of Hong Kong Book Data for seamless integration with Hong Kong Public Libraries Online Catalogue
Tender Reference No. HKRRLS\20230301\SystemUpgrade

Ref: TENDER DOCUMENT FOR Platform development to Supply and Update of Hong Kong Book Data for seamless integration with Hong Kong Public Libraries Online Catalogue, Tender Document No. HKRRLS\20230301\SystemUpgrade

Dear Sir,

1. We have read the provisions of the TENDER DOCUMENT and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this TENDER DOCUMENT.
3. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
4. We understand you are not bound to shortlist / accept any or all proposal you receive.

Total cost: _____
(Please use additional sheets if necessary)

Authorized Signature: _____

Name: _____

Title: _____

Date: _____

Company Chop: