

The Hong Kong Reprographic Rights Licensing Society Limited

Unit D, 15/F, E-Trade Plaza, 24 Lee Chung Street, Hong Kong

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

Tender Reference No. HKRRLS\20260301\SystemUpgrade

Dated: 16/03/2026

Table of Contents

1. Invitation for Proposal.....	3
2. Instruction to Bidders.....	5
3. Scope of Work.....	6
4. Covering Letter	10

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 2026 to 31 March 2029 (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 47 international Reproduction Rights Organisations (RROs). HKRRLS is one of the six registered licensing bodies with the Hong Kong Intellectual Property Department and has over 30 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 Programme runs from April 1, 2020, 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 87,500 titles of book data, 5,360 e-books of the local publications from 285 publishers participating in the Programme for readers' reference. The book data database has recorded an astonishing usage of over 282 billion cumulative hits since its launch in Apr 2020.

After the successful implementation of the Programme for the Promotion of Local Publications and Reading Culture, HKRRLS has secured the funding to continue the Programme for another 3-year term. The key deliverables for the renewed Programme will be a comprehensive system upgrade to support payment automation and the ebook management module. These upgrade and additional feature will be the key factor to whether the project can continue to implement efficiently and effectively while supporting the Hong Kong Public Library services. System upgrade details scope of work are listed out in this tender document and will be implemented in phases from 1 April 2026 to 31 March 2029.

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

A handwritten signature in black ink, appearing to read 'Sharon Wong', written in a cursive style.

Dr. Sharon Wong
Executive Director

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 27 March 2026 17:00 to the following address:

Executive Director
The Hong Kong Reprographic Rights Licensing
Society Limited
Unit D, 15/F, E-Trade Plaza
24 Lee Chung Street
Chai Wan, 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\20260301\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 enhance the existing database and distribution system to accommodate evolving financial structures and operational requirements. The goal is to improve the flexibility of the payment engine, increase the granularity of reporting, and streamline high-volume financial transactions.

3.1 Finance Module Enhancement (eBook Pricing & Logic)

The bidder shall upgrade the Finance Module to support complex, multi-tiered pricing models for eBook royalty distributions.

3.1.1 Multi-Model Pricing Support: Modify the eBook payment engine to calculate distributions based on varied pricing systems, including but not limited to:

- Flat-Rate: Fixed payment per title or license.
- Tiered Pricing: Variable rates based on the volume of usage or the age of the eBook title.

3.1.2 Dynamic Rate Management: Provide an administrative interface for HKRRLS to set and adjust royalty rates/multipliers for specific publishers or categories.

3.2 Multi-Batch Payment Support

To improve operational efficiency, the system must transition from single-transaction processing to a robust multi-batch architecture.

3.2.1 Batch Creation & Grouping: Support the ability to group payments into batches based on Publisher Group

3.2.2 Batch Validation & Error Handling: Implement a "Pre-check" stage for each batch to identify invalid account numbers or insufficient funds before submission. If one transaction fails within a batch, the system should allow for individual correction without stalling the entire batch.

3.3 Report Format Modification

The bidder shall redesign and enhance the format of existing reports to meet audit standards and stakeholder requirements.

3.3.1 Layout & Visual Redesign: Standardize the visual layout of all system reports.

3.3.2 Audit-Ready Formatting: Modify report structures to ensure they contain all mandatory fields required by auditors, including unique transaction IDs, timestamps, and breakdown of eBook pricing models used for calculations.

3.4 E-mail Notification Enhancement

The communication system shall be upgraded to improve deliverability and information density.

- Trigger-Based Automation: Implement automated notifications for specific events,

- such as: Successful batch payment completion.
- Notice of payment adjustment/correction.

3.5 Quality Assurance & Maintenance

- 3.5.1 Maintainability: The new pricing logic must be modular to allow for future pricing systems to be added without a full system overhaul.
- 3.5.2 Reliability: The system must ensure "Exactly-Once" processing for batch payments to prevent double-payment errors.

3.6 Data Processing & Book Scanning

To streamline the registration of physical titles and verify content, the bidder shall implement a standardized data processing workflow for book scanning.

- 3.6.1 Book Scanning Service: Book scanning, including basic and enhanced book data, from the HKPL books.
- 3.6.2 Book Data Processing : Manage the scanned book data and upload to the e-book system

3.7 Annual Maintenance and Cloud Storage

3.7.1 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

3.7.2 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
- SSL certificate

3.7.3 Hosting Service of Repository Server

- CPU: 4C, 16G RAM, 800G Hard disk, 1 IP
- Traffic: Share local 100Mbps, share overseas 1M bandwidth
- SSL certificate

3.7.4 Hosting Service of Public Cloud Service

- CPU: 2C, 4G RAM, 200G Hard disk

3.7.5 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 followed up on the next working day

3.7.6 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 follows:

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 minimal or no effect on the subscribed users

The definition of the Problem Resolution Time is as follows:

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 emails the user to inform when the root cause of the problem is resolved, and the Service is restored to a satisfactory working condition.

3.7.7 KPI

$KPI = \frac{\text{No. of requests which resolved within the agreed time frames}}{\text{No. of total request}} \times 100\%$

The Society reserves the right to terminate the support service at any time if the KPI is below 90% for 30 days consecutively.

3.7.8 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 follows:

3.8 Enhancement schedule

3.8.1 Enhancement as described in 3.1 to 3.4 should be completely implemented on or before 31 Dec 2027

4. Covering Letter

Covering letter with the Proposal in response to the TENDER DOCUMENT

Notice To:

Executive Director

The Hong Kong Reprographic Rights Licensing Society Limited

Unit D, 15/F, E-Trade Plaza

24 Lee Chung Street

Chai Wan, 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\20260301\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\20260301\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 proposals you receive.

Total cost:

_____ (Please use additional sheets if necessary)

Authorized Signature:

Name:

Title:

Date:

Company Chop: