

It is hereby notified that tenders are invited for the following:—

<i>Tender Reference</i>	<i>Subject</i>
HAQ20240162	Provision of System Support, Maintenance, Enhancement and Other Related Services of the Customer Services Management System for the Hong Kong Housing Authority

Forms of tenders and further particulars in form of electronic copy are obtainable *via* email upon request (Send to email address: (winniewy.wong@housingauthority.gov.hk) and copy to email address: (samuel.hnwong@housingauthority.gov.hk)).

Tenders must be clearly marked with the tender reference and the subject of the tender on the outside of the envelope (but should not bear any indication which may relate the tender to the tenderer) addressed to the Chairman, Tender Opening Committee, Hong Kong Housing Authority, before 10.00 a.m. on 21 June 2024 (Hong Kong time) in one of the following ways:—

- (i) be deposited personally in the Hong Kong Housing Authority Tender Box located at the Ground Floor, Block 2, Housing Authority Headquarters, 33 Fat Kwong Street, Ho Man Tin, Kowloon, Hong Kong; or
- (ii) be sent by post or courier to:—

The Chairman, Tender Opening Committee,
c/o Receipt and Despatch Unit,
The Hong Kong Housing Authority,
Basement 1, Block 2, Housing Authority Headquarters,
33 Fat Kwong Street, Ho Man Tin, Kowloon,
Hong Kong.

Late tenders or tenders not submitted in accordance with the requirements stipulated as above will not be accepted.

The tender closing time will automatically be deferred to 10.00 a.m. on the first working day (excluding Saturday) in the following circumstances:

- (a) if tropical cyclone warning signal No. 8 or above is hoisted and remains in force for any duration within two (2) hours before the tender closing time on the tender closing date; or
- (b) if a black rainstorm warning signal or ‘extreme conditions’ is announced by the Government and remains in force for any duration within two (2) hours before the tender closing time on the tender closing date; or
- (c) when the Director of Housing announces the closure of the Housing Authority Headquarters Building due to unforeseen circumstances and the Housing Authority Headquarters Building remains closed for any duration within two (2) hours before the tender closing time on the tender closing date.

For the avoidance of doubt, the tender closing time will remain unchanged if tropical cyclone warning signal No. 8 or above or black rainstorm warning signal or ‘extreme conditions’ is lowered or cancelled, or the Housing Authority Headquarters Building is reopened, two (2) hours or more before the tender closing time on the tender closing date.

The Hong Kong Housing Authority does not bind itself to accept the tender with the highest combined score or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer.

Details of the award of this contract will be published in the Government of the Hong Kong Special Administrative Region Gazette and made available in the Housing Authority website on Internet at (<http://www.housingauthority.gov.hk>).

31 May 2024

Rosanna LAW *Director of Housing*