

It is hereby notified that tenders are invited for the **Provision of Enhancements to the Complaints and Enquiries Handling System**.

The contract requires the tenderer to provide services to the Hong Kong Monetary Authority (HKMA) for the development and implementation of an Enhanced Complaints and Enquiries Handling System that can provide automation of straight-through processing, further improve the operational efficiency and strengthen control management, track complaints and enquiries, and provide data for reporting and statistical analysis. The Enhanced Complaints and Enquiries Handling System is to commence in the second half of 2023.

Tenderers must submit the completed tenders in two separate emails (one email of Technical Proposal in PDF format, and one email of Fee Proposal in PDF format). The submissions details can be found in the tender document.

One soft copy in response to this tender should be delivered by email no later than the closing time of 12.00 noon of Friday, 30 September 2022 (Hong Kong Time) to the following email address only:—

tender@hkma.gov.hk

Late tenders will not be accepted.

The tender document in form of electronic copy will be provided *via* email upon request made to the following email address:—

cehs@hkma.gov.hk

Tenderers should provide the names of their companies and the contact information of the persons-in-charge in their request for the tender document.

If tropical cyclone signal No. 8 or above is hoisted, or black rainstorm warning signal or 'extreme conditions after super typhoons' announced by the Government is/are in force at any time between 9.00 a.m. and 12.00 noon on the tender closing date, the closing time will be postponed to 12.00 noon on the first working day after the tropical cyclone signal No. 8 is lowered, or the black rainstorm warning signal or the 'extreme conditions after super typhoons' announced by the Government has/have ceased to be in force.

Enquiries concerning the tender should be made to the following email address:—

cehs@hkma.gov.hk

This tender is covered by the Agreement on Government Procurement of the World Trade Organization.

The HKMA does not bind itself to accept the lowest tender 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 on the websites of the *Gazette* (<https://www.gld.gov.hk/egazette>) and the HKMA (<https://www.hkma.gov.hk>).

19 August 2022

Hong Kong Monetary Authority