

Our Ref: WKCDA19/0059/CPA

WEST KOWLOON CULTURAL DISTRICT AUTHORITY

Invitation to Tender for Provision of District-Wide Contact Centre Services to West Kowloon Cultural District Authority

Tender Notice

Objective:

West Kowloon Cultural District Authority (the "Authority") invites qualified Tenderers to submit tenders for the Provision of District-Wide Contact Centre Services ("**Services**").

Descriptions of the requirement:

The service provider is required to provide the Services including, but not limited to the following:

- Serve as customer front of the Authority to answer enquiries and complaint from the public on the WKCD and the Authority
- Offer a one-stop solution in supporting the contact centre operation by providing equipment in alignment and compatible with the Authority's IT systems and infrastructure
- Provide relevant contact centre facilities, infrastructure, professional tele-services personnel, training, contingency plan, data reporting and performance review to meet the service requirements

The Service Period shall be 12 months from the commencement date.

Collection of Tender Documents:

Interested parties are required to express their interest by email to christine.chan@wkcd.hk with their company name, address, telephone number, name and position of their contact person and the contact email address.

Submission of Tenders:

Tender Submission must be deposited in the Tender Box at Units 608-613, Level 6, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong at or before 12:00 noon on **3 May 2019** (Hong Kong time).

ELECTRONIC SUBMISSION AND LATE SUBMISSION WILL NOT BE ACCEPTED.

Enquiries must be emailed to tim.wong@wkcd.hk at or before 17:00 on **17 April 2019**. Enquires submitted after this time will not be answered.

Remark:

All costs and expenses incurred for or in connection with any response to this Invitation to Tender, including the preparation and/or submission of the Tenders, shall be entirely the responsibility of the interested Tenderers.

The acceptance of any Tender will be at the sole discretion of the Authority and the Authority reserves the right to accept or reject any Tender and/or any part thereof and/or award or not to award the Tender either wholly or partly and/or to postpone or cancel this Invitation to Tender at any time.