

Distance Business Programme (D-Biz Programme)

Guidance Notes for IT Service Providers

Implementation Agent:



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Distance Business Programme (D-Biz Programme)

Guidance Notes for IT Service Providers (“Service Providers”)

1. The Guidance Notes for IT Service Providers aims to provide an overview on the eligibility and procedures for Service Providers to enrol to the IT Service Providers Reference List (“Reference List”) under the D-Biz Programme.

Objective of the Reference List

2. Under the Anti-epidemic Fund, the Innovation and Technology Commission (“ITC”) launches the D-Biz Programme to support enterprises to continue their business and services through adoption of IT solutions during the epidemic. The Hong Kong Productivity Council (“HKPC”) is the Secretariat of the D-Biz Programme.
3. Under the D-Biz Programme, for each IT solution and the relevant training expenses for the employees (with funding for the relevant training expenses capped at 10% of the IT solution cost), the funding ceiling is HK\$100,000. Each enterprise may receive total funding of up to HK\$300,000 to undertake projects to be completed within six months.
4. Enterprises may make reference to the list of IT solutions of the D-Biz Programme in identifying IT solutions. The list comprises 12 IT categories relating to distance business as follows:
 - Online business
 - Online order taking and delivery, and smart self-service systems
 - Online customer services and engagement
 - Digital customer experience enhancement
 - Digital payment / mobile point of sale
 - Online / cloud-based financial management systems
 - Online / cloud-based human resources management systems
 - Remote document management, cloud storage and remote access services

- Virtual meeting and conference tools
- Virtual team management and communications
- Cybersecurity solutions
- Other online / custom-built / cloud-based business support systems

Detailed description is at **Annex A**.

5. The D-Biz Programme will provide a Reference List to offer relevant market information for enterprises' reference.
6. Service Providers are reminded that the Reference List shall **not** be taken as a form of endorsement or recommendation by the Government or the Secretariat. Whether or not enterprises engage Service Providers on the Reference List will not affect the application outcome.

Eligibility for Enrolment to the Reference List

7. Service Providers, which provide solutions software or platform that support distance business operation, and/or provide services for the implementation of distance business solutions, are welcome to apply and enrol to the Reference List. The procedures for enrolment on the Reference List are as follows.

Application Procedures

8. The Reference List is open for application for enrolment from 9 am on 4 May 2020. The Reference List with the first batch of Service Providers will be available on 15 May 2020 on the D-Biz Programme website and will be updated regularly thereafter.
9. Service Providers should submit their applications with the requisite supporting documents listed in **Annex B** for enrolment to the Reference List through the D-Biz Programme website at u.hkpc.org/dbiz. Service Providers should ensure that all supporting documents must be aligned with the entity name or trade name as stated on the Business Registration Certificate.

10. Service Provider should assign a person to act as the main contact point between the Service Provider and the Secretariat.
11. For applications submitted, the Secretariat reserves the right to seek additional information where necessary. Service Providers are reminded to ensure the accuracy and completeness of data submitted to allow a smooth and efficient application process.

Assessment of Application

12. Upon receipt of the application from Service Providers, the Secretariat will conduct eligibility checking and preliminary screening. Eligible applications will be submitted to the Distance Business Programme Vetting Committee (“the Committee”) for consideration, while ineligible applications will be rejected.
13. Service Providers must **not** approach members of the Committee to avoid affecting their impartiality of advice.
14. To avoid conflict of interest, members of the Committee will be required to declare their general pecuniary interests on appointment, in addition to the report of conflict of interest that may arise from any particular application on which they may be asked to advise. Where considered appropriate, CIT, in the capacity of the Chairperson of the Committee, may request the member concerned to refrain from participating in discussion and assessment of the relevant application.

Assessment Criteria

15. Each application will be considered based on individual merits and considered on a case-by-case basis having regard to the Service Providers’ technical capabilities and experience relating to the IT solution categories.
 - (a) For system integrator or non-subscription based solution / platform provider, the

respective Service Provider should offer two job references (for each solution category selected) completed in the last 18 months (one job reference may be used to cover multiple solution categories). Each job reference should include (i) a complete set of client contract or purchase order from the client showing scope of work and deliverables, and (ii) proof of project completion (e.g. final acceptance document, final payment, etc.).

- (b) For subscription based solution / platform provider, the respective Service Provider should have at least two active customers who have subscribed to the solution/platform for at least six months.

16. The Government and the Secretariat reserve the right to reject an application on grounds including but not limited to –

- (a) A petition is presented or a proceeding is commenced or an order is made or a resolution is passed for the winding up of the applicant; or
- (b) A false, inaccurate or incomplete statement or representation is contained in the application or a promise or a proposal is made knowingly or recklessly.

Notification of Result

17. Service Providers will be informed of the application outcome in writing.

18. In the event of unsuccessful application, the Service Providers will be informed of the reason(s) of rejection. A resubmitted application will be treated as a new application and be subjected to the same assessment procedures.

Removal from the Reference List

19. Service Providers on the Reference List can opt out by giving notice in writing to the Secretariat. The Secretariat will remove such Service Provider from the Reference List within five working days.

20. The Secretariat reserves the right to remove a Service Provider from the Reference List, by providing a written notice with justification(s) to such Service Provider.

Handling and Use of Information

21. Subject to the provisions of the below, information provided by the Service Providers in their applications will be kept by the Government and the Secretariat in confidence and all personal data will be handled in accordance with the relevant provisions of the Personal Data (Privacy) Ordinance (Cap. 486). In this regard, the Government shall have the right to disclose, without further reference to the Service Providers, whenever it considers appropriate, Disclosable Information¹ to other Government bureaux / departments, statutory bodies or third parties for the purposes of processing the application, conducting research and survey, compiling statistics, meeting requirements of the law and / or performing their functions, and if the application is approved, monitoring the project, disbursing funding or related purposes, or if explicit consent to such disclosure is given by the Service Provider. In submitting the application form, each Service Provider irrevocably and unconditionally authorises the Government to make and consents to the Government making any of the aforesaid disclosure.
22. By submitting an application, a Service Provider is regarded to have agreed to, and to have obtained from the Service Provider(s) and each individual whose information (including personal data) is provided in the application, his / her consent for the disclosure, use and further disclosure by the Government of the information (including personal data) for the purposes set out above.
23. If and when the Distance Business Programme Vetting Committee approves the application by Service Provider, the Secretariat can publish the information of the Service Provider (including its name and URL) on the D-Biz Programme official webpage (u.hkpc.org/dbiz). The purpose of publishing such information on the Reference List is to offer relevant market information for the enterprises' reference. Such information will be displayed under the appropriate IT

¹ "Disclosable Information" means any information on the application and the project including without limitation, information provided by the applicant in, and in connection with, its application under the D-Biz programme.

solution categories as indicated by the Service Provider in its application submitted. As the the information provided by Service Provider above is the basis for assessing the application, any request for amending the information will not be entertained. Each of the Government and the Secretariat reserves the right to update or delete any information displayed when necessary.

Important Notes

24. It is the responsibility of a Service Provider to complete the application form in a timely and truthfully manner, and to provide all supporting documents for the application. Inaccurate and incomplete information will affect the processing of application. Any omission or misrepresentation of information may lead to rejection of applications and cancellation of applications approved. It is an offence in law to obtain property / pecuniary advantage by deception or assisting persons to obtain property / pecuniary advantage under the D-Biz Programme. Any person who does so may be liable to legal proceedings.

25. The Service Provider should acknowledge that should it be included in the Reference List, its subsequent performance will be monitored and may be taken into account when its future quotations or tenders submitted to the Government are evaluated.

Prevention of Bribery

26. The Service Provider shall observe the Prevention of Bribery Ordinance (Cap. 201) ("PBO") and shall procure that its project team, directors, employees, agents, consultants, contractors and other personnel who are in any way involved in the project shall not offer to or solicit or accept from any person any advantages, including money, gifts, loan, etc. (as defined in the PBO) in the conduct of or in relation to the project. If the Service Provider, its project team, directors, employees, agents, consultants, contractors and other personnel who are in any way involved in the project commit an offence under the PBO in relation to a D-Biz Programme project, the Government shall be entitled to terminate the project, cancel the funding approved, recoup the funding awarded, and shall hold the applicant as well as the

Service Provider liable for any loss or damages the Government may thereby sustain. Should any such offence is committed by the Service Provider or its employee(s), agent(s), supplier(s) or other personnel who are in any way involved in provision of the services under D-Biz Programme, the Secretariat will remove the Service Provider from the Reference List and subject the case to legal proceedings (e.g. report to ICAC).

Prevention of Bid-rigging and other Anti-competitive Conduct

27. The Service Provider shall comply with the Competition Ordinance (Cap. 619) (“CO”) and shall ensure that the bid is prepared without any agreement, arrangement, communication, understanding, promise or undertaking with any person (including any other tenderer or competitor) regarding price, bid submission procedure or any terms of the bid. The Service Provider should also note the consequence of engaging in bid-rigging or other anti-competitive conduct, in particular that such conduct contravenes the CO and potentially attracts enforcement action by the Competition Commission.

Notes :

1. In case of discrepancies between the English and Chinese versions of this Guidance Notes, the English version shall apply and prevail.
2. The Government or the Secretariat reserves the right to amend this Guidance Notes from time to time.

Annex A – IT Solution Categories

Solution category	Descriptions
1. Online business	<ul style="list-style-type: none"> - For the company to establish a web portal, mobile app or other online channels, with aims to promote its goods and services, by using either subscription-based or custom-built e-commerce platform, including development and management - Enable consumers to place orders over the Internet - Promote such online portal through search engine promotion, digital advertisement such as social media promotion, e-coupon, loyalty programme, etc. - Excluding production of promotion materials, contents or assets (e.g. image, text and video etc. as part of the marketing and promotion materials)
2. Online order taking and delivery, and smart self-service systems	<ul style="list-style-type: none"> - For the company to establish a web portal, mobile app or other online channels, for consumers to place orders of goods or services, by using either subscription-based or custom-built e-commerce platform, including development and management - Such adoption of technologies should enable the company to perform end-to-end order placement and delivery to designated locations, by using e.g. smart self-servicing system, smart kiosk, smart vending machine, smart lockers, or with integration to e-logistics provider platform - Suitable but not limited to industries that are acquiring or promoting self-services, such as takeaway services in Food & Beverages industries - Promote such online portal through search engine promotion, digital advertisement such as social media promotion, e-coupon, loyalty programme, etc. - Excluding production of promotion materials, contents or assets (e.g. image, text and video etc. as part of the marketing and promotion materials)
3. Online customer services and engagement	<ul style="list-style-type: none"> - For the company to enable order placements of services to take place over the Internet, such as reservations, appointment bookings, including development and management - Such adoption of technologies can also include distance learning facilities - Promote such online portal through search engine promotion, digital advertisement such as social media promotion, e-coupon, loyalty programme, etc. - Excluding production of promotion materials, contents or assets (e.g. image, text and video etc. as part of the marketing and promotion materials)
4. Digital customer experience enhancement	<ul style="list-style-type: none"> - For the company to improve customer service experience and engagement with use of various technologies, including but not limited to the following: <ul style="list-style-type: none"> - Round-the-clock customer service support via Chatbot - Uplift product or service experience with use of Augmented Reality (AR) / Virtual Reality (VR) or Mixed Reality (MR) technologies or Digital Twin technology - Apply analytics to improve customer experience such as purchasing data
5. Digital payment / mobile point of sale	<ul style="list-style-type: none"> - Enable online / physical stores with multiple digital payment channels, e.g. payment gateway or mobile Point-of-Sales (POS) - Including one-time setup and associated hardware / equipment - Excluding the handling fee or equivalent of each payment transaction
6. Online / cloud-based financial management systems	<ul style="list-style-type: none"> - Adopt computerised system to manage the financial related processes of the company, including but not limited to: <ul style="list-style-type: none"> - Invoicing and bill collection, accounting and budget planning, asset and liabilities management, regulatory compliance, reporting - System could be cloud-based or accessible remotely by staff with appropriate cybersecurity protections

Solution category	Descriptions
7. Online/ cloud-based human resources management systems	<ul style="list-style-type: none"> - Adopt computerised system to manage the human resources related processes of the company, including but not limited to: <ul style="list-style-type: none"> - Payroll and expense reimbursement, attendance and leave records, training, reporting - System could be cloud-based or accessible remotely by staff with appropriate cybersecurity protections
8. Remote document management, cloud storage and remote access services	<ul style="list-style-type: none"> - Digitise hard copy document into electronic format and store on cloud storage - Enable staff to access the company information, data and system remotely with solutions such as remote desktop control, Virtual Private Network (VPN), Virtual Desktop Infrastructure (VDI)
9. Virtual meeting and conference tools	<ul style="list-style-type: none"> - Adopt tools to allow groups of people to collaborate or meet virtually through the Internet with the following functions but not limited to: <ul style="list-style-type: none"> - Support both audio and video communication, content sharing, manage appointments and registrations, meeting recordings, online polling and Q&A
10. Virtual team management and communications	<ul style="list-style-type: none"> - Adopt tools to allow groups of people to collaborate or communicate virtually through the Internet with the following functions but not limited to: <ul style="list-style-type: none"> - Instant messaging, video and voice calls, document sharing and co-authoring / concurrent editing, task assignment, progress monitoring and collaborative product development
11. Cybersecurity solutions	<ul style="list-style-type: none"> - Improve the cybersecurity of the companies by implementing software, hardware or services to defend against cyber attacks - Solution examples include but not limited to data encryption, firewall, anti-virus / malware solutions
12. Other online/ custom-built/ cloud-based business support systems	<ul style="list-style-type: none"> - Other solutions, either off-the-shelf or custom-built, that support the programme objectives of enabling enterprises to conduct and continue business remotely but do not fit into the above categories - Solution examples include but not limited to Enterprise Resource Planning (ERP), e-application form and approval workflow, Robotic Process Automation (RPA)

Annex B - Documents Required for Application for Enrolment to the Reference List

Before submitting the application, the Service Provider must ensure that **ALL** the required documents listed below have been uploaded to the online application system:

- Copy of the valid Business Registration Certificate issued by the Inland Revenue Department.
- Number of person(s) employed supported by copies of the documentary evidence showing employees' information. For example, Mandatory Provident Fund records or approved retirement plan records, salary payment records and employees' compensation insurance records.
- For system integrator or non-subscription based solution / platform provider -
 - 2 job references (for each solution category selected) completed in the last 18 months (one job reference may be used to cover multiple solution categories). Each job reference should include (i) a complete set of client contract or purchase order from the client showing scope of work and deliverables, and (ii) proof of project completion (e.g. final acceptance document, final payment, etc.).
- For subscription based solution / platform provider –
 - A set of contracts or purchase orders for at least two active customers who have subscribed to the solution / platform for at least six months.

Notes:

All documents must be under the Service Provider's name, i.e. entity name or trade name as stated on the business registration.