

It is hereby notified that tenders are invited for the **Outsourcing Service of Help Desk**.

The Contract requires the tenderer to provide the Outsourcing Service of the Help Desk to the Hong Kong Monetary Authority (HKMA) for a 3-year contract period from 1 January 2018 to 31 December 2020 (both dates inclusive) (Contract). The Contract may be extended at the sole discretion of the HKMA for another two years subject to the performance of the successful tenderer.

Tenderers must submit the completed tenders (one email of Technical Proposal in PDF format, and one email of Fee Proposal in PDF format) in separate emails, and 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 Thursday, 4 May 2017 (Hong Kong Time) to the following email address only:—

[tender@hkma.gov.hk](mailto: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:—

[outsrhd@hkma.gov.hk](mailto:outsrhd@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.

In case a tropical cyclone warning signal No. 8 or above or black rainstorm warning signal is in force for any duration between 9.00 a.m. and 12.00 noon on the tender closing date, the tender closing time will be postponed to 12.00 noon on the next working day.

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

[outsrhd@hkma.gov.hk](mailto:outsrhd@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 (<http://www.gld.gov.hk/egazette/>) and the HKMA ([www.hkma.gov.hk](http://www.hkma.gov.hk)).

24 March 2017

Hong Kong Monetary Authority