19 May 2025

Dear Tenderers,

Tender Reference No. (400) in P/AE/PUR/TDTC

Term Contract for Provision of SMS Sending Services for the Construction Industry Council

Tender Query No. 1

Subsequent to the issuance of the Invitation to Tender on 2 May 2025, the following tender queries were received. The CIC's response is hereby distributed to all Tenderers. This letter shall not have any contractual or other legal standing or effect.

Item No.	Questions	Answers
1.	Referring to the Tender Document - Attachment 3, Pages 4-5, Section 3.2.1 (c), please clarify how many new #SenderID (apart from the 2 specified in Assignment Brief) anticipated to acquire?	Currently, the CIC has two registered SenderIDs (i.e. #CIC and #HKIC). No new #SenderID is planned at this stage, but it might be added in the future if needed.
2.	Referring to the Tender Document - Attachment 3, Page 5, Section 3.2.1 (g), what are the maximum characters in your SMS messages that CIC sent so far, for Chinese and English respectively?	The maximum number of characters depends on whether the Unicode characters are included. The maximum number of split we have encountered so far is 11.
3.	Referring to the Tender Document - Attachment 3, Page 5, Section 3.2.1 (g): a) what does it mean for "with no splitting charge"? Kindly note that when SMS is split, it will consist of multiple SMS Segments, and the charges are based on the number of SMS Segments, not on the whole SMS message. b) does the quantity is referred in "Schedule of Rates (Attachment 2)" corresponds to SMS Message, or SMS Segments?	(a) Charging will be based on the actual number of SMS being split. "No splitting charge" means there is no service charge to pay for doing the splitting. (b) The quantity stated in "Schedule of Rates" is the actual number of SMS segments being split.

Item No.	Questions	Answers
4.	Noted that "Sender ID with #" currently only supported in HK, not in any other countries/regions.	Noted.
5.	Is MMS API a compulsory requirement? Could the Contractor offer a proposal without MMS API, and still be considered?	MMS API is not a compulsory requirement. It is value added service. Proposals submitted without the MMS API will still be considered.
6.	Is sending MMS to all countries other than Hong Kong a compulsory requirement? Could we offer a proposal with the support of sending MMS only to Hong Kong, and still be considered?	It's not a compulsory requirement for overseas MMS. Proposals submitted will still be considered if MMS support only local to Hong Kong.
7.	How many CIC systems need to integrate SMS and MMS API?	We cannot confirm the number of CIC systems with API integration on SMS and MMS. The Contractor only needs to provide workable generic API for SMS and MMS sending. Integration with CIC systems will be handled by CIC.
8.	Referring to the Tender Document - Attachment 3, Page 31, Section 10 of Annex B, Security Architecture Requirements for Application: − *"The Contractor shall arrange cloud services or resources dedicated to CIC in separate and independent subscriptions from other customers."* Does this clause restrict that our supplied platform should be a new dedicated environment which can only serve CIC's users, and we cannot utilize a shared platform to serve both CIC and our other non-CIC customers?	It is the best scenario expected, but not mandatory for tender submission. Tenderer can still submit proposal but need to state clearly the supporting architecture for review by CIC.

Item No.	Questions	Answers
9.	Referring to the Tender Document - Attachment 3, Page 9, Section 5.2 of Annex E, IT-SOP-04, please clarify which class does the User classified the data involved for this service?	It is classified as "Confidential".
10.	Referring to the Tender Document - Attachment 3, Page 9, Section 5.2 of Annex E, IT-SOP-04, please provide ITSECPOL-SP27 (Information Classification and Handling Standard)	The pdf shall be referred to Information Classification and Handling Standard for Vendor's reference. (https://intranet.cic.hk/media/9261/itsecpol-sp27-information-classification-and-handling-standard-_v11.pdf)

Please acknowledge receipt of the aforementioned information by signing below and returning this letter by fax at (852) 2100 9439 or by e-mail to ariesli@cic.hk **by 28 May 2025.**

Yours sincerely,
For and on behalf of
Construction Industry Council

Acknowledged by:

Eric LEE
Manager
Procurement

Name:
Position:
Company Name:
Date: