



Prequalification Invitation for The Replacement of Enterprise Resource Planning System

Background Information

Ocean Park Corporation (the "Corporation") invites qualified contractors to express their interests in tendering for a total solution encompassing the design, provision and implementation of a new Enterprise Resource Planning System ("ERP") system to replace the Corporation's existing SAP ECC 6.0 system.

The ERP system is a robust backbone in the Corporation's IT landscape. It supports critical business functions (such as Finance, Procurement, Logistics, etc.) and integrates with other key business systems (such as Ticketing, Retail and Food Operations, etc.). It facilitates corporate governance by implementing controls and monitoring through workflow and audit trails. It supports financial management with budgeting, planning and forecasting, enhancing decision-making with financial and management reports.

Replacing the existing ERP system by a next-generation solution will modernize the Corporation's business processes, enhance system performance and availability, and leverage advanced technologies like artificial intelligence and real-time analytics.

Scope of Work

The Corporation is looking for an ERP specialist vendor to carry out this ERP replacement project. The scope of work includes, but is not limited to, the followings:

1. Project Management
2. Process Design and Documentation
3. System Design and Build (Configuration and Customisation)
4. System Implementation
5. Data Migration
6. Training and Change Management
7. Licensing or Subscription Services
8. Rectification of Defects during the Defects Liability Period
9. Maintenance and Support

Expression of Interest

Interested parties are requested to refer to the last section "Prequalification Requirements and Questions" for detailed requirements of relevant information, resources, qualifications and experience.

Submission and Deadline

The prequalification application, with all information specified in the “Prequalification Requirements and Questions”, must be submitted in a sealed envelope and deposited into the tender box located at the Reception of the Administration Building of Ocean Park Corporation, 180 Wong Chuk Hang Road, Aberdeen, Hong Kong **on or before 3:30 pm on 10 Oct 2025** (Hong Kong time). Late submission will not be considered.

The sealed envelope must be clearly marked with the following details:

**Prequalification Application for
The Replacement of Enterprise Resource Planning System
Ocean Park Corporation
Aberdeen
Hong Kong
Attention: Chief Financial Officer**

Submissions by fax or e-mail will not be accepted.

Other Matters

Applicants intending to act as a supplier, subcontractor, or sub-consultant for another company seeking prequalification, or those participating as a partner in a joint venture established for this project, must not apply independently as a tenderer for this contract. Repeated applications will not be accepted.

The Corporation will invite shortlisted applicants to submit tender proposals in due course. Applicants who do not hear from the Corporation within three months of the prequalification submission deadline should consider their applications unsuccessful.

The Corporation reserves an absolute discretion to invite or not to invite any firm to submit tender proposals, and the right to execute the tender process or not after this prequalification exercise.

The Corporation is one of the public bodies listed under the Prevention of Bribery Ordinance. It is an offence in law for anybody to offer advantages to any employees or consultants of the Corporation in connection with this prequalification exercise or the subsequent tender exercise.

For enquiries, please contact Wyler Wong, Project Manager at (852) 3923 2074 or by email wyler.wong@oceanpark.com.hk.

Prequalification Requirements and Questions

The prequalification application should include the following information. Applicants will be shortlisted for inclusion in the tenderer list, based on the following criteria:

1. Company Profile
 - a. Please provide the company profile, including
 - Full company name
 - Organization structure
 - Scope of Business
 - **Business nature (Either Software Company, System Integrator, IT Consultant or relevant)**
 - Headquarters and branch locations
 - Number of employees globally
 - Number of employees in Hong Kong
 - Primary Contact details
 - b. Please specify the company profile of business partner(s) and/or system integrator(s) which will be involved in this project (if any) (e.g. in the form of joint venture, main contractor and sub-contractors).
 - c. Please include the respective project roles & responsibilities of your company, selected business partner(s) and/or system integrator(s) of this project.
 - d. **You should have a registered office and business operations in Hong Kong, with at least 30 full-time employees.**
2. Technical Information and Solution Architecture
 - a. Please provide the technical information and solution architecture of the proposed ERP solution with the following details:
 - Product Name and Version
 - Proposed Architecture, e.g. On-Premises, Private Cloud, Public Cloud
 - Cloud Platform, if applicable, e.g. Azure, AWS, Google
 - Tenancy, for Cloud Platform
 - Data Storage Location, for Cloud Platform, e.g. in Hong Kong, Singapore or Australia
 - b. **The proposed core software solution should be an off-the-shelf ERP product and not a bespoke development solution from scratch.**
3. Market Coverage and Customer References
 - a. Please provide the number of clients and installations currently using your proposed ERP software products.
4. Implementation Past Experience and Active Clients
 - a. Please provide **at least 5 completed project references within the past 5 years or active clients running live now using the proposed ERP solution.** Each project reference should involve client with company size of more

than 1,500 employees and at least 2 ERP implementation projects have been implemented in Hong Kong.

- b. Please provide the following information:
 - Role of your company and business partner(s)
 - Client's name and business nature
 - Project title, brief description and scope
 - Project Regions
 - No of sites
 - No of client employees
 - Year of award
 - Project duration
 - Functionality Implemented/Enabled
 - Contract value, with **at least 2 projects valued above HK\$8 million**

5. Proposed Project Team Structure and Experience

- a. Please provide the proposed project team structure and the resumes of the project team members. At least 2 members of the project team shall work on site throughout the term of the project. The project team shall consist of **at least 5 key members, including Project Manager, Business Analysts and Business Solution Consultants**. The Project Manager shall have **at least 8 years** of relevant experience and other team members shall have **at least 5 years** of relevant experience.

- b. Please provide the following details for each team member:
 - Name
 - Title
 - Company name
 - Roles in this project
 - Language fluency level (both spoken and written)
 - Year of joining the company
 - Year of project implementation experience
 - Year of proposed ERP solution experience
 - Detailed qualification and experience (relevant to the proposed ERP solution)
 - Proposed ERP implementation projects completed (including his/her roles and responsibilities in the projects) in Hong Kong and other locations

- c. **At least 1 project team member shall have the experience in the business process re-engineering related to change management activities. Please provide relevant project reference.**

6. Product Release History and Roadmap

- a. Please provide the proposed ERP product release history of the past 2 years and the coming product roadmap for the next 2 years.

7. Maintenance & Support Capability

- a. Please provide the proposed system maintenance and support details:

- Committed system uptime percentage (excluding planned downtime)
- Confirmation of **5x8 technical support and service hotline, with proficiency in English and Cantonese Chinese**
- Technical support model

8. Value-Added and Competitive Advantages

- a. Please advise any value-added and competitive advantages services to be provided.

9. Conflict of Interest

- a. You are required to disclose and declare if you have any potential conflict of interest for taking up this Contract.

10. Financial Stability

- a. Please provide the audited financial statements of the past 3 financial years.