

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

The contract requires the successful 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 2024 to 31 December 2026 (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 in separate emails (one email of Technical Proposal in PDF format, and one email of Fee Proposal in PDF format). Details of submission are available in the tender document.

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

Tenderers should provide the names of their companies and the contact information of the persons-in-charge in their request for the tender document.

Tender proposals should be delivered by email no later than the closing time of 12.00 noon of Friday, 14 July 2023 (Hong Kong Time) to the following email address only:—

tender@hkma.gov.hk

Late tenders will not be accepted.

If tropical cyclone signal No. 8 or above is hoisted, or black rainstorm warning signal or 'extreme conditions after super typhoons' announced by the Government is/are in force at any time between 9.00 a.m. and 12.00 noon (Hong Kong Time) on the tender closing date, the tender closing time will be postponed to 12.00 noon (Hong Kong Time) on the first working day after the tropical cyclone signal No. 8 is lowered, or the black rainstorm warning signal or the 'extreme conditions after super typhoons' announced by the Government has/have ceased to be in force.

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

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* (<https://www.gld.gov.hk/egazette/>) and the HKMA (<https://www.hkma.gov.hk>).

2 June 2023

Hong Kong Monetary Authority