

香港數碼港管理有限公司
HONG KONG CYBERPORT MANAGEMENT COMPANY LIMITED

數碼轉型支援
先導計劃

方案供應商指引及條件

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1 前言

- 1.1 數碼轉型支援先導計劃（「**本計劃**」）以一對一（1:1）配對方式為本地小型及中型企業（「**中小企**」）提供資助，以協助中小企應用現成的基礎數碼科技方案。香港特別行政區政府（「**政府**」）已預留港幣 5 億元用於配對用途。
- 1.2 本「方案供應商指引及條件」（本「**指引**」）列出了指引以及條款及細則，以規管方案供應商將其方案組合註冊到本計劃的預先評估方案組合（「**方案清單**」）的事宜，以供資助申請人進行選擇。有意將其方案組合註冊到方案清單中的機構應在提交註冊申請前仔細閱讀本指引。任何成功的註冊均須遵守本指引中規定的條款及細則，提交註冊申請的方案供應商，即被視為已閱讀並接受本指引中規定的條款及細則。
- 1.3 香港數碼港管理有限公司（「**HKCMCL**」）是本計劃的秘書處。如對本指引或計劃有任何疑問，請電郵至 dspp@cyberport.hk。

2 目標

- 2.1. 本計劃旨在透過為中小企提供一對一配對的撥款資助，支援其在目標方案類別中採用預先評估的現成、可用的數碼科技方案，以實現加快中小企數碼轉型步伐的目標。本計劃的概述見於附件 A。
- 2.2. 方案清單旨在：
 - 促進中小企採購和選擇方案；和
 - 透過在功能、互通性和定價透明度方面定義方案的基本標準來保障中小企的利益。

3 申請資格

- 3.1. 申請將其方案組合註冊到方案清單的機構必須滿足以下要求：
- (a) 已根據《商業登記條例》（第 310 章）在香港註冊；及
 - (b) 財務狀況良好，資產負債表中的淨資產為正數；和
 - (c) 於申請時，在[電子郵件附件](#)中所列的指定方案類別中，向香港以下行業（「**指定行業**」）提供和支援數碼科技方案組合方面擁有實質業務運作和過往紀錄¹：
 - 餐飲業
 - 零售業（不包括餐飲業）
- 3.2. 政府和 HKCMCL 始終保留決定某機構是否合資格將其方案組合註冊到方案清單的權利。

4 註冊程序

- 4.1. 本計劃將開放給方案供應商分批註冊其方案組合，每個申請批次將關於一個指定行業和特定方案類別。
- 4.2. 每個註冊批次的時間表和相關的數碼科技方案類別將於稍後公佈。
- 4.3. 每個方案供應商最多可以在每個行業的每個方案類別中註冊一個方案組合。方案組合必須符合特定方案類別的基本要求，才符合該方案類別的資格。
- 4.4. 方案組合可包括最多 2 個供本計劃的資助申請人選擇的自選功能。
- 4.5. 基本方案組合和自選功能均應有提供明確的定價，以避免產生歧義或令資助申請人造成混亂。對於非訂閱形式的方案，基本方案組合的價格不得超過港幣 100,000 元。對於訂閱形式的方案，定價應按月計算，且基本方案組合的 24 個月的訂閱價格總計不得超過港幣 100,000 元。
- 4.6. 已提交註冊的方案應在資助申請獲得批准後 9 個月內可全面實施並準備好供顧客使用（「**方案的實施**」）。

¹持有空殼商業登記或主要業務運作在香港境外的企業，不會被視為在香港有實質業務運作。

- 4.7. 方案供應商提交註冊申請前，須先在本計劃的網站登記一個方案供應商帳戶，然後在網上方案註冊表格提交方案資料。
- 4.8. 在提交註冊期間，方案供應商將被要求：
- 提供機構名稱和地址、主要聯絡人的聯絡資料以及發放資助所記入的銀行帳戶的詳細資料；和
 - 提供方案組合的詳細說明和照片、其定價、行業界別以及有意註冊的方案類別；和
 - 提供每個自選功能（如有）的詳細說明和定價；和
 - 如方案附有電子支付系統，必須提供至少一種電子支付方式是低於現有客戶享有的交易費用；和
 - 上傳填寫好的檢查方案資格的網上評估清單；和
 - 提供在註冊提交後過去 3 年內實施/使用該方案組合的 10 名推薦客戶的資料，其中至少有一名參考客戶屬於其有意註冊的方案類別的行業界別；和
 - 上傳附件 B 中所列的證明文件；和
 - 上傳方案供應商的授權代表妥為簽署並加蓋機構印章的「應約履行」文件，以表明其同意註冊的條款及細則。
- 4.9. 為避免疑義，電子支付功能是「電子支付系統和店面銷售」方案類別的強制性要求，而在其他方案類別則是可選的自選功能。
- 4.10. 任何方案類別的申請方案附有電子支付功能，必須提供至少一種電子支付方式是低於現有客戶享有的交易費用。
- 4.11. 成功完成提交後，系統將傳回一個獨一的註冊號碼。請方案供應商妥善保管此註冊號碼，因為後續與 HKCMCL 就註冊進行溝通時，將使用該號碼。方案供應商請注意，所提交的方案組合在通過審核和批准之前，不會出現在方案清單上供中小企選擇。
- 4.12. 提交註冊申請的方案供應商，即被視為已接受本指引的條款及細則，並受其約束。
- 4.13. 方案供應商可以在獲得批准之前撤回其提交。撤回提交後，如果相關批次仍開放接受註冊，則方案供應商可以在相同的方案類別中再次提交新的註冊。

- 4.14. 為方便有秩序地處理註冊，每批註冊均設有配額。當提交的申請數量達到配額後，本計劃的網站將不再接受該批次的進一步申請。

5 評審註冊申請

- 5.1. 每批註冊申請的提交期限結束後，註冊申請將按照到達 HKCMCL 的順序進行處理。

- 5.2. 註冊申請的評審過程將包括以下階段：

- a) 檢查所提交資料的完整性
- b) 對所提供的參考客戶進行抽樣檢查
- c) 功能審核
- d) 提交至評審委員會
- e) 通知審批結果

- 5.3. 在方案供應商糾正錯誤或提供所有必要的資料之前，不完整的提交將不獲進一步處理。只有在方案供應商提供了所欠缺的資料或文件後，HKCMCL 才會繼續處理該提交²。如果 HKCMCL 認為有必要，可以全權酌情決定向方案供應商要求澄清或補充資料。實際的處理時間將視乎當時收到的提交數量、所提供資料的清晰度等因素而定。收到方案供應商完整資料的 2 個月內，方案供應商將收到審批結果的通知。方案供應商可透過獨一的註冊號碼在本計劃的網站查詢其提交的狀態。

- 5.4. HKCMCL 可能會對所提供的參考客戶進行隨機抽樣檢查。參考客戶中引用的客戶不一定是中小企，但須為註冊提交後 3 年內曾使用過該方案的仍在公司註冊處登記冊上的公司。其中至少一名參考客戶應屬於指定行業。

- 5.5. 在功能審核階段，方案供應商將獲邀請參加網上會議，以展示其方案的功能。方案供應商必須展示在註冊申請時提交的網上評估清單中，其方案聲稱可以提供的每項功能。對於那些無法展示的功能，將會從網上評估清單中被取消。

- 5.6. 符合資格的註冊將提交至獨立評審委員會，以作考慮和審批。評審委員會將由業界、專業人士及政府代表組成。

²如果未能在 14 個曆日內提供 HKCMCL 所要求的資料/澄清，該提交將被視為撤回。然而，當所有必要的文件和/或所要求的資料齊備後，方案供應商可以提交新的註冊。

- 5.7. 經評審委員會確認後，將透過電子郵件通知方案供應商。獲批准的方案組合將出現在相關行業界別申請批次的方案清單中，供中小企選擇。
- 5.8. 如果方案供應商被取消申請資格或提交的申請被拒絕，方案供應商將被告知。有關方案供應商可以選擇提交新的註冊申請。
- 5.9. 政府及 HKCMCL 保留隨時取消方案供應商的申請資格，拒絕提交的申請或將方案供應商的方案組合從方案清單中移除的權利，並向該方案供應商發出書面通知。
- 5.10. 政府及 HKCMCL 保留以其認為適當的理由取消方案供應商的申請資格，拒絕提交的申請或將方案供應商的方案組合從方案清單中移除的權利，包括但不限於：
 - 已提出呈請書或已啟動訴訟程序，或已作出命令，或已通過關於方案供應商清盤的決議；或
 - 該項提交的申請中所提交的資料包含虛假、不準確或不完整的陳述或表述；或
 - 方案供應商未履行與任何本地公帑資助簽訂的任何其他資助協議下的義務，無論是否與本計劃有關；或
 - 保留以申請人曾經、正在或有理由相信申請人曾經或正在作出可能導致或構成發生危害國家安全罪行的行為或活動為由，取消其申請資格的權利，又或為維護國家安全，或為保障香港的公眾利益、公共道德、公共秩序或公共安全，而有必要剔除有關申請；或
 - 審慎地、有效地且僅將資助應用於計劃批准項目的目的。

6 資助發放安排

- 6.1. 方案供應商實施方案後，資助申請人需要在本計劃的網站上確認完成實施，並提供方案的使用照片，以及可能被要求提交其他證明文件。方案供應商須在此過程中為資助申請人提供必要的支援。
- 6.2. 資助將透過以下機制發放：
 - (a) 在資助申請人確認方案已實施並提供令人滿意的證據（例如方案供應商的收據）表明其已就本計劃的網站上所採用的方案支付相應份額的費用後，將向方案供應商支付獲批准撥款資助金額的 50% 的首期付款；和

(b) 資助申請獲批准 12 個月後，資助申請人須遞交總結報告及提交相關證明文件，HKCMCL 妥為接納後才會發放剩餘款項予方案供應商。

- 6.3. 每次資助發放後，方案供應商將透過電子郵件收到通知。
- 6.4. 如果所採用方案的成本在任何時候或因任何原因減少，以致獲批准的資助金額達到所採用的方案總成本的一半以上，則獲批准的資助金額可以隨時向下調整。如所採用方案的成本在獲批准後增加，獲批准的資助金額將保持不變。
- 6.5. 對於方案的實施和資助申請人為獲得資助而提交所需的文件而言，時間皆為要素。逾期提交上述所需文件可能會導致政府和/或 HKCMCL 全權酌情決定扣留、減少或停止對獲批准申請的撥款資助。如果方案供應商未收到撥款資助的付款，應聯繫資助申請人。
- 6.6. 政府及 HKCMCL 保留就資助申請人所提交的證明文件，要求方案供應商作出澄清的權利。
- 6.7. 若資助申請人與方案供應商之間發生任何爭議，政府及 HKCMCL 有權扣留任何獲批准的撥款資助，而無需對資助申請人或方案供應商承擔任何法律責任。

7 重要事項

- 7.1. 政府及 HKCMCL 不會參與資助申請人的方案選擇過程，亦不會參與方案供應商與資助申請人之間的商業安排。
- 7.2. 資助申請人可以在選擇過程中聯繫方案供應商。在此提醒方案供應商，避免不必要的追加銷售。政府和 HKCMCL 保留根據資助申請人的意見回饋和/或投訴，將任何方案供應商從方案清單中移除的權利。
- 7.3. 在資助申請人的申請過程中，資助申請人將透過本計劃的網站，索取方案供應商的確認，以確認其可以向申請人提供該方案組合。方案供應商將透過電子郵件以及查詢詳情的超連結收到此類查詢的通知。方案供應商應直接與資助申請人跟進；並於查詢後 14 曆日內，在本計劃的網站回覆是否可以向申請人提供該方案組合。
- 7.4. HKCMCL 可對獲批准的資助申請的實施和使用進度進行隨機抽查。方案供應商應配合抽樣檢查，並向資助申請人提供必要的支援。

7.5. 作為資助條件的一部分，資助申請人必須在資助申請獲批准後 12 個月期滿後的**[14 個曆日內]**提交總結報告，內容包括：

- 具有合理證據的繳款項目和證明文件（例如繳款收據、方案的使用照片）；
- 支出的詳細摘要；和
- 與每個支出項目的付款有關的發票和相應收據的副本。發票和收據上的付款人姓名必須與資助申請人姓名相同。

方案供應商須在此過程中為資助申請人提供協助。如果資助申請人未能滿足總結報告的要求，政府和 HKCMCL 保留要求退還任何已批出的撥款資助的權利。

7.6. HKCMCL 保留聘請核數師對獲批准的資助申請進行審計的權利，包括但不限於其繳款項目和證明文件。方案供應商須在申請獲批准後保留所有證明文件至少 24 個月。

8 終止資助

8.1. 發生下列任何一種事件時，政府及 HKCMCL 可隨時向方案供應商出書面通知，終止全部或部分資助，即時生效，並有權要求方案供應商償還全部或部分已發放的資助，連同所有資助截至申請人償還之日為止招致的行政、法律和其他費用以及應計利息：

- 方案供應商未遵守本指引或「應約履行」文件中規定的任何條款及細則；
- 政府或 HKCMCL 有任何合理理由相信方案供應商在註冊申請期間向 HKCMCL 提供了任何重大誤導性或不準確的資料，或發現該項目的實施或任何後續證明文件不正確或不完整，且其程度達到政府或 HKCMCL 認為是嚴重的程度；
- 方案供應商在註冊申請或實施該項目期間曾有不誠實或疏忽的行為，對政府或 HKCMCL 造成損害；
- 方案的實施未能依照獲批准的申請在實質上取得進展；
- 政府或 HKCMCL 認為：
 - a) 方案的實施不太可能按照獲批准的申請完成；或
 - b) 出於公眾利益，該項目應終止；
- 方案供應商終止與資助申請人的方案銷售和採購協議；
- 通過任何決議、啟動任何法律程序或作出任何可能導致方案供應商清盤或解散的命令（出於重組或合併目的除外），或如果就其全部或部分資產指定接管人、臨時清盤人、清盤人或破產管理人，或如果方案供

應商為了債權人的一般利益或與債權人作債務重整協議而進行轉讓，或者威脅要作出任何該等事情，或對方案供應商作出任何判決，或在影響方案供應商的任何司法管轄區發生的任何類似事件；

- 方案供應商曾經或正在作出可能構成或導致發生危害國家安全罪行或不利的國家安全的行為或活動；
- 繼續履行申請不利於國家安全；或
- 政府或 HKCMCL 有理由相信上述任何事件即將發生。

8.2. 撥款資助也可能根據「資助申請人指引及條件」中所述的條款及細則終止（例如，當資助申請人違約或進入清盤階段）。終止後，資助申請人是否有義務向方案供應商支付原本由本撥款資助涵蓋的任何款項，將取決於資助申請人與方案供應商之間簽訂的買賣或服務協議的條款。在此建議資助申請人和方案供應商在其協議中處理這種情況，以避免任何未來的潛在爭議。政府及 HKCMCL 均不會因根據本計劃的條款而對撥款資助作出扣留、減少或取消，而對方案供應商承擔任何法律責任或義務。

9 方案供應商的廉潔政策

9.1. 為確保本計劃的公開、公平及持正，所有方案供應商均須：

- a) 遵守《防止賄賂條例》（第 201 章）並通知其各自的員工、代理人、分包商和以任何方式參與其註冊/項目的其他人員（「人員」），他們應遵守同樣的規定，他們不得向任何人提供、索取或接受《防止賄賂條例》所界定的與該註冊有關的任何利益；
- b) 就本計劃所作的所有投標/要約遵守《競爭條例》（第 619 章）；
- c) 在註冊審核期間不得向 HKCMCL、審核委員會僱用的任何人士或代表其行事的任何成員提供、給予或同意給予任何饋贈或好處，或以此作為該人士作出或不作出，或已作出或不予作出與本計劃相關的任何行為的誘因或酬賞，或以此就本計劃向任何人士作出或不作出表示贊成或不贊成；
- d) 在發現任何潛在或實際的利益衝突時，立即以書面形式聲明並通知 HKCMCL。「利益衝突」須包括（但不限於）方案供應商或其人員的私人利益發生衝突或競爭，或可能預期會發生衝突或競爭的任何情況，且會影響到該計劃下的此類方案供應商或人員的角色、責任和/或公正性；（如董事或其親屬和/或其僱員在 HKCMCL 工作）；
- e) 對資助提出審慎、有效的申請，並將資助僅用於本計劃下獲批准的項目；
- f) 在採購與本計劃相關的任何商品/服務時遵守公開、公平和競爭的原則；
- g) 採取一切必要措施（包括透過行為守則或合約條文）確保其人員了解並遵守本節的要求；和

- h) 當在海外開展業務和/或在海外設立法人實體以支持本地業務時，所有申請人在其他司法管轄區開展業務均須遵守其他司法管轄區的反賄賂法律和法規，或適用時。

10 免責聲明

10.1. HKCMCL 僅擔任本計劃的秘書處。透過評估或批准註冊，HKCMCL 並未向方案或方案供應商提供任何認可，也不對資助申請人採購方案提供任何保證。

10.2. HKCMCL 保留不時更改上述資格準則及安排詳情的權利，恕不另行通知。HKCMCL 對資助申請人的任何作為或不作為概不負責。HKCMCL 特此聲明，不對本計劃的方案供應商與申請人之間的任何爭議承擔任何法律責任或義務，並且方案供應商須應 HKCMCL 的要求，就因此而產生的任何費用和開支作出彌償。

11 資料處理

11.1. 在符合下述規定的前提下，方案供應商在提交註冊中所提供的資料將由政府及 HKCMCL 保密，所有個人資料將按照《個人資料（私隱）條例》（第 486 章）的相關條文處理。就此而言，政府及 HKCMCL 有權在其認為適當時，無需進一步通知方案供應商，向其他政府局方/部門、法定機構或第三方披露有關資料，以處理註冊提交、進行研究與調查、編製統計資料、滿足法律要求和/或履行其職能，或公佈方案供應商明確同意此類披露。透過提交本註冊申請，各方案供應商不可撤銷且無條件地授權政府和 HKCMCL 作出任何上述披露，並同意政府和 HKCMCL 作出任何上述披露。

12 保證及彌償

12.1. 透過提交註冊，方案供應商保證：

- a) 已向 HKCMCL 提供真實、完整、準確的資料；
- b) 已遵守並將遵守本指引的規定；和
- c) 就向 HKCMCL 提供的該等資料（如有），以及政府和 HKCMCL 進一步使用和披露該等資料，已獲得任何各方的所有相關同意。

12.2. 因違反本節所載的保證而引起，或與之相關，而令 HKCMCL 所遭受或招致的所有法律責任、成本、開支、損害賠償和損失（包括但不限於任何直接、間接或後果性損失、利潤損失、聲譽損失以及所有利息、罰款和法律費用以及所有其他合理的專業費用和開支），方案供應商均須對 HKCMCL 作出彌償。

13 轉讓

- 13.1. 除非事先獲得政府或 HKCMCL 的書面批准，否則方案供應商不得轉讓、轉移、分包或以其他方式處置其在本計劃的資助安排下的任何或全部權益、權利、利益或義務。

14 適用法律

- 14.1 本指引的條款的有效性、執行及釋義，均受香港特別行政區法律管轄並依其解釋。香港法院擁有處理因本指引所引起或與本指引相關的任何爭議的司法管轄權，因此因本指引所引起或與本指引相關的任何法律程序、訴訟或法律行動均可在該等法院提出。

本計劃的概述

1. 資助範圍

- 1.1 本計劃為中小企提供撥款資助，以採用方案清單上列出的預先評估的方案組合。
- 1.2 如果設備、硬件、軟件和任何其他資產構成方案組合的重要組成部分，則允許運用資助以作購買、租賃或訂閱，但須遵守以下規則：
 - a) 以本計劃的資助所購買的新設備、硬件、軟件和任何其他資產的所有權和權益應歸申請人所有；
 - b) 以本計劃的資助所購買、採購或租賃的所有物品應為持牌產品，且不得侵犯任何第三方的知識產權；和
 - c) 使用該設備、硬件、軟件和任何其他資產的風險，將由申請人承擔並由申請人保留。
- 1.3 獲批准的申請方案應在申請獲得批准後 9 個月內全面實施並準備好供申請人使用。對於訂閱形式的方案而言，允許在訂閱期內提供最多兩年的撥款資助。

2. 資助金額

- 2.1 每位合資格申請人將按照方案清單所列的方案費用，以一對一配對的方式，提供高達港幣 50,000 元的資助。
- 2.2 申請人的實物捐贈或任何非金錢代價將不被接受。
- 2.3 獲批准的申請項目（包括但不限於申請人或本計劃資助的項目）不得接受其他本地公帑資助。

註冊申請相關證明文件

註冊申請需連同以下相關證明文件一併提交：

- 1) 方案供應商根據《商業登記條例》獲簽發的有效商業登記證的副本（註：商業登記證上的機構名稱必須與提交註冊中列明的機構名稱相符）
- 2) 方案供應商對上一年經審計的財務報表副本。
- 3) 一套 3 份完整填妥的參考客戶聲明表格，並由註冊提交中指定的 10 名參考客戶中的 3 名妥為簽署。

香港數碼港管理有限公司
數碼轉型支援先導計劃
數碼科技方案類別

數碼科技方案類別	概述與要求
<p style="text-align: center;">電子支付系統及 店面銷售</p>	<ul style="list-style-type: none"> • 協助企業建立電子支付系統及自動化店面銷售 • 包括自助式店面銷售方案，如自助落單系統和自助售賣機等 • 系統可透過營銷數據生成報表，讓企業分析其業務狀況，為業務決策提供依據 • 此類別方案必須附有至少一種電子支付方式是低於現有客戶享有的交易費用 • 不包括每次付款的交易費或同等費用
<p style="text-align: center;">線上推廣</p>	<ul style="list-style-type: none"> • 協助企業建設網站、社交媒體專頁 • 加強網上搜尋器觸及率、社交媒體能見度幫助企業推廣業務
<p style="text-align: center;">客戶管理及優惠系統</p>	<ul style="list-style-type: none"> • 協助企業銷售宣傳，例如設立會員制度、虛擬優惠券等 • 增加企業與顧客及潛在客戶的溝通及互動，系統提供客戶支援、個案管理及知識庫等功能，集中儲存客戶資料和聯繫記錄，並可提供報表，讓企業有效地檢視、分析及管理銷售活動、目標、所發掘的潛在客戶及相關跟進工作

HONG KONG CYBERPORT MANAGEMENT COMPANY LIMITED

(香港數碼港管理有限公司)

**Digital Transformation Support
Pilot Programme**

Guide and Conditions for Solution Providers

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1 Introduction

- 1.1 The Digital Transformation Support Pilot Programme (the “**Programme**”) provides local small and medium enterprises (“**SMEs**”) with subsidies on a one-to-one (1:1) matching basis in order to assist SMEs in applying ready-to-use basic digital solutions. A provision of HK\$500 million has been set aside by the Government of the Hong Kong Special Administrative Region (the “**Government**”) for matching purposes.
- 1.2 This “Guide and Conditions for Solution Providers” (this “**Guide**”) sets out the guidelines and the terms and conditions for solution providers to enrol their solution packages into the pre-assessed solution packages (“**Solution List**”) of the Programme for funding applicants to select. Entities interested in enrolling their solutions packages in the Solution List shall read this Guide carefully before submitting an application for enrolment. Any successful enrolment will be subject to the terms and conditions set out in this Guide, and by submitting an application for enrolment, the solution provider shall be deemed to have read and accepted the terms and conditions set out in this Guide.
- 1.3 Hong Kong Cyberport Management Company Limited (“**HKCMCL**”) is the administrator of the Programme. For any queries about this Guide or the Programme, please email to dtspp@cyberport.hk.

2 Objective

- 2.1 The Programme aims to achieve the objective of expediting the pace of digital transformation of SMEs by providing funding support on a 1:1 matching basis to SMEs in adopting pre-assessed off-the-shelf, readily available digital solutions in target solution categories. An overview of the Programme is given in Annex A.
- 2.2 The Solution List aims to:
 - facilitate SMEs in the sourcing and selection of solutions; and
 - protect the interests of SMEs by defining a fundamental standard for the solutions in terms of functionality, interoperability and pricing transparency.

3 Eligibility

3.1 Entities applying for the enrolment of their solution packages into the Solution List must fulfil the following requirements:

- (a) having registered in Hong Kong under the Business Registration Ordinance (Cap. 310); and
- (b) being financially sound with a net positive equity in its balance sheet; and
- (c) having substantive business operation and track records in offering and supporting digital solution packages in the designated solution categories as listed in the email attachment to the following industry sectors (the “**Target Industry Sectors**”) in Hong Kong at the time of application¹:
 - Food and Beverage
 - Retail (excluding Food and Beverage)

3.2 The Government and HKCMCL reserve at all times the right to determine whether an entity is eligible to enrol its solution packages into the Solution List.

4 Enrolment Procedure

4.1 The Programme will be open for solution providers to enrol their solution packages in batches, with each batch specific to one of the Target Industry Sectors and specific solution categories.

4.2 The schedule and the related digital solution categories of each enrolment batch [shall be announced soon](#).

4.3 Each solution provider can enrol at most one solution package in each solution category for each industry sector. A solution package must meet the basic

¹ An enterprise holding a shell business registration or having its main business operation outside Hong Kong will not be regarded as having a substantive business operation in Hong Kong.

requirements of the specific solution category in order to be qualified for that solution category. .

- 4.4 A solution package may include up to two optional features for funding applicants of the Programme to choose.
- 4.5 Both the basic package and the optional features shall be provided with a clear price schedule to avoid ambiguity and confusions to funding applicants. For non-subscription-based solutions, the price of the basic package shall not exceed HK\$100,000. For subscription-based solutions, the pricing shall be on a monthly basis and the total 24 months' subscription price of the basic package shall not exceed HK\$100,000.
- 4.6 The solution submitted for enrolment shall be fully deployable and ready for the customer's use (the "**Solution Deployment**") within 9 months after the approval of the funding application.
- 4.7 To submit an application for enrolment, a solution provider shall first register a solution provider account in the Programme's website and then submit the solution information in the online solution enrolment form.
- 4.8 During the submission of an enrolment, the solution provider will be asked to:
 - provide the entity's name and address, the contact information of the primary contact person, and the details of the bank account to which the funding disbursements will be credited;
 - provide a detailed description and photo(s) of the solution package, its pricing, the industry sector and the solution category it intends to enrol into; and
 - provide a detailed description and pricing of each of the optional features (if any);
 - if digital payment is included in the solution, provide at least one or more digital payment methods with transaction fee lower than the offering to existing customer;
 - upload the completed solution assessment checklist for solution qualification checking;
 - provide the information of 10 reference customers who had implemented/used the solution package within the past 3 years of the enrolment submission, with at least one reference customer belonging to the industry sector of the solution category it intends to enrol into;

- upload the supporting documents listed in Annex B; and
- upload the “Offer to be Bound” duly signed by an authorised representative of the solution provider with entity chop to signify its agreement to the terms and conditions of the enrolment.

4.9 For avoidance of doubt, digital payment feature is a mandatory requirement for the category “Digital Payment Solutions and Shopfront Sales” while it is optional for other categories.

4.10 The digital payment feature in any category must provide at least one or more digital payment methods with transaction fee lower than the offering to existing customer.

4.11 Upon successful completion of the submission, a unique enrolment number will be returned. The solution provider is reminded to keep this enrolment number in safe custody as it will be used in subsequent communications with HKCMCL regarding the enrolment. Solution providers are reminded that the submitted solution packages will not appear in the Solution List for SMEs to select until the submissions are vetted and approved.

4.12 By submitting an application for enrolment, solution providers shall be deemed to have accepted and be bound by the terms and conditions under this Guide.

4.13 Solution providers may withdraw their submissions prior to approval. After a submission is withdrawn, the solution provider may submit a new enrolment again in the same solution category if the relevant enrolment batch is still open for submission.

4.14 To facilitate orderly processing of enrolments, a quota will be set for each enrolment batch. Once the number of submissions reaches the quota, no further submissions will be accepted for that batch in the Programme’s website.

5 Vetting of Enrolment Submissions

- 5.1 Upon the closing of an enrolment batch, the submissions will be processed based on the order they reach HKCMCL.
- 5.2 The vetting process of an enrolment submission will consist of the following stages:
- a) Checking of the completeness of the submitted information
 - b) Sampling checking of references provided
 - c) Functionality vetting
 - d) Submission to Vetting Committee
 - e) Notification of results
- 5.3 An incomplete submission will not be further processed until the solution provider has rectified the errors or provided all the necessary information. HKCMCL will only continue to process the submission after the solution provider has provided the outstanding information or documents². HKCMCL may seek clarification or supplementary information from the solution provider if it deems necessary at its sole discretion. The actual processing time will depend on the number of submissions received at the time, the clarity of the information provided, etc. A solution provider will be notified of enrolment results within 2 months after receipt of full information from the solution providers. Solution providers can check the status of their submissions in the Programme's website through their unique enrolment numbers.
- 5.4 HKCMCL may conduct random sampling checks on the references provided. The customers quoted in the references are not necessarily SMEs but shall be live users who used the solutions within 3 years of the enrolment submission. At least one of the reference customers shall belong to the Target Industry Sector.
- 5.5 During the functionality vetting stage, the solution provider will be invited to an online meeting to demonstrate the functionality of its solution. The solution provider is required to demonstrate each and every functionality it claims the

² The submission would be considered withdrawn if the information/clarification requested by HKCMCL is not provided within 14 calendar days. The solution provider may however submit a new enrolment once all the necessary documents and/or requested information are available.

solution can offer in the assessment checklist provided during the submission. For those functionalities that cannot be satisfactorily demonstrated, they will be unchecked in the assessment checklist.

- 5.6 Eligible enrolments will be submitted to an independent Vetting Committee for consideration and confirmation. The Vetting Committee will be composed of members from the industries, professionals and the Government.
- 5.7 Following the confirmation of the Vetting Committee, the solution providers will be notified by email. The solution packages of the approved submissions will then appear in the Solution List of the upcoming application batch of the related industry sector for SMEs to select.
- 5.8 In the event of the solution providers being disqualified or rejected submissions, solution providers will be informed. The solution providers concerned may choose to submit a new application for enrolment.
- 5.9 The Government and HKCMCL reserve the right to disqualify a solution provider, reject a submission or remove a solution provider's solution package from the Solution List at any time by providing a written notice to such solution provider.
- 5.10 The Government and HKCMCL reserve the right to disqualify a solution provider, reject a submission or remove a solution provider's solution package from the Solution List on grounds as they consider appropriate, including, but not limited to:
 - 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 solution provider; or
 - A false, inaccurate or incomplete statement or representation is contained in the information submitted in the submission; or
 - The solution provider is in default of its obligation(s) under any other grant agreement entered into with any local public funding sources, whether or not in relation to the Programme; or
 - The solution provider has engaged, is engaging, or is reasonably believed to have engaged or be engaging in acts or activities that are likely to cause or constitute the occurrence of offences endangering national security or otherwise the exclusion is necessary in the interest of national security, or is necessary to protect the public interest of Hong Kong, public morals, public order or public safety; or

- It is necessary to ensure the prudent use of the funding under the Programme.

6 Disbursement of Funding

- 6.1 After the Solution Deployment by the solution provider, the funding applicant is required to confirm the completion of such through the Programme's website, supported by the photos of the use of the solution and provide any other supporting documentation required. The solution provider shall provide necessary support to the funding applicant in the process.
- 6.2 Funding will be disbursed under the following mechanism:
- (a) An initial payment of 50% of the approved funding support will be payable to the solution provider upon the funding applicant's confirmation of the Solution Deployment and provision of satisfactory evidence (e.g. receipt from the solution provider) showing that it has paid its matching share of the cost for the adopted solution through the Programme's website; and
 - (b) After 12 months from the approval of the funding application, the balance payment will be made to the solution provider upon acceptance of the final report and relevant supporting documents submitted by the funding applicant to the satisfaction of HKCMCL.
- 6.3 After each disbursement of funding, the solution provider will receive a notification by email.
- 6.4 The amount of an approved funding support may be adjusted downward at any time if the cost of the adopted solution has at any time or for any reason been reduced so that the amount of the approved funding support becomes more than half of the total cost of the adopted solution. If the cost of the adopted solution has at any time or for any reason been increased, the amount of the approved funding support shall remain unchanged.
- 6.5 Time is of the essence in respect of the Solution Deployment and the submission of the required documents for the funding by the funding applicants. Late submission of the required documents specified above may lead to withholding, reduction or cessation of the funding support for the approved application at the

sole discretion of the Government and/or HKCMCL. Solution providers shall contact the funding applicants if they do not receive the funding support payment.

- 6.6 The Government and HKCMCL reserve the right to seek clarifications from the solution providers regarding the supporting documents submitted by the funding applicants.
- 6.7 In case of any dispute between the funding applicant and solution provider, the Government and HKCMCL shall be entitled to withhold payment of any approved funding without any liability towards the funding applicant or solution provider.

7 Important Notes

- 7.1 The Government and HKCMCL will not be involved in the solution selection process of the funding applicants nor the business arrangements between the solution provider and the funding applicants.
- 7.2 Funding applicants may approach solution providers during their selection process. Solution providers are reminded to avoid unnecessary upselling. The Government and HKCMCL reserve the right to remove any solution providers from the Solution List based on the feedback and/or complaints from funding applicants.
- 7.3 During the application process of the funding applicants, a funding applicant will, through the Programme's website, solicit the solution provider's confirmation that it can offer the solution package to the applicant. Solution providers will be notified of such enquiries through email together with the hyperlink to the details of the enquiries. Solution providers shall follow up with the funding applicants directly; and within 14 days of the enquiry, reply through the Programme's website as to whether or not it can offer the solution packages to the applicants. A funding applicant may only proceed to make a funding application after having received such confirmation from the relevant solution provider.
- 7.4 HKCMCL may conduct random checks on the implementation and usage progress of approved funding applications. Solution providers shall cooperate with such checking and provide necessary support to the funding applicants.

7.5 As part of the conditions of the funding, the funding applicants are required to submit a final report within [**14 calendar days**] after the expiration of 12 months from the approval of the funding application, covering:

- a summary of deliverables with reasonable evidence and documentary proof (e.g. delivery receipts, photos of the solution in use);
- a detailed summary of expenditures; and
- copy of the invoice(s) and corresponding receipt(s) in relation to payments for each expenditure item. The name of the payer on the invoice(s) and receipt(s) must be the same as the name of the funding applicant.

The solution providers shall provide assistance to the funding applicants in the process. The Government and HKCMCL reserve the right to seek restitution of any funding support made if the funding applicants fail to fulfil the final report requirement.

7.6 HKCMCL reserves the right to engage an auditor to conduct audit of the approved funding application, including, but not limited to, its deliverables and the supporting documents. Solution providers shall keep all the supporting documents for at least 24 months after the approval of the application.

8 Termination

8.1 Each of the Government and HKCMCL may at any time terminate all or any part of the funding support by giving written notice to the solution provider with immediate effect and shall have the right to claim for repayment of the disbursed funding in full or in part together with all administrative, legal and other costs incurred and interest accrued up to the date of repayment from the solution provider on the occurrence of any of the following events:

- the solution provider fails to comply with any terms and conditions set out in this Guide or the "Offer to be Bound";
- the Government or HKCMCL has any reasonable ground to believe that the solution provider has provided to HKCMCL any materially misleading or inaccurate information during the application for enrolment or the implementation of the project or any subsequent supporting document is found to be incorrect or incomplete to the extent that the Government or HKCMCL considers to be significant;

- the solution provider has acted dishonestly or negligently at any time during or before the application for enrolment or the implementation of the project and such act(s) is in any way to the detriment of the Government or HKCMCL or their reputation;
- the implementation of the solution fails in a material way to progress in accordance with the approved application;
- the Government or HKCMCL forms the opinion that:
 - a) it is unlikely that the implementation of the solution will be completed in accordance with the approved application; or
 - b) the project shall be terminated in public interest;
- the solution provider terminates the sales and purchase agreement of the solution with the funding applicant;
- the passing of any resolutions, the initiation of any proceedings, or the making of any order which may result in the winding up or dissolution of the solution provider (other than for the purpose of reconstruction or amalgamation), or if a receiver, provisional liquidator, liquidator or administrator is appointed in respect of the whole or any part of its assets, or if the solution provider makes an assignment for the benefit of or composition with its creditors generally or threatens to do any of these things, or any judgement is made against the solution provider or any similar occurrence under any jurisdiction that affects the solution provider;
- the solution provider has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
- the continued engagement of the solution provider or the continued performance of the relevant funding arrangements is contrary to the interest of national security; or
- the Government or HKCMCL reasonably believes that any of the events mentioned above is about to occur.

8.2 Funding support may also be terminated pursuant to the terms and conditions described in the “Guide and Conditions for Funding Applicants” (e.g. when the funding applicant is in breach or goes into liquidation). Whether the funding applicant is obliged to pay to the solution provider any sum originally covered by the funding support after such termination will depend on the terms of the sale and purchase or services agreement entered into between the funding applicant and the solution provider. Both the funding applicant and solution provider are

advised to address this scenario in their agreement to avoid any potential future dispute. Neither the Government nor HKCMCL owes any liability or obligation to the solution provider as a result of any withholding, reduction or cancellation of the funding support pursuant to the terms of the Programme.

9 Probity Policy for Solution Providers

9.1 To ensure the openness, fairness and integrity of the Programme, all solution providers shall:

- a) observe the Prevention of Bribery Ordinance (Cap. 201) and advise their respective employees, agents, subcontractors and other personnel who are in any way involved in its enrolment/project (the “**Personnel**”) that they shall observe the same, and that they are not allowed to offer, solicit or accept from any person any advantages as defined in the Prevention of Bribery Ordinance in relation to the enrolment;
- b) comply with the Competition Ordinance (Cap. 619) in all their bids/offers made in relation to the Programme;
- c) not offer or give or agree to give any person employed by HKCMCL, the Vetting Committee, or any members acting on its behalf, any gift, or favour during the enrolment vetting period or as an inducement or reward for such person’s doing or forbearing to do or for having done or forborne to do any act in relation to the Programme or for showing or forbearing to show favour or disfavour to any person in relation to the Programme;
- d) promptly declare and notify HKCMCL in writing of any potential or actual conflicts of interest upon becoming aware of the same. “Conflicts of interest” shall include (but are not limited to) any situation where the private interest of a solution provider or its personnel, conflict or compete, or may be expected to conflict or compete, with the role, duties and/or impartiality of such solution provider or personnel under the Programme; (e.g. Any relative of any directors and/or employees working in HKCMCL);
- e) apply the funding prudently, efficiently and solely for the purpose of the project approved under the Programme;
- f) abide by the principles of openness, fairness and competitiveness in the procurement of any goods/services in connection with the Programme; and
- g) take all necessary measures (including by way of a code of conduct or contractual provisions) to ensure that its personnel are aware of and comply with the requirements under this section.

- h) When doing business overseas and/or set up legal entities in foreign locations to support local operations, all applicants are required to comply with anti-bribery laws and regulations in other jurisdictions when conducting business there or where applicable.

10 Disclaimer

10.1 HKCMCL serves only as an administrator of the Programme. By assessing or approving an enrolment, HKCMCL does not provide any endorsements to the solution or the solution provider, nor any guarantees of the procurement of the solution by funding applicants.

10.2 HKCMCL reserves the right to supplement or change the eligibility criteria and details of the arrangements as set out above from time to time without prior notice. HKCMCL will not be responsible for any acts or omissions of the funding applicants. HKCMCL hereby disclaims any responsibility or liability in connection with any dispute as between the solution provider and the funding applicants of the Programme, and the solution provider shall indemnify HKCMCL on demand against any costs and expenses incurred by HKCMCL in connection with the same.

11 Handling of Information

11.1 Subject to the provisions below, information provided by solution providers in their enrolment submissions will be treated as confidential by the Government and HKCMCL. 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 and HKCMCL shall have the right to disclose, without further reference to the solution providers, whenever it considers appropriate, the information to other Government bureaux/departments, statutory bodies or third parties for the purposes of processing the enrolment submission, conducting research and survey, compiling statistics, meeting requirements of the law and / or performing their functions, or if explicit consent to such disclosure is given by the solution provider. By submitting an application for the enrolment, each solution provider irrevocably and unconditionally authorises the Government and

HKCMCL to make and consents to the Government and HKCMCL making any of the aforesaid disclosure.

12 Warranties and Indemnity

12.1 By submitting an enrolment, the solution provider warrants that:

- a) It has provided true, full and accurate information to HKCMCL;
- b) It has complied and will comply with the provisions of this Guide; and
- c) It has obtained all relevant consent from their reference customers and/or any other parties in relation to the provision of their information, if any, to HKCMCL, and the further use and disclosure of such information by the Government and HKCMCL.

12.2 The solution provider shall indemnify HKCMCL against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs and all other reasonable professional costs and expenses) suffered or incurred by HKCMCL arising out of or in connection with any breach of the warranties contained in this section.

13 Assignment

13.1 Unless prior written approval from the Government or HKCMCL is obtained, the solution provider shall not assign, transfer, sub-contract or otherwise dispose of any or all of its interests, rights, benefits or obligations under the funding arrangement of the Programme.

14 Governing Law

14.1 The validity, performance and construction of the provisions of this Guide shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region. The courts of Hong Kong shall have jurisdiction to settle any disputes which may arise out of or in connection with this Guide and accordingly any proceeding, suit or action arising out of or in connection with this Guide may be brought in such courts.

Overview of the Programme

1. Funding Scope

- 1.1 The Programme provides funding support to SMEs for adopting the pre-assessed solution packages listed in the Solution List.
- 1.2 The purchase, rental or subscription of equipment, hardware, software and any other assets is allowed if it forms an essential part of the solution package, and is subject to the following rules:
 - a) the title and interest in the new equipment, hardware, software and any other assets purchased with funds under the Programme shall vest with the applicant;
 - b) all items purchased, procured or leased with funds under the Programme shall be licensed products and shall not infringe any third-party intellectual property rights; and
 - c) the risk in using the equipment, hardware, software and any other assets will be borne by and remained with the applicant.
- 1.3 The solution of an approved application shall be fully deployed and ready for the applicant's use within 9 months after the approval of the application. For subscription-based solutions, funding support for up to two years of the subscription period is allowed.

2. Funding Amount

- 2.1 Funding support of up to HK\$50,000 for each eligible applicant will be provided on a 1:1 matching basis for the cost of the adopted solution listed in the Solution List.
- 2.2 Contribution by the applicant in kind or any non-cash consideration will not be accepted.
- 2.3 Items covered by an approved application (including, without limitation, those contributed by the applicant or the Programme) shall not receive funding support from other local public funding sources.

Supporting Documents for Enrolment

The following supporting documents are required for the processing of the enrolment:

- 1) A copy of a valid Business Registration Certificate of the solution provider issued under the Business Registration Ordinance (note: the entity name on the Business Registration Certificate must match with the entity name specified in the enrolment submission).
- 2) A copy of the audited financial statement of the solution provider in the preceding year.
- 3) A set of 3 completed endorsement forms duly signed by 3 of the 10 reference customers named in the enrolment submission.



HONG KONG CYBERPORT MANAGEMENT COMPANY LIMITED

Digital Transformation Support Pilot Programme

Digital Solution Category

Solution Category	Description and Requirement
Digital Payment Solutions and Shopfront Sales	<ul style="list-style-type: none">• Assist enterprise to setup electronic payment systems and automated shopfront sales operation• Include self-service shopfront sales solutions, such as self-service ordering systems and self-service vending machines, etc• Generate report based on the sales data, allowing enterprise to do analytic on their business and provide a basis for business decision• Provide at least one or more digital payment methods with transaction fee lower than the offering to existing customer• Excluding the transaction fee or equivalent of each payment transaction
Online Promotion	<ul style="list-style-type: none">• Build enterprise websites, social media pages• Promote SME business through online search engines and social media
Customer Management and Loyalty Solutions	<ul style="list-style-type: none">• Support sales promotions such as loyalty programs and e-coupons.• The solutions may also provide functions such as customer support, case management and knowledge base, and provide reports to allow SMEs to effectively view, analyse and manage sales activities, targets, potential customers discovery and related follow-up work, so that SMEs can enhance interactions with potential customers as well as storing customer information and contact records centrally.

[PREVIEW VERSION]

如果你們的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題
Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答，對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)
(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

餐飲業數碼方案 Digital Solution for Food & Beverage Industry	客戶管理及優惠系統 - 基本要求 Customer Management and Loyalty Solutions - Basic Requirements	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
1.1		你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API) ? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?	必要功能/特點 Mandatory	<Select>	
1.2		你們的數碼方案是否通過了安全風險評估和審核 (SRAA) ? Has your solution passed a security risk assessment and audit (SRAA)?	必要功能/特點 Mandatory	<Select>	
1.3		你們的數碼方案是否由本地支援團隊提供持續的支援和維護 ? Does your solution provide ongoing support and maintenance by local support team?	必要功能/特點 Mandatory	<Select>	
1.4		如果中小企業客戶對您的解決方案不滿意，您會向中小企業提供退款嗎？如果有，請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in Remark section	建議功能/特點 Preferred	<Select>	
1.5		你們的數碼方案支援電子付款方式嗎？如有，必須填寫『電子支付系統及店面銷售』的評估清單 Does your solution support digital payment? If yes, must fill in the assessment checklist of "Digital Payment Solutions and Shopfront Sales" (請繼續填寫以下表格 Please continue to fill out the form below)	建議功能/特點 Preferred	<Select>	

餐飲業數碼方案 Digital Solution for Food & Beverage Industry	客戶管理及優惠系統 - 數碼方案要求 (請填寫適用於你們的數碼方案 (至少一項)) Customer Management and Loyalty Solutions - Requirements of particular solutions (Please fill in at least one of the sections below where applicable to your solution)	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.1		數碼會員系統 Digital Membership system			
2.1.1		你們的數碼方案是否提供消費者積分獎賞系統？ Does your solution offer points reward system?	必要功能/特點 Mandatory	<Select>	
2.1.2		你們的數碼方案是否可以存取成員的資料？ Does your solution store members' information and enable ease of access?	必要功能/特點 Mandatory	<Select>	
2.1.3		你們的數碼方案是否通過了資料隱私合規性？如果是，請在備註部分詳細說明 Does your solution pass the data privacy compliance? If yes, please state the details in the Remark section	必要功能/特點 Mandatory	<Select>	
2.1.4		你們的數碼方案是否告知個人收集、使用和揭露其個人資料的目的並徵得個人的同意？ Does your solution notify individuals about the purpose of collecting, using and disclosing their personal data and capture the consent given by the individual?	必要功能/特點 Mandatory	<Select>	
2.1.5		你們的數碼方案是否提供數據分析報告？ Does your solution provide report for data analysis?	必要功能/特點 Mandatory	<Select>	
2.1.6		你們的數碼方案是否允許更新客戶的聯絡資訊和通知首選項？ Does your solution allow to update customer's contact information and notification preferences?	必要功能/特點 Mandatory	<Select>	
2.1.7		你們的數碼方案是否允許基於雲端並匯出到 Excel 以進行郵件合併或其他活動？ Does your solution allow cloud based and export to Excel for mail merge or other activities?	建議功能/特點 Preferred	<Select>	
2.1.8		你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"	建議功能/特點 Preferred	<Select>	
2.1.9		你們的數碼方案支援多租戶嗎？ Does your solution support multi-tenant?	建議功能/特點 Preferred	<Select>	
2.1.10		你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.11		你們的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.12		你們的數碼方案是否支援API與其他系統整合？ Does your solution support API to integrate with other systems?	建議功能/特點 Preferred	<Select>	
2.2		電子優惠券系統 E-Coupon System			
2.2.1		你們的數碼方案提供優惠券促銷工具嗎？ Does your solution provide coupon promotional tool?	必要功能/特點 Mandatory	<Select>	
2.2.2		你們的數碼方案是否支援銷售追蹤和分析，允許企業追蹤和分析其促銷活動的有效性？ Does your solution support sales tracking and analysis allow enterprises to track and analyze the effectiveness of their promotional campaigns?	必要功能/特點 Mandatory	<Select>	
2.2.3		你們的數碼方案是否提供個人化和細分功能，使企業能夠根據客戶喜好和人口統計資料以調整其推廣策略？ Does your solution provide personalization and segmentation features which enable enterprises to personalize their promotion campaign based on the customer preferences and demographics information?	必要功能/特點 Mandatory	<Select>	
2.2.4		你們的數碼方案是否提供防詐欺功能，包括防止詐欺活動的安全措施？ Does your solution provide fraud prevention include security measures to prevent fraudulent activities?	必要功能/特點 Mandatory	<Select>	
2.2.5		你們的數碼方案是否提供企業和合作夥伴之間的合作夥伴協作？ Does your solution offer partner collaborations between enterprises and partners?	建議功能/特點 Preferred	<Select>	
2.2.6		你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"	建議功能/特點 Preferred	<Select>	
2.2.7		你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the Remark section	建議功能/特點 Preferred	<Select>	
2.2.8		你們的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the Remark section	建議功能/特點 Preferred	<Select>	
2.2.9		你們的數碼方案是否支援API與其他系統整合？ Does your solution support API to integrate with other systems?	建議功能/特點 Preferred	<Select>	
2.3		客戶管理系統 Customer Management System			
2.3.1		你們的數碼方案是否提供資料庫以結構化方式來儲存客戶的資訊、通訊記錄、購買歷史記錄和意見嗎？ Does your solution provide a database to store informaton, communication records, purchase history and comments of the customers in a structured manner?	必要功能/特點 Mandatory	<Select>	
2.3.2		你們的數碼方案是否提供客戶互動跟蹤，以吸引和記錄不同管道 (例如電話、電子郵件、即時聊天和社交媒體互動) 的客戶互動？ Does your solution provide customer interaction tracking to attract and record customer interactions across different channels such as phone calls, emails, live chats and social media interactions?	必要功能/特點 Mandatory	<Select>	
2.3.3		你們的數碼方案是否提供客戶溝通管理，允許跨管道統一即時服務？ Does your solution provide customer communication management allow unify real-time service across channels?	必要功能/特點 Mandatory	<Select>	
2.3.4		你們的數碼方案是否提供數據分析報告？ Does your solution provide report for data analysis?	必要功能/特點 Mandatory	<Select>	
2.3.5		你們的數碼方案是否將銷售流程自動化？ Does your solution automate the sales process?	建議功能/特點 Preferred	<Select>	
2.3.6		你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"	建議功能/特點 Preferred	<Select>	
2.4		其他客戶管理及優惠系統 Other Customer Management and Loyalty Solutions			
2.4.1		請詳細說明數碼方案功能和特點 Please state the functions of solution in details			

(PREVIEW VERSION)

如果你們的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題
Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答，對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)
(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

餐飲業數碼方案 Digital Solution for Food & Beverage Industry		電子支付系統及店面銷售 - 基本要求 Digital Payment Solutions and Shopfront Sales - Basic Requirements			
功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark		
1.1	你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API)? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?	必要功能/特點 Mandatory	<Select>		
1.2	你們的數碼方案是否通過了安全風險評估和審核 (SRAA)? Has your solution passed a security risk assessment and audit (SRAA)?	必要功能/特點 Mandatory	<Select>		
1.3	你們的數碼方案是否由本地支援團隊提供持續的支援和維護? Does your solution provide ongoing support and maintenance by local support team?	必要功能/特點 Mandatory	<Select>		
1.4	你們的支付解決方案能否保護交易資料? 如果有, 請在備註部分詳細說明 Does your payment solution secure the transaction data? If yes, please state the details in the Remark section	必要功能/特點 Mandatory	<Select>		
1.5	你們的數碼方案是否與客戶系統/平台整合以處理無現金支付? Does your solution integrate with customer's system/platform to handle cashless payment?	必要功能/特點 Mandatory	<Select>		
1.6	你們的支付解決方案是否提供至少一種電子支付方式是低於現有客戶享有的交易費用? Does your solution having at least one of the e-payment transaction fee lower than the offering to existing customer? (i) 列出所有支援的付款方式 (i) list out all payment methods supported (ii) 說明哪些付款方式提供低於現有客戶的交易費用/優惠 (包括任何豁免) (ii) indicate which payment method(s) provide transaction fee which is lower than the offering to existing customer (including any waiver) (iii) 在備註部分詳細說明所有付款方式的收費模式 (iii) list out the charging model(s) of all payment method(s) in the "Remark" section (iv) 在備註部分附上至少一份現有客戶合同, 顯示(ii)部分中所說明的每種電子支付方式的交易費用 (iv) attach at least ONE existing customer contract showing the transaction fee for each e-payment method indicating in (ii) in the "Remark" section	必要功能/特點 Mandatory	<Select>		
1.7	你們的數碼方案提供電子收銀機功能嗎? Does your solution offer electronic cash register function?	必要功能/特點 Mandatory	<Select>		
1.8	你們的數碼方案是否能使收款和運算流程自動化, 並通過支援電子支付開發新的支付管道? Does your solution automate the workflow of payment collection and calculation, and support electronic payment to develop new payment channels?	必要功能/特點 Mandatory	<Select>		
1.9	你們的數碼方案是否提供付款對帳功能? Does your solution offer payment reconciliation function?	必要功能/特點 Mandatory	<Select>		
1.10	你們的數碼方案是否接受消費者的無現金支付? Does your solution accept cashless payment by consumers?	必要功能/特點 Mandatory	<Select>		
1.11	如果中小企業客戶對你們的解決方案不滿意, 你們會向中小企業提供退款嗎? 如果有, 請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in "Remark" section	必要功能/特點 Mandatory	<Select>		
1.12	支援內地電子支付方式嗎? 請於備註欄列出所有支援的內地電子支付及收費模式 Support Mainland e-payment options? Please list out all supported mainland e-payment and charging model in the "Remark" section	建議功能/特點 Preferred	<Select>		
1.13	你們的數碼方案是否提供數據分析報告? Does your solution provide report for data analysis?	建議功能/特點 Preferred	<Select>		
1.14	你們的數碼方案是否整合了用於裝置連接的網路技術 (例如 NB-IOT、LORA、Sigfox、藍牙、Wi-Fi 和 4G/5G)? Does your solution utilises networking technologies(e.g NB-IOT, LORA, Sigfox, Bluetooth, Wi-Fi and 4G/5G) for device connectivity?	建議功能/特點 Preferred	<Select>		
1.15	你們的數碼方案支援多國語言嗎? 請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the Remark section	建議功能/特點 Preferred	<Select>		
1.16	你們的數碼方案是否支援API與其他系統整合? Does your solution support API to integrate with other systems? (請繼續填寫以下表格 Please continue to fill out the form below)	建議功能/特點 Preferred	<Select>		

餐飲業數碼方案 Digital Solution for Food & Beverage Industry		電子支付系統及店面銷售 - 數碼方案要求 (請填寫適用於你們的數碼方案) Digital Payment Solutions and Shopfront Sales - Requirements of particular solutions (Please fill in sections below where applicable to your solution)			
功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark		
2.1	(選項) 自助點餐系統 (Optional) Self-Ordering System				
2.1.1	你們的數碼方案是否提供數位化菜單, 以便客戶自助點餐或服務人員透過電子設備 (例如平板電腦、自助服務終端、行動聊天機器人) 接受訂單? Does your solution offer a digitalised menu to facilitate self ordering by customers or order taking by service staff via electronic devices (such as Tablet, Kiosk, Mobile Chatbot)?	必要功能/特點 Mandatory	<Select>		
2.1.2	你們的數碼方案是否允許管理員使用者編輯菜單項目? Does your solution allow admin users to edit menus offerings?	必要功能/特點 Mandatory	<Select>		
2.1.3	你們的數碼方案是否將訂單直接傳輸到廚房? Does your solution transmit orders directly into the kitchen?	建議功能/特點 Preferred	<Select>		
2.1.4	你們的數碼方案是否允許追蹤食品準備狀態? Does your solution allow tracking of food readiness status?	建議功能/特點 Preferred	<Select>		
2.1.5	你們的數碼方案是否顯示訂單摘要? Does your solution show the summary of the orders?	建議功能/特點 Preferred	<Select>		
2.1.6	你們的數碼方案是否提供透過網路上的行動裝置進行遠端訂餐和電子支付? Does your solution provide remote food ordering and e-payment via mobile devices on the internet?	建議功能/特點 Preferred	<Select>		
2.1.7	你們的數碼方案提供指導嗎? 例如: "尋求幫助" Does your solution provide guidance? E.g., "Call for Help"	建議功能/特點 Preferred	<Select>		
2.1.8	你們的數碼方案支援行動裝置嗎? 請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the Remark section	建議功能/特點 Preferred	<Select>		
2.2	(選項) 自助售賣機 (Optional) Self-Service Vending Machines				
2.2.1	你們的數碼方案是否提供數位貨物清單以方便顧客自助點餐? Does your solution offer a digitalised stock menu to facilitate self ordering by customers?	必要功能/特點 Mandatory	<Select>		
2.2.2	你們的數碼方案是否允許管理員使用者編輯菜單項目? Does your solution allow admin users to edit menus offerings?	必要功能/特點 Mandatory	<Select>		
2.2.3	你們的智能販賣機是否配備觸控螢幕介面? Does your smart vending machines are equipped with touchscreen interface?	建議功能/特點 Preferred	<Select>		
2.2.4	你們的數碼方案是否允許即時查看機器中儲存的各種產品的庫存? Does your solution allow viewing of the inventory of valors products stored in the machine in real-time?	建議功能/特點 Preferred	<Select>		
2.2.5	你們的數碼方案有特別電源需求嗎? Does your solution has the special power requirement?	建議功能/特點 Preferred	<Select>		
2.3	(選項) 電子排隊系統 (Optional) Electronic Queuing System				
2.3.1	你們的數碼方案是否允許即時查看隊列狀態並發放隊列票? Does your solution allow viewing of queue status in real-time and issue the queue ticket?	必要功能/特點 Mandatory	<Select>		
2.3.2	當排隊號碼即將接近時, 你們的數碼方案是否會提醒客戶? Does your solution alert customers when their queue number has approached?	建議功能/特點 Preferred	<Select>		
2.3.3	你們的數碼方案支援一系列硬體選項嗎? Does your solution support a range of hardware options?	建議功能/特點 Preferred	<Select>		
2.4	其他電子支付系統及店面銷售數碼方案 Other Digital Payment Solutions and Shopfront Sales				
2.4.1	請詳細說明數碼方案功能和特點 Please state the functions of solution in details				

(PREVIEW VERSION)

如果你們的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題
Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答。對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)
(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

餐飲業數碼方案 Digital Solution for Food & Beverage Industry				
網上推廣 - 基本要求 Online Promotion - Basic requirements				
	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
1.1	你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API) ? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?	必要功能/特點 Mandatory	<Select>	
1.2	你們的數碼方案是否通過了安全風險評估和審核 (SRAA) ? Has your solution passed a security risk assessment and audit (SRAA)?	必要功能/特點 Mandatory	<Select>	
1.3	你們的數碼方案是否由本地支援團隊提供持續的支援和維護 ? Does your solution provide ongoing support and maintenance by local support team?	必要功能/特點 Mandatory	<Select>	
1.4	如果中小企業客戶對您的解決方案不滿意，您會向中小企業提供退款嗎？如有，請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in Remark section	建議功能/特點 Preferred	<Select>	
1.5	你們的數碼方案支援電子付款方式嗎？如有，必須填寫『電子支付系統及店面銷售』的評估清單 Does your solution support digital payment? If yes, must fill in the assessment checklist of "Digital Payment Solutions and Shopfront Sales" (請繼續填寫以下表格 Please continue to fill out the form belows)	建議功能/特點 Preferred	<Select>	

餐飲業數碼方案 Digital Solution for Food & Beverage Industry				
網上推廣 - 數碼方案要求 (請填寫適用於你們的數碼方案 (至少一項)) Online Promotion - Requirements of particular solutions (Please fill in at least one of the sections below where applicable to your solution)				
	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.1	建立公司網站/應用程式 Build Corporate Website/App			
2.1.1	你們的數碼方案是否提供內容管理系統 (CMS) 集成，使企業能夠輕鬆管理和更新網站內容，例如選單項目、促銷、活動和部落格文章 ? Does your solution provide content Management System (CMS) Integration that allows enterprises to easily manage and update your website's content, such as menu items, promotions, events, and blog posts?	必要功能/特點 Mandatory	<Select>	
2.1.2	你們的數碼方案有安全保護嗎 (例如防火牆、Anti-DDos 等) ? 如果有，請在備註部分詳細說明 Does your solution has the security protection (e.g. Firewall, Anti-DDos and etc)? If yes, please state the details in the 'Remark' section	必要功能/特點 Mandatory	<Select>	
2.1.3	你們的數碼方案是否提供行動響應能力，確保網站能夠回應並針對行動裝置進行最佳化 ? Does your solution provide mobile responsiveness ensure that the website is optimized and responsive for mobile devices?	必要功能/特點 Mandatory	<Select>	
2.1.4	你們的數碼方案是否通過了資料隱私合規性 ? 如果是，請在備註部分詳細說明 Does your solution pass the data privacy compliance? If yes, please state the details in the Remark section	必要功能/特點 Mandatory	<Select>	
2.1.5	你們的數碼方案是否告知個人收集、使用和揭露其個人資料的目的並徵得個人的同意 ? Does your solution notify individuals about the purpose of collecting, using and disclosing their personal data and capture the consent given by the individual?	必要功能/特點 Mandatory	<Select>	
2.1.6	你們的數碼方案是否可以管理撤回同意 ? Does your solution manage the withdrawal of consent?	必要功能/特點 Mandatory	<Select>	
2.1.7	你們的數碼方案是否提供電子商務功能並提供設定安全支付網關、整合線上訂購系統以及配置交付或預訂管理功能 ? 如果您的解決方案提供安全支付網關，請提供標準合規性，並在備註部分說明交易資料安全的詳細信息 Does your solution provide E-commerce functionality and offer setting up a secure payment gateway, integrating an online ordering system, and configuring delivery or reservation management features? If your solution offers secure payment gateway, please provide the standard compliance and state the details of the secure of transaction data in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.8	你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析 ? Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	建議功能/特點 Preferred	<Select>	
2.1.9	您的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.10	你們的數碼方案是否支援最常見的網頁瀏覽器？請在備註部分註明瀏覽器支援情況 Does your solution support most common web browser? Please state the browser support in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.11	你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the Remark section	建議功能/特點 Preferred	<Select>	
2.2	建立社交媒體專頁 Build Social Media Pages			
2.2.1	你們的數碼方案是否建立社交媒體專頁來宣傳客戶的餐飲業務 ? Does your solution create social media pages to promote the F&B business of the customer?	必要功能/特點 Mandatory	<Select>	
2.2.2	你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析 ? Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.2.3	你們的數碼方案是否提供內容管理系統 (CMS) 集成，使企業能夠輕鬆管理和更新網站內容，例如選單項目、促銷、活動和部落格文章 ? Does your solution provide content Management System (CMS) Integration that allows enterprises to easily manage and update your website's content, such as menu items, promotions, events, and blog posts?	建議功能/特點 Preferred	<Select>	
2.2.4	你們的數碼方案是否提供即時促銷來促進企業的零售業務 ? Does your solution offer live promotion to promote retail business of the enterprises?	建議功能/特點 Preferred	<Select>	
2.3	線上搜尋引擎推廣 Online Search Engines Promotion			
2.3.1	你們的數碼方案是否提供搜尋引擎優化 (SEO) 來優化餐飲業務網站和線上內容，以提高其在搜尋引擎結果中的可見度 ? Does your solution provide Search Engine Optimization (SEO) to optimiz F&B business's website and online content to improve its visibility in search engine results?	必要功能/特點 Mandatory	<Select>	
2.3.2	你們的數碼方案是否提供搜尋引擎行銷 (SEM) 來進行廣泛的關鍵字研究，以確定與企業最相關和最有價值的關鍵字 ? Does your solution provide Search Engine Marketing (SEM) to conduct extensive keyword research to identify the most relevant and valuable keywords for enterprises?	必要功能/特點 Mandatory	<Select>	
2.3.3	你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析 ? Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.4	社交媒體推廣 Social Media Promotion			
2.4.1	你們的數碼方案是否提供社交媒體廣告的設計和執行 ? Does your solution provide Social Media Advertising including design and execution?	必要功能/特點 Mandatory	<Select>	
2.4.2	你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析 ? Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.5	其他網上推廣的數碼方案 Other Online Promotion Solutions			
2.5.1	請詳細說明數碼方案功能和特點 Please state the functions of solution in details			

(PREVIEW VERSION)

如果你們的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題

Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答。對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)

(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

零售業數碼方案 Digital Solution for Retail Industry	電子支付系統及店面銷售 - 基本要求 Digital Payment Solutions and Shopfront Sales - Basic Requirements	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
1.1		你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API) ? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?	必要功能/特點 Mandatory	<Select>	
1.2		你們的數碼方案是否通過了安全風險評估和審核 (SRAA) ? Has your solution passed a security risk assessment and audit (SRAA)?	必要功能/特點 Mandatory	<Select>	
1.3		你們的數碼方案是否由本地支援團隊提供持續的支援和維護 ? Does your solution provide ongoing support and maintenance by local support team?	必要功能/特點 Mandatory	<Select>	
1.4		你們的支付解決方案能否保護交易資料? 如果有, 請在備註部分詳細說明 Does your payment solution secure the transaction data? If yes, please state the details in the 'Remark' section	必要功能/特點 Mandatory	<Select>	
1.5		你們的數碼方案是否與客戶系統/平台整合以處理無現金支付 ? Does your solution integrate with customer's system/platform to handle cashless payment?	必要功能/特點 Mandatory	<Select>	
1.6		你們的支付解決方案是否提供至少一種電子支付方式是低於現有客戶享有的交易費用? Does your solution having at least one of the e-payment transaction fee lower than the offering to existing customer? (i) 列出所有支援的付款方式 (i) list out all payment methods supported (ii) 說明哪些付款方式提供低於現有客戶的交易費用/優惠 (包括任何豁免) (ii) indicate which payment method(s) provide transaction fee which is lower than the offering to existing customer (including any waiver) (iii) 在備註部分詳細說明所有付款方式的收費模式 (iii) list out the charging model(s) of all payment method(s) in the "Remark" section (iv) 在備註部分附上至少一份現有客戶合同, 顯示(ii)部分中所說明的每種電子支付方式的交易費用 (iv) attach at least ONE existing customer contract showing the transaction fee for each e-payment method indicating in (ii) in the "Remark" section?	必要功能/特點 Mandatory	<Select>	
1.7		你們的數碼方案提供電子收銀機功能嗎? Does your solution offer electronic cash register function?	必要功能/特點 Mandatory	<Select>	
1.8		你們的數碼方案是否能使收款和運算流程自動化, 並通過支援電子支付開發新的支付管道 ? Does your solution automate the workflow of payment collection and calculation, and support electronic payment to develop new payment channels?	必要功能/特點 Mandatory	<Select>	
1.9		你們的數碼方案是否提供付款對帳功能? Does your solution offer payment reconciliation function?	必要功能/特點 Mandatory	<Select>	
1.10		你們的數碼方案是否接受消費者的無現金支付? Does your solution accept cashless payment by consumers?	必要功能/特點 Mandatory	<Select>	
1.11		如果中小企業客戶對你們的解決方案不滿意, 你們會向中小企提供退款嗎? 如果有, 請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in Remark section	建議功能/特點 Preferred	<Select>	
1.12		支援內地電子支付方式嗎? 請於備註欄列出所有支援的內地電子支付及收費模式 Support Mainland e-payment options? Please list out all supported mainland e-payment and charging model in the 'Remark' section	建議功能/特點 Preferred	<Select>	
1.13		你們的數碼方案是否提供數據分析報告? Does your solution provide report for data analysis?	建議功能/特點 Preferred	<Select>	
1.14		你們的數碼方案是否整合了用於裝置連接的網路技術 (例如 NB-IOT、LORA、Sigfox、藍牙、Wi-Fi 和 4G/5G) ? Does your solution untittises networking technologies(e.g NB-IOT, LORA, Sigfox, Bluetooth, Wi-Fi and 4G/5G) for device connectivity?	建議功能/特點 Preferred	<Select>	
1.15		你們的數碼方案支援多國語言嗎? 請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the 'Remark' section	建議功能/特點 Preferred	<Select>	
1.16		你們的數碼方案是否支援API與其他系統整合? Does your solution support API to integrate with other systems? (請繼續填寫以下表格 Please continue to fill out the form below)	建議功能/特點 Preferred	<Select>	

零售業數碼方案 Digital Solution for Retail Industry	電子支付系統及店面銷售 - 數碼方案要求 (請填寫適用於你們的數碼方案) Digital Payment Solutions and Shopfront Sales - Requirements of particular solutions (Please fill in sections below where applicable to your solution)	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.1	(選項) 自助售賣機 (Optional) Self-Service Vending Machines	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.1.1		你們的數碼方案是否提供數位貨物清單以方便顧客自助購物? Does your solution offer a digitalised stock menu to facilitate self ordering by customers?	必要功能/特點 Mandatory	<Select>	
2.1.2		你們的數碼方案是否允許管理員使用者編輯選單項目? Does your solution allow admin users to edit menus offerings?	必要功能/特點 Mandatory	<Select>	
2.1.3		你們的智能販賣機是否配備觸控螢幕介面? Does your smart vending machines equip with touchscreen interface?	建議功能/特點 Preferred	<Select>	
2.1.4		你們的數碼方案是否允許即時查看機器中儲存的各種產品的庫存? Does your solution allow viewing of the inventory of vaiors products stored in the machine in real-time?	建議功能/特點 Preferred	<Select>	
2.1.5		你們的數碼方案有特別電源需求嗎? Does your solution has the special power requirement?	建議功能/特點 Preferred	<Select>	
2.2	(選項) 電子排隊系統 (Optional) Electronic Queuing System	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.2.1		你們的數碼方案是否允許即時查看隊列狀態並發放隊列票? Does your solution allow viewing of queue status in real-time and issue the queue ticket?	必要功能/特點 Mandatory	<Select>	
2.2.2		當排隊號碼即將接近時, 你們的數碼方案是否會提醒客戶? Does your solution alert customers when their queue number has approached?	建議功能/特點 Preferred	<Select>	
2.2.3		你們的數碼方案支援一系列硬體選項嗎? Does your solution support a range of hardware options?	建議功能/特點 Preferred	<Select>	
2.3	其他電子支付系統及店面銷售數碼方案 Others Digital Payment Solutions and Shopfront Sales	功能和特點 Functions and Features			
2.3.1		請詳細說明數碼方案功能和特點 Please state the functions of solution in details			

(PREVIEW VERSION)

如果你們的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題

Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答。對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)

(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

零售業數碼方案
Digital Solution for Retail Industry **網上推廣 - 基本要求**
Online Promotion - Basic requirements

	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
1.1	你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API) ? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?	必要功能/特點 Mandatory	<Select>	
1.2	你們的數碼方案是否通過了安全風險評估和審核 (SRAA) ? Has your solution passed a security risk assessment and audit (SRAA)?	必要功能/特點 Mandatory	<Select>	
1.3	你們的數碼方案是否由本地支援團隊提供持續的支援和維護 ? Does your solution provide ongoing support and maintenance by local support team?	必要功能/特點 Mandatory	<Select>	
1.4	如果中小企客戶對你們的解決方案不滿意，你們會向中小企提供退款嗎？如果有，請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in 'Remark' section	建議功能/特點 Preferred	<Select>	
1.5	你們的數碼方案支援電子付款方式嗎？如有，必須填寫『電子支付系統及店面銷售』的評估清單 Does your solution support digital payment? If yes, must fill in the assessment checklist of "Digital Payment Solutions and Shopfront Sales" (請繼續填寫以下表格 Please continue to fill out the form below)	建議功能/特點 Preferred	<Select>	

零售業數碼方案
Digital Solution for Retail Industry **網上推廣 - 數碼方案要求 (請填寫適用於你們的數碼方案 (至少一項))**
Online Promotion - Requirements of particular solutions (Please fill in at least one of the sections below where applicable to your solution)

	建立公司網站/應用程式 Build Corporate Website/App	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.1					
2.1.1		你們的數碼方案是否提供內容管理系統 (CMS) 集成，使企業能夠輕鬆管理和更新網站內容，例如菜單項目、促銷、活動和部落格文章？ Does your solution provide content Management System (CMS) Integration that allows enterprises to easily manage and update your website's content, such as menu items, promotions, events, and blog posts?	必要功能/特點 Mandatory	<Select>	
2.1.2		你們的數碼方案有安全保護嗎 (例如防火牆、Anti-DDos 等) ？如果有，請在備註部分詳細說明 Does your solution has the security protection (e.g. Firewall, Anti-DDos and etc)? If yes, please state the details in the 'Remark' section	必要功能/特點 Mandatory	<Select>	
2.1.3		你們的數碼方案是否提供行動響應能力，確保網站能夠回應並針對行動裝置進行最佳化？ Does your solution provide mobile responsiveness ensure that the website is optimized and responsive for mobile devices?	必要功能/特點 Mandatory	<Select>	
2.1.4		你們的數碼方案是否通過了資料隱私合規性？如果是，請在備註部分詳細說明 Does your solution pass the data privacy compliance? If yes, please state the details in the 'Remark' section	必要功能/特點 Mandatory	<Select>	
2.1.5		你們的數碼方案是否告知個人收集、使用和揭露其個人資料的目的並徵得個人的同意？ Does your solution notify individuals about the purpose of collecting, using and disclosing their personal data and capture the consent given by the individual?	必要功能/特點 Mandatory	<Select>	
2.1.6		你們的數碼方案是否可以管理撤回同意？ Does your solution manage the withdrawal of consent?	必要功能/特點 Mandatory	<Select>	
2.1.7		你們的數碼方案是否提供電子商務功能並提供設定安全支付網關、整合線上訂購系統以及配置交付或預訂管理功能？ 如果您的解決方案提供安全支付網關，請提供標準合規性，並在備註部分說明交易資料安全的詳細信息 Does your solution provide E-commerce functionality and offer setting up a secure payment gateway, integrating an online ordering system, and configuring delivery or reservation management features? If your solution offers secure payment gateway, please provide the standard compliance and state the details of the secure of transaction data in the Remark section	建議功能/特點 Preferred	<Select>	
2.1.8		你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析？ Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	建議功能/特點 Preferred	<Select>	
2.1.9		你們的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the 'Remark' section	建議功能/特點 Preferred	<Select>	
2.1.10		你們的數碼方案是否支援最常見的網頁瀏覽器？請在備註部分註明瀏覽器支援情況 Does your solution support most common web browser? Please state the browser support in the 'Remark' section	建議功能/特點 Preferred	<Select>	
2.1.11		你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the Remark section	建議功能/特點 Preferred	<Select>	
2.2	建立社交媒體專頁 Build Social Media Pages	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.2.1		你們的數碼方案是否建立社交媒體專頁來宣傳客戶的零售業務？ Does your solution create social media pages to promote the retail business of the customer?	必要功能/特點 Mandatory	<Select>	
2.2.2		你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析？ Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.2.3		你們的數碼方案是否提供內容管理系統 (CMS) 集成，使企業能夠輕鬆管理和更新網站內容，例如菜單項目、促銷、活動和部落格文章？ Does your solution provide content Management System (CMS) Integration that allows enterprises to easily manage and update your website's content, such as menu items, promotions, events, and blog posts?	建議功能/特點 Preferred	<Select>	
2.2.4		你們的數碼方案是否提供即時促銷來促進企業的零售業務？ Does your solution offer live promotion to promote retail business of the enterprises?	建議功能/特點 Preferred	<Select>	
2.3	線上搜尋引擎推廣 Online Search Engines Promotion	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.3.1		你們的數碼方案是否提供搜尋引擎優化 (SEO) 來優化零售業務網站和線上內容，以提高其在搜尋引擎結果中的可見度？ Does your solution provide Search Engine Optimization (SEO) to optimiz retail business's website and online content to improve its visibility in search engine results?	必要功能/特點 Mandatory	<Select>	
2.3.2		你們的數碼方案是否提供搜尋引擎行銷 (SEM) 來進行廣泛的關鍵字研究，以確定與企業最相關和最有意義的關鍵字？ Does your solution provide Search Engine Marketing (SEM) to conduct extensive keyword research to identify the most relevant and valuable keywords for enterprises?	必要功能/特點 Mandatory	<Select>	
2.3.3		你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析？ Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.4	社交媒體推廣 Social Media Promotion	功能和特點 Functions and Features	要求 Requirements	是/否 Yes/No	備註 Remark
2.4.1		你們的數碼方案是否提供社交媒體廣告的設計和執行？ Does your solution provide Social Media Advertising including design and execution?	必要功能/特點 Mandatory	<Select>	
2.4.2		你們的數碼方案是否有分析能力以追蹤網站效能、訪客行為和轉換率，並提供報告和分析？ Does your solution provide analytics and reporting to track website performance, visitor behavior, and conversion rates?	必要功能/特點 Mandatory	<Select>	
2.5	其他網上推廣的數碼方案 Other Online Promotion Solutions	功能和特點 Functions and Features			
2.5.1		請詳細說明數碼方案功能和特點 Please state the functions of solution in details			

(PREVIEW VERSION)

如果你的數碼方案/組合及自選功能涵蓋以下數碼方案類別的方案，請回答下列問題

Please answer below questions if this digital solution category is applicable to your digital solution/package and optional features

(所有在 (i) 基本要求 (ii) 數碼方案要求 (如果適用於你的數碼方案) 欄中的「必要功能/特點」項目必須回答，對於任何「必要功能/特點」項目在審核中未能提供充分的證明或答案為“否”，申請將被拒絕)

(All the "Mandatory" requirements in the "Requirements" column MUST be answered in the section (i) Basic Requirement (ii) Requirement of particular Digital Solution (where applicable to your digital solution). For any "Mandatory" requirements are not satisfactorily demonstrated in the vetting stage or the answer is "No", the application would be rejected)

零售業數碼方案 Digital Solution for Retail Industry		客戶管理及優惠系統 - 基本要求 Customer Management and Loyalty Solutions - Basic Requirements		要求 Requirements	是/否 Yes/No	備註 Remark
功能和特點 Functions and Features						
1.1	你們的數碼方案是否提供互通性功能以允許使用者提取/載入資料 (例如資料匯入/匯出、API) ? Does your solution provide interoperability features to allow users' data extraction/loading (e.g. data import/export, API)?			必要功能/特點 Mandatory	<Select>	
1.2	你們的數碼方案是否通過了安全風險評估和審核 (SRAA) ? Has your solution passed a security risk assessment and audit (SRAA)?			必要功能/特點 Mandatory	<Select>	
1.3	你們的數碼方案是否由本地支援團隊提供持續的支援和維護 ? Does your solution provide ongoing support and maintenance by local support team?			必要功能/特點 Mandatory	<Select>	
1.4	如果中小企業客戶對你們的解決方案不滿意，你們會向中小企業提供退款嗎？如果有，請在備註部分註明 If the SME customer is not satisfied with your solution, will you provide any refunds to SME? If yes, please state the details in Remark section			建議功能/特點 Preferred	<Select>	
1.5	你們的數碼方案支援電子付款方式嗎？如有，必須填寫「電子支付系統及店面銷售」的評估清單 Does your solution support digital payment? If yes, must fill in the assessment checklist of "Digital Payment Solutions and Shopfront Sales" (請繼續填寫以下表格 Please continue to fill out the form below)			建議功能/特點 Preferred	<Select>	

零售業數碼方案 Digital Solution for Retail Industry		客戶管理及優惠系統 - 數碼方案要求 (請填寫適用於你們的數碼方案 (至少一項) Customer Management and Loyalty Solutions - Requirements of particular solutions (Please fill in at least one of the sections below where applicable to your solution)		要求 Requirements	是/否 Yes/No	備註 Remark
2.1 數碼會員系統 Digital Membership System		功能和特點 Functions and Features				
2.1.1	你們的數碼方案是否提供消費者積分獎賞系統? Does your solution offer points reward system?			必要功能/特點 Mandatory	<Select>	
2.1.2	你們的數碼方案是否可以存取成員的資料? Does your solution store members' information and enable ease of access?			必要功能/特點 Mandatory	<Select>	
2.1.3	你們的數碼方案是否通過了資料隱私合規性？如果是，請在備註部分詳細說明 Does your solution pass the data privacy compliance? If yes, please state the details in the 'Remark' section			必要功能/特點 Mandatory	<Select>	
2.1.4	你們的數碼方案是否告知個人收集、使用和揭露其個人資料的目的並徵得個人的同意？ Does your solution notify individuals about the purpose of collecting, using and disclosing their personal data and capture the consent given by the individual?			必要功能/特點 Mandatory	<Select>	
2.1.5	你們的數碼方案是否提供數據分析報告？ Does your solution provide report for data analysis?			必要功能/特點 Mandatory	<Select>	
2.1.6	你們的數碼方案是否允許更新客戶的聯絡資訊和通知首選項？ Does your solution allow to update customer's contact information and notification preferences?			必要功能/特點 Mandatory	<Select>	
2.1.7	你們的數碼方案是否允許基於雲端並匯出到 Excel 以進行郵件合併或其他活動？ Does your solution allow cloud based and export to Excel for mail merge or other activities?			建議功能/特點 Preferred	<Select>	
2.1.8	你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"			建議功能/特點 Preferred	<Select>	
2.1.9	你們的數碼方案支援多租戶嗎 Does your solution support multi-tenant?			建議功能/特點 Preferred	<Select>	
2.1.10	你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the 'Remark' section			建議功能/特點 Preferred	<Select>	
2.1.11	你們的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the 'Remark' section			建議功能/特點 Preferred	<Select>	
2.1.12	你們的數碼方案是否支援API與其他系統整合？ Does your solution support API to integrate with other systems?			建議功能/特點 Preferred	<Select>	
2.2 電子優惠卷系統 E - Coupon System		功能和特點 Functions and Features		要求 Requirements	是/否 Yes/No	備註 Remark
2.2.1	你們的數碼方案提供優惠券促銷工具嗎？ Does your solution provide coupon promotional tool?			必要功能/特點 Mandatory	<Select>	
2.2.2	你們的數碼方案是否支援銷售追蹤和分析，允許企業追蹤和分析其促銷活動的成效？ Does your solution support sales tracking and analysis allow enterprises to track and analyze the effectiveness of their promotional campaigns?			必要功能/特點 Mandatory	<Select>	
2.2.3	你們的數碼方案是否提供個人化和細分功能，使企業能夠根據客戶喜好和人口統計資料以調整其推廣策略？ Does your solution provide personalization and segmentation features which enable enterprises to personalize their promotion campaign based on the customer preferences and demographics information?			必要功能/特點 Mandatory	<Select>	
2.2.4	你們的數碼方案是否提供詐欺防制功能，包括防止詐欺活動的安全措施？ Does your solution provide fraud prevention including security measures to prevent fraudulent activities?			必要功能/特點 Mandatory	<Select>	
2.2.5	你們的數碼方案是否提供企業和合作夥伴之間的合作夥伴協作？ Does your solution offer partner collaborations between enterprises and partners?			建議功能/特點 Preferred	<Select>	
2.2.6	你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"			建議功能/特點 Preferred	<Select>	
2.2.7	你們的數碼方案支援多國語言嗎？請在備註部分註明語言支持 Does your solution support multi-lingual? Please state the language support in the 'Remark' section			建議功能/特點 Preferred	<Select>	
2.2.8	你們的數碼方案支援行動裝置嗎？請在備註部分註明平台/作業系統支援 Does your solution support mobile device? Please state the platform/OS support in the 'Remark' section			建議功能/特點 Preferred	<Select>	
2.2.9	你們的數碼方案是否支援API與其他系統整合？ Does your solution support API to integrate with other systems?			建議功能/特點 Preferred	<Select>	
2.3 客戶管理系統 Customer Management System		功能和特點 Functions and Features		要求 Requirements	是/否 Yes/No	備註 Remark
2.3.1	你們的數碼方案是否提供資料庫以結構化方式來儲存客戶的資訊、通訊記錄、購買歷史記錄和意見嗎？ Does your solution provide a database to store informaton, communication records, purchase history and comments of the customers in a structured manner?			必要功能/特點 Mandatory	<Select>	
2.3.2	你們的數碼方案是否提供客戶互動追蹤，以吸引和記錄不同管道 (例如電話、電子郵件、即時聊天和社交媒體互動) 的客戶互動？ Does your solution provide customer interaction tracking to attract and record customer interactions across different channels such as phone calls, emails, live chats and social media interactions?			必要功能/特點 Mandatory	<Select>	
2.3.3	你們的數碼方案是否提供客戶溝通管理，允許跨管道統一即時服務？ Does your solution provide customer communication management allow unify real-time service across channels?			必要功能/特點 Mandatory	<Select>	
2.3.4	你們的數碼方案是否提供數據分析報告？ Does your solution provide report for data analysis?			必要功能/特點 Mandatory	<Select>	
2.3.5	你們的數碼方案是否將銷售流程自動化？ Does your solution automate the sales process?			建議功能/特點 Preferred	<Select>	
2.3.6	你們的數碼方案提供指導嗎？例如，“尋求幫助” Does your solution provide guidance? E.g., "Call for Help"			建議功能/特點 Preferred	<Select>	
2.4 其他客戶管理及優惠系統 Other Customer Management and Loyalty Solutions		功能和特點 Functions and Features				
2.4.1	請詳細說明數碼方案功能和特點 Please state the functions of solution in details					