

## SynCab Service Limited

### Open Invitation for Expression of Interest (“EOI”)

SynCab Service Limited (“SynCab”) hereby openly invites interested parties to participate the tender for the below subject.

Issue Date	20 Dec 2024
EOI Reference	EOI/STF/FMS
Subject Supply Scope	<p>SynCab intends to appoint quality contractor to provision and implement Fleet Management System (FMS) for SynCab Service Limited’s Taxi Fleet in Hong Kong</p> <p>Project brief is attached on the last page.</p> <p>Qualification requirement:</p> <p>1) Passed the Product Specification Assessment</p>
EOI Submission Deadline	<b>30 Dec 2024, 9:00 a.m. (HKSAR time).</b>
Prequalification Requirement	<p>Please provide the following items via email to <a href="mailto:syncab.procurement@csh.hk">syncab.procurement@csh.hk</a> (in PDF format) on or before the EOI Submission Deadline:</p> <p>1) Copy of Business Registration and Company Incorporation Certificate</p> <p>2) EOI Registration Form (blank form is attached), duly completed and signed with company chop.</p> <p>3) Product related submission for Product Specification Assessment</p> <p>a. High level proposal for Fleet Management System (FMS) with descriptions of</p> <p>i. How the solution can support and enable taxi fleet management</p> <p>ii. How will the platform enable integration of third party information to present a holistic view</p> <p>iii. Proposed timeline</p> <p>iv. Team’s capabilities and resource planning to</p>

meet the timeline

- b. Company profile with job references for implementing  
i.) Enterprise Management System, and ii.) for Hong  
Kong transport industry

In case a rainstorm black warning or typhoon signal No. 8 or above is valid for any duration between 9:00 a.m. (HKSAR Time) and 12:00 noon (HKSAR Time), the closing time will be extended to 12:00 noon (HKSAR Time) on the next weekday (i.e. except Saturday and Sunday) other than public holiday.

Should you have any queries, please contact below contact person: Mr Nathan Wong (Tel. 852-3700-6592)

## **Important Notes**

- 1) SynCab shall have the right to reject any late submission.
- 2) SynCab shall not be responsible for any cost or expense incurred by the interested parties in connection with or arising from the preparation for the submission of the EOI Registration Form and if applicable, any relevant proposal and tender subsequently offered by the interested party.
- 3) SynCab shall, at its sole discretion, without rendering any reasons to accept, extend or reject any of the said submission. SynCab also reserves the right to make any change or withdraw to proceed with the subsequent tender process for the procurement of the aforesaid subject at any time.
- 4) SynCab reserves the right to request submission of additional information from interested parties for clarification, if required.
- 5) SynCab reserves the right to verify any information provided by the interested parties. Incorrect information will lead to disqualification.
- 6) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or shortlist process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

## EOI Registration Form

To: SynCab Service Limited (“SynCab”)  
SynCab Reference: EOI/STF/FMS  
Subject: To provision and implement Fleet Management System (FMS) for SynCab Service Limited’s Taxi Fleet in Hong Kong

**IMPORTANT:**

***\* This request will not be considered if the returned form is incomplete or submitted without the required document.***

---

We hereby submit our request for collecting the captioned Tender Document.

1. Company Name	<b>Proprietor / Private Limited / Listed (Please cross out the inappropriate)</b>
2. Registered Address	
3. Business Registration and Company Registration Certificate No.	<b>* Attach a copy of valid Business Registration Certificate and Company Registration Certificate</b>
4. Details of Contact Person	<b>Name and Title:</b>  <b>Direct Tel. No.:</b> <b>Mobile Tel. No.:</b> <b>E-Mail Address:</b>

We hereby further undertake with SynCab that we shall keep confidential all information received by us and use it solely for the purpose of the above-mentioned subject.

---

Name and Title

---

Authorized Signature and Chop

\* Please use supplementary sheets if required.

## Job Reference

Please provide at least 2 projects, one of them must be for Transportation Industry, one of them must be for ERP Implementation. (It is acceptable if one of the two projects provided fulfil both criteria).

<b>Project Year</b>	<b>Project Duration</b>	<b>Project Name</b>	<b>Client Name</b>	<b>Project Scope</b>	<b>Project amount in Million (HK\$)</b>

---

Name and Title

---

Authorized Signature and Chop

\* Please use supplementary sheets if required.

## Project Brief

### 1. Provision and Implementation of Fleet Management System (FMS) for SynCab Service Limited's Taxi Fleet in Hong Kong

#### 1.1 General Requirement:

- Fleet Management System include key modules below
  - Taxi hailing order
    - ◆ Order request lifecycle (booking, matching, assignment, dispatching, repositioning) for corporate and individual clients
    - ◆ Support market campaign and promotions
  - Operation module
    - ◆ Driver profile and information including real-time driving performance score
    - ◆ Dynamic roster based on multivariant, such as driver preferences and fleet availabilities
  - Repair module
    - ◆ Inventory of stock that supports BOM model
    - ◆ Support multiple customer tiers
  - Insurance module
    - ◆ Holistic insurance management for fleet vehicles
    - ◆ Accident handling lifecycle (report, repair, claim etc)
- Fleet Management System to be a unified ecosystem for all operation related matters, to integrate multiple modules like Leasing, Insurance, Repairs, ensuring seamless data flow without the need for complex third-party integrations.
- Integration
  - Integrated monitoring platform, combining various data sources collected in vehicle
  - Integration with other third party tool, such as mobile applications, payment gateways, etc.
- Report and Analytics
- Customer Management
  - Receive, response, and track customer enquiries and requests through various social channels such as Whatsapp, WeChat
  - Support chat bot and live chat
- Technical support shall be provided to SynCab upon request for the warranty period of SynCab Service Limited's Fleet Management System after go-live.
- Tenderer shall demonstrate POC of Fleet Management System **on or before 17 January 2024.**
- Tenderer shall deliver MVP of the fleet management system **on or before 30 June 2024.**

- Tenderer shall provide the solution warranty for at least 12 months
- Tenderer shall include the provision fee and first 24 months' subscription fee (if applicable) of the designated platform
- Tenderer shall provide 24/7 support during delivery and within one month of each product go-live.

### **1.2 Solution Preferences:**

- The system shall be able to sustain rapid scaling as the business grows, with no need for major infrastructure changes, therefore cloud solution is preferred. If tenderer intends to adapt a on premise solution, tenderer shall provide all hardware specifications.
- Low-Code/No-Code Capabilities is preferred to enable rapid development and easy customization of workflows compared to platforms like custom-built solutions, which often require extensive coding.
- Platform is preferred to be AI enabled.

### **1.3 Performance:**

- The system shall not interfere with existing systems on the taxi.
- The system shall offer enterprise-grade security, with built-in compliance with industry standards such as ISO 27001, GDPR, and HIPAA, making it a safer choice for sensitive data.
- All data will be encrypted when transferring between systems.

### **1.4 Team's capabilities:**

- Project Manager with 5+ years' experience in managing technology implementation project.
- At least one Solution Architect with 5+ years' in implementing proposed product.
- Hong Kong based team for delivery.
- All team members should be able to speak Cantonese fluently.