



**SECURITIES AND  
FUTURES COMMISSION**  
證券及期貨事務監察委員會

## **Invitation to Tender for Information Security Monitoring Services**

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23 January 2020

## Invitation to Tender

### Information Security Monitoring Services

We are pleased to invite your company to submit a tender in respect of the captioned solution and services. A copy of the Invitation to Tender (the "Tender") is available for download from the "Invitations to tender" under "Others" section of the SFC website (<http://www.sfc.hk>).

If your company is interested in providing such services, please send your proposal to the Securities and Futures Commission (SFC) at the address as shown in the Invitation to Tender by **2:00pm 13 February 2020**. Late proposals will not be considered.

For and on behalf of the  
Securities and Futures Commission

Steven Chan  
Senior Manager  
Information Technology, Corporate Affairs

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## Introduction

### 1. Background

- 1.1 The Securities and Futures Commission (SFC), as part of its on-going effort to enhance its information security, would like to engage a service provider to provide Information Security Monitoring Services for its Internet systems. The contract period is intended to be three years. The initial one-year contract will be renewable subject to review on a year-to-year basis up to a maximum of three years.
- 1.2 The purpose of this Invitation to Tender (the "Tender") is to invite prospective tenderers to submit a proposal on providing Information Security Monitoring Services to the SFC.

### 2. Invitation to Tender and Interpretation

- 2.1 The SFC invites tenderer(s) submitting proposals for providing Information Security Monitoring Services. The details could be found in Section 3 - 8 of this Invitation to Tender.
- 2.2 In this document, the following terms shall have the following meanings:
- 2.2.1 "Contract" means a formal agreement to be entered into between the SFC and those successful tenderer(s) in relation to the information security monitoring services containing such terms and conditions as the parties shall agree including (but not limited to) those terms set out in this invitation to tender (unless the same shall have been modified by the SFC);
- 2.2.2 "Information Security Monitoring Services" ("The Services ") means The Services described in section 3 - 8 hereof; and
- 2.2.3 "Tenderer" means the person or persons or corporation tendering for the project and includes the executors and administrators and permitted assigns of such person or persons or corporation.

## Requirement Specification

### 3. Tender Objective and Overall Requirements

- 3.1 The objective of the project is to implement an information security monitoring mechanism to detect exceptions and suspicious activities on the SFC's Internet systems.

### 4. General Requirements

#### 5. Scope of Work

#### 6. Service Coverage and Incident Response

#### 7. Other requirements

#### 8. Documentation and deliverables

#### 9. Tenderer Interview

#### 10. Support and Maintenance

**Note :** Please sign and return the Confidentiality Acknowledgement (Appendix C) if you wish to see details of the requirement specification (Section 4 – 10 and Appendix D). The Acknowledgement should be sent to Mr. Steven CHAN (email: skfchan@sfc.hk) **AND** Mr. Gary HU (email: ghu@sfc.hk). Contact email and phone number of the tenderer should be included.

## Guidelines for Tenderers

These guidelines are intended to provide tenderers with guidance on the procedure for submitting their proposals and the approach that the SFC will generally adopt in assessing such proposals. They do not bind, and are not intended to bind, the SFC in any way. The SFC reserves the right to accept or reject all or any part of a proposal.

### 11. Preparation and Submission of Proposals

#### 11.1 What must proposals cover?

- 11.1.1 In the proposal, the tenderers should present their company profiles, including the organisation of the company and the makeup of the project team, and highlight relevant works in their credentials. Tenderers should describe their previous experience (with references of previous work) in similar digital forensic projects.
- 11.1.2 Tenderers may propose alternatives to the SFC's conditions and requirements if they consider that such conditions and requirements are either not feasible or do not provide the SFC with the best solution in the circumstances.

#### 11.2 What form must proposals take?

- 11.2.1 All proposals must be submitted in writing in both physical and electronic form.
- 11.2.2 One hardcopy of each proposal must be provided, together with a softcopy on CD-ROM (email or other media are not accepted). The softcopy should be in Microsoft Word® format (version 6 or above) or Adobe Acrobat® format (version 4 or above).
- 11.2.3 The SFC will not consider any proposal that is submitted in writing without an accompanying softcopy.

#### 11.3 To whom must proposals be submitted?

- 11.3.1 Written proposals should be marked with the reference "**Information Security Monitoring Services**" and must be submitted in a sealed envelope and deposited to a TENDER BOX at the following address:

Securities and Futures Commission  
30<sup>th</sup> Floor, Cheung Kong Center  
2 Queens's Road Central  
Hong Kong

#### 11.4 What is the deadline for the submission of proposals?

- 11.4.1 Proposals must be received by the SFC at the above-mentioned addresses on or before **2:00pm 13 February 2020**.
- 11.4.2 The SFC will not consider any late proposals.

11.5 How must proposals be set out?

11.5.1 Each proposal must be separated into the following parts:

- (a) a Technical Part describing the proposals;
- (b) a Price Schedule; and
- (c) a Letter :
  - (i) offering to carry out the works described in the Technical Part for the prices detailed in the Price Schedule in compliance with the "Payment and Other terms" set out in section 16-21 of this Invitation to Tender;
  - (ii) stating the period that the offer is to remain open;
  - (iii) undertaking to negotiate in good faith to finalize promptly the Contract and to commence work immediately thereafter;
  - (iv) containing an acknowledgement and agreement that the SFC:
    - is not bound to accept the lowest tender or any tender;
    - reserves the right to make changes to the project requirement; and
    - will not defray any expenses incurred in tendering and/or in negotiating the Contract, whether successful or otherwise
  - (v) signed by the tenderer (in the case of an individual) or a duly authorized officer of the tenderer (in the case of a company).

11.5.2 For the proposal hardcopy as well as its softcopy, **the Technical Part, the Price Schedule and the letter must be submitted as separate documents and be placed in separate envelopes.** The envelope containing the Technical Part must be clearly marked "Technical Proposal". The envelope containing the Price Schedule must be clearly marked "Price Schedule" The envelope containing the Letter must be clearly marked "Offer Letter". **Price information must not be specified in the Technical Part.**

11.5.3 Details in relation to what should be specified in each part are set out in APPENDIX A (Technical Part) and B (Price Schedule) to this document.

11.6 How long should tenderers' offers remain open?

11.6.1 By making a proposal in response to this Invitation to Tender, a tenderer will be treated as having made an offer to the SFC. A tenderer should clearly state in its proposal how long this offer will remain open.

- 11.6.2 In order to allow the SFC sufficient time to consider all proposals validly submitted, tenderers should keep their offers open for at least 90 days from the closing date of this Invitation to Tender. If this cannot be done, the reason must be stated in the proposal.

## **12. Queries Regarding This Invitation to Tender Or Proposals Made In Response**

- 12.1 What if the SFC has any queries about a particular proposal?

12.1.1 If the SFC considers that any aspect of a proposal requires clarification from the tenderer, the SFC may request that the tenderer:

- (a) supplement its proposal; or
- (b) answer the SFC's queries

orally or in writing, or in any manner that the SFC deems fit.

- 12.2 What if a tenderer has any queries?

12.2.1 Any queries regarding this Invitation to Tender should be made to:

Mr. Steven CHAN  
Senior Manager  
Information Technology, Corporate Affairs  
Securities and Futures Commission  
35<sup>th</sup> Floor, Cheung Kong Center  
2 Queen's Road Central, Hong Kong

Telephone: 2231 1278      Email: skfchan@sfc.hk

Or, alternatively:

Mr. Gary HU  
Manager  
Information Technology, Corporate Affairs  
Securities and Futures Commission  
35<sup>th</sup> Floor, Cheung Kong Center  
2 Queen's Road Central, Hong Kong

Telephone: 2231 1198      Email: ghu@sfc.hk

Note: Please sign and return the Confidentiality Acknowledgement (Appendix C) before making any enquiry.



**13. How does the SFC evaluate valid proposals that it receives?**

- 13.1 There are two parts to the SFC's evaluation process: evaluation of the Technical Part and evaluation of the Price Schedule (in that order). The Price Schedule will only be considered after the SFC has evaluated the Technical Part. The SFC will not make any selection based solely on price.

**14. Rejection Of Proposals**

- 14.1 The SFC retains the right to reject any or all tenders(s) submitted.

**15. Acceptance**

- 15.1 No tender (or part thereof) shall be taken to have been accepted unless and until execution of the Contract.

## **Payment and Other Terms**

**16. Payment terms**

- 16.1 The SFC will make 12 equal payments to the successful tenderer on a quarterly basis for the contracted period with at least 30 days payment term.

**17. Termination of service**

- 17.1 The successful tenderer shall use its best endeavours to perform the Contract with such due care and skill as is expected of a provider of similar services and products and of a comparable standing in the industry but, if for whatever reason, the SFC in its opinion, concludes that the successful tenderer is in breach of the Contract or does not provide the level of service required by the SFC, the SFC shall have the right to terminate the contract by notice in writing to the successful tenderer.

**18. Sub-contracting of services**

- 18.1 If a Tenderer wishes to sub-contract any part (or all) of its obligations under its proposal, this must be clearly specified in the proposal. The tender must also clearly specify the person(s) to whom the Tenderer wishes to sub-contract, and the precise services or obligations intended by the Tenderer to be subject to such sub-contract. Sub-contracting of services will not normally be permitted. SFC reserves the right to either accept or reject the subcontracting of services.

**19. Conflicts of interest**

- 19.1 A tenderer must have no or any potential conflicts of interest with its duties to the SFC under the proposal. If a tenderer has, or has potential, conflicts of interest with its duties to the SFC under the proposal, the tenderer should clearly state this in the proposal. This requirement extends to the tenderer's associates, associated persons, group companies and each member of the tenderer's professional staff (and their associates and associated persons).

**20. The incorporation of proposals into Contract signed with the SFC**

- 20.1 Any proposals and responses submitted by the successful tenderer to the SFC's inquiries may form part of the Contract made between the SFC and such tenderer.
- 20.2 Every representation by the successful tenderer (whether of fact or performance, and whether set out in the proposal or otherwise) will be incorporated as warranties in any Contract between the SFC and such tenderer. The SFC reserves the right to seek an indemnity if tenderers fail to keep these warranties. Therefore, any statement of fact or performance that the tenderer does not wish to be treated as a warranty should be clearly indicated.
- 21. SFC Specified Contract**
- 21.1 The successful tenderer is expected to enter into the SFC specified contract upon awarding of this project. Any waiver, cancellation, alteration or amendment of or to any of the provisions of the SFC specified contract must be agreed to by both parties and effected in writing by the tenderer and the SFC. A sample of the contract template is available to Tenderer upon signing of the Confidentiality Acknowledgement (Appendix C).

## Grievance Procedures

- 22.** SFC, as a public body, has a duty to conduct its affairs in a responsible and transparent manner. We have therefore put in place the Grievance Procedures with effect from 1 April 2004. The policy on Public Interest Grievances is intended to assist persons who are engaged by or to work in/with SFC who believes that they have discovered improper practices or misconduct relating to the running of SFC or work related activities of employees of SFC to report these in a constructive manner.
- 22.1 This policy is for any person who has an employment contract with SFC, is on secondment to SFC, is engaged as an independent consultant by SFC or is a contractor or supplier of services to SFC. Public Interest Grievances might include:
- 22.1.1 Criminal activity, such as accepting a bribe;
  - 22.1.2 Financial or administrative malpractice;
  - 22.1.3 Misconduct or improper behaviour;
  - 22.1.4 Failure to comply with legal obligations such as those set out in the Securities and Futures Ordinance;
  - 22.1.5 Endangering occupational health or safety;
  - 22.1.6 Attempts to suppress or conceal information relating to any of the above.
- 22.2 The Policy on Public Interest Grievances can be found on the SFC website under "Lodge a complaint > Against the SFC > Staff/contractor complaints against the SFC or its employees". Please contact the Commission Secretary of the SFC if you have any questions.

## Appendix A: The Technical Part

The tenderer is free to include any information that it considers to be relevant to its proposal. However, **as a minimum**, this part should contain all of the following:

### Table of Contents

1. Executive Summary
  - 1.1 This section should provide a full summary of the proposed solution.
2. The Proposed Solutions and Service Plan
  - 2.1 This section should describe the proposals in detail and explain how the proposals meet the conditions and requirements set out in Section 3 - 10, and describe any limitations and compatibility issues associated with the proposals.
3. Exceptions to the SFC's Conditions and Requirements
  - 3.1 If a tenderer wishes to propose alternatives to the SFC's conditions and requirements, these alternatives should be specified here. The tenderer should explain:
    - 3.1.1 why the SFC's conditions and requirements do not provide the SFC with the best solution in the circumstances; and
    - 3.1.2 the ways in which their alternatives are better.
4. Vendor Profile
  - 4.1 The tenderer should provide full details of its company profile. This should include the following matters:
    - 4.1.1 the company's background and history;
    - 4.1.2 the company's financial strength, supported by an audited report or financial summary;
    - 4.1.3 its experience in similar projects;
    - 4.1.4 references for similar projects (please provide the Scope, Team Size, Type of Services Provided etc.) ; and
    - 4.1.5 other relevant information.
5. Appendices
  - 5.1 Project Team and Structure
    - 5.1.1 Names, detailed qualifications and work experience to be assigned to implement the project and the team structure. Other relevant information

5.2 Other relevant information

5.2.1 The tenderer can include any other information that it considers to be relevant to its proposal.

5.2.2 Tenderers are also expected to provide technical details for the followings questions in their Technical Proposal with their Information Security Monitoring Service setup.

**Note :** Please sign and return the Confidentiality Acknowledgement (Appendix C) if you wish to see these questions. The Acknowledgement should be sent to Mr. Steven CHAN (email: skfchan@sfc.hk) **AND** Mr. Gary HU (email: ghu@sfc.hk). Contact email and phone number of the tenderer should be included.

## Appendix B: The Price Schedule

This part should contain all of the following:

1. Executive Summary
  - 1.1 This part should provide a full summary of the project fee structure, and any payment arrangements.
2. Fees Schedule
  - 2.1 All fees must be quoted in Hong Kong Dollars.
  - 2.2 All fees should be properly itemized and explained and include all amounts payable by way of royalty, licence fee, software licence fee or otherwise for patent any copyright design or other intellectual property rights. The Services should include implementation, necessary hardware and dedicated leased lines without any additional charge. In particular for services mentioned in section 5.
  - 2.3 Setup Cost

The on-site system at SFC will be installed either Data Center ONE or Data Center TWO. The corresponding address are shown below:

**Data Center ONE:** 2 Chun Yat Street, Tseung Kwan O Industrial Estate, Tseung Kwan O

**Data Center TWO:** Tower 2, 299 Wan Po Road, Tseung Kwan O Industrial Estate, Tseung Kwan O

	<b>Data Center ONE</b>	<b>Data Center TWO</b>
Dual Links Setup Cost		
Prospol On-site System Setup Cost		

- 2.4 The following fee schedule table must be completed to show the first year service fees for each type of services and next 2 year forecast.

<b>Services</b>	<b>Total Fee (1<sup>st</sup> Year)</b>	<b>Total Fee (2<sup>nd</sup> Year)</b>	<b>Total Fee (3<sup>rd</sup> Year)</b>	<b>Total Fee for 3 years</b>
Network Traffic Security Analysis (NTSA)				
DNS & Web Services Availability and Security Monitoring				

Log Analysis Service				
Host-based System Security Monitoring Service				
Subtotal:				

If additional service(s) is / are requested by SFC, please specify the monthly per unit service fee for each type of services in a service fee table as shown below:

<b>Additional Services Requested by SFC</b>	<b>Vendor Charging unit</b>	<b>Monthly Service Fee</b>
Network Traffic Security Analysis (NTSA)	per additional network segment	
DNS and Web Services Security Monitoring	per additional DNS entry / website	
Log Analysis Service	per additional host/devices	
Host-based System Security Monitoring Service	per additional host	

### 3. Payment Terms and Arrangements

- 3.1 Payment terms and arrangements should be described in accordance with the SFC's performance-based payment policy (see Payment and Other Terms in Section 16 – 21 of this tender).

## Appendix C: Confidentiality Acknowledgement

### Acknowledgement and Undertaking

Acknowledgment in relation to the preservation of secrecy pursuant to section 378 of the Securities and Futures Ordinance (Chapter 571 of the Laws of Hong Kong) (“SFO”) and avoidance of conflict of interests pursuant to section 379 of the SFO.

Terms in this acknowledgement shall have the same meaning as defined in the SFO, unless otherwise defined herein.

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**Section 378 of the SFO binds you and in particular subsection (1) of that section which provides as follows:**

- (1) Subject to subsection 13(A), except in the performance of a function under, or for the purpose of carrying into effect or doing anything required or authorized under, any of the relevant provisions, a specified person -
- (a) shall preserve and aid in preserving secrecy with regard to any matter coming to his knowledge by virtue of his appointment under any of the relevant provisions, or in the performance of any function under or in carrying into effect any of the relevant provisions, or in the course of assisting any other person in the performance of any function under or in carrying into effect any of the relevant provisions;
  - (b) shall not communicate any such matter to any other person; and
  - (c) shall not suffer or permit any other person to have access to any record or document which is in his possession by virtue of the appointment, or the performance of any such function under or the carrying into effect of any such provisions, or the assistance to the other person in the performance of any such function under or in carrying into effect any such provisions.

TAKE NOTICE THAT IF YOU CONTRAVENE SECTION 378(1) OF THE SFO YOU COMMIT AN OFFENCE UNDER SECTION 378(10) OF THE SFO. ANY PERSON WHO COMMITS AN OFFENCE UNDER SECTION 378(10) IS LIABLE:

- (a) on conviction on indictment to a fine of HK\$1,000,000 and to imprisonment for two years; or
- (b) on summary conviction to a fine of HK\$100,000 and to imprisonment for six months.

**Section 379 of the SFO binds you and in particular subsections (1), (2) and (3) of that section which provide as follows:**

- (1) Subject to subsection (2), any member of the Commission or any person performing any function under any of the relevant provisions shall not directly or indirectly effect or cause to be effected, on his own account or for the benefit of any other person, a transaction regarding any securities, structured product, futures contract, leveraged foreign exchange contract, or an interest in any securities, structured product, futures contract, leveraged foreign exchange contract or collective investment scheme -
- (a) which transaction he knows is or is connected with a transaction or a person that is the subject of any investigation or proceedings by the

- Commission under any of the relevant provisions or the subject of other proceedings under any provision of the SFO; or
- (b) which transaction he knows is otherwise being considered by the Commission.

(2) Subsection (1) does not apply to any transaction which a holder of securities or a structured product effects or causes to be effected by reference to any of his rights as such holder -

- (a) to exchange the securities or structured product or to convert the securities or structured product to another form of securities or structured product;
- (b) to participate in a scheme of arrangement sanctioned by the Court of First Instance under the Companies Ordinance (Cap. 622) or the relevant Ordinance;
- (c) to subscribe for other securities or another structured product or dispose of a right to subscribe for other securities or another structured product;
- (d) to charge or pledge the securities or structured product to secure the repayment of money;
- (e) to realize the securities or structured product for the purpose of repaying money secured under paragraph (d); or
- (f) to realize the securities or structured product in the course of performing a duty imposed by law.

(3) Any member of the Commission or any person performing any function under any of the relevant provisions shall forthwith inform the Commission if, in the course of performing any function under any such provisions, he is required to consider any matter relating to -

- (a) any securities, futures contract, leveraged foreign exchange contract, structured product, or an interest in any securities, futures contract, leveraged foreign exchange contract, collective investment scheme or structured product -
- (i) in which he has an interest;
- (ii) in which a corporation, in the shares of which he has an interest, has an interest; or
- (iii) which -
- (A) in the case of securities, is of or issued by the same issuer, and of the same class, as those in which he has an interest;
- (B) in the case of a futures contract, is interests, rights or property based upon securities of or issued by the same issuer, and of the same class, as those in which he has an interest; or
- (C) in the case of a structured product, is interests, rights or property based on a structured product of or issued by the same issuer, and of the same class, as that in which he has an interest; or
- (b) a person -
- (i) by whom he is or was employed;
- (ii) of whom he is or was a client;
- (iii) who is or was his associate; or
- (iv) whom he knows is or was a client of a person with whom he is or was employed or who is or was his associate.



TAKE NOTICE THAT IF YOU CONTRAVENE SECTION 379(1) AND/OR SECTION 379(3) OF THE SFO YOU COMMIT AN OFFENCE UNDER SECTION 379(4) OF THE SFO. ANY PERSON WHO COMMITS AN OFFENCE UNDER SECTION 379(4) IS LIABLE:

- (a) on conviction on indictment to a fine of HK\$1,000,000 and to imprisonment for two years; or
- (b) on summary conviction to a fine of HK\$100,000 and to imprisonment for six months.

The term “specified person” is defined in section 378(15) of the SFO and means-

- (a) the Commission;
- (b) any person who is or was a member, an employee, or a consultant, agent or adviser, of the Commission; or
- (c) any person who is or was -
  - (i) a person appointed under any of the relevant provisions;
  - (ii) a person performing any function under or carrying into effect any of the relevant provisions; or
  - (iii) a person assisting any other person in the performance of any function under or in carrying into effect any of the relevant provisions.

The term “person” has the meaning attributed to it in section 3 of the Interpretation and General Clauses Ordinance (Cap. 1) which provides that “person” includes any public body and any body of persons, corporate or unincorporate, and this definition shall apply notwithstanding that the word “person” occurs in a provision creating or relating to an offence or for the recovery of any fine or compensation.

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I/We acknowledge that I/we have received and read carefully a copy of sections 378 and 379 of the Securities and Futures Ordinance (Cap. 571), and understand that these sections (in particular, sections 378(1) and 379(1), (2) and (3)) impose statutory obligations on me/us. I/We further confirm that I/we understand and agree to be bound by the provisions of sections 378 and 379 of the Securities and Futures Ordinance (Cap. 571).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name / Entity name (as applicable)

\_\_\_\_\_  
Name of authorized signatory (in the case of an entity)

\_\_\_\_\_  
Title of authorized signatory (in the case of an entity)

\_\_\_\_\_  
Date

**Witnessed by:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Appendix D: SFC High Level Network diagram and Log Information

**Note :** Please sign and return the Confidentiality Acknowledgement (Appendix C) if you wish to see details of the requirement specification (Section 4 – 10 and Appendix D). The Acknowledgement should be sent to Mr. Steven CHAN (email: [skfchan@sfc.hk](mailto:skfchan@sfc.hk)) **AND** Mr. Gary HU (email: [ghu@sfc.hk](mailto:ghu@sfc.hk)). Contact email and phone number of the tenderer should be included.