



**HONG KONG
TRIATHLON**
香港三項鐵人

Tender Invitation:

Online Membership and Event Registration System

for Hong Kong Triathlon Association

Invitation to Tender – Online Membership and Event System 2019

Introduction

The Hong Kong Triathlon Association Limited (TriHK) is the Association leading the Triathlon development. The Association aims to be recognized, by its membership and the Hong Kong Sports Institution Limited, as a leading National Sports Association through its commitment to the development of triathlon and related multi-sport activities for the people of Hong Kong.

TriHK invites tender from interested companies with proven experience and capability to provide an Online Membership and Event Management System for TriHK.

Submission Due Date

Interested parties should submit the Proposal to the TriHK Secretariat by email to chris.lo@traithlon.com.hk on or before 17:00, 31th July 2019 (Wednesday).

Scope of tender

Purpose

The purpose of this request is to seek tender for a qualified company to identify and implement a complete Membership and Event Management with the capabilities that we require to better serve our members now and in the future.

Overview

At present TriHK has corporate with Juven for the Online Membership and Event Registration System for maintaining the membership database and events.

For the registration system, it provides different categories of membership with different status. TriHK would have 8 categories (e.g. Adult, Student, Junior and Para members). Every member can use their email to login their personal account, thus the system can classify their registration status for different age group and provide membership restriction. The users can experience a user-friendly, smooth and efficient registration. Online payment of membership and events fee are also available in the system.

Project Requirements

The new system is also expected to provide a user-friendly interface, efficient work-

flow, accurate data-processing, is easy to add or modify content, reliable and high security level. And provide efficient ways to promote and share TriHK information to our target audiences. In particular:

➤ **Membership and Event Registration**

1. Migrate existing system to the new one;
2. The system should include both online membership registration and online race registration;
3. The platform can include different categories of membership with different status (e.g. affiliated clubs' membership or individual membership);
4. Members should have their own login account;
5. The online membership should link up with the event registration to access the membership status;
6. Access all information associated with the member, such as past activities;
7. Count the number of events that non-member joined and notice staff if they join again;
8. TriHK membership is able to renew annually;
9. Create events and event application form;
10. The system needs to provide structured membership database and event registration record with export function to produce reports for management review and analysis;
11. Generate acknowledgement of registration after registration and confirmation message (with QR codes) when the members enrolled the events successfully;
12. Generate revenue report, provide a list of all payments and transactions, including net income, refunds and processing fees;
13. Create a registration code for Special members or VIPs;
14. Able to have a bulk registration function;
15. Scan QR codes of registrants for onsite check-in;
16. Print name label instantly at the event registration;
17. Support Mobile application;
18. Support 2 languages: English and Chinese;

➤ **Email Direct Marketing and Social Media**

1. The membership database can facilitate social media and other forms of mass communication;
2. Sort list different type of members to receive TriHK's email;
3. Support email tracking by staff and able to check the click/open/read records;
4. The EDM should be able to upload photos;

➤ **General Requirement**

1. The service provider should also be able to provide prompt response for any problem and modification of the system;
2. The system must also be completely secure against intrusion;
3. Provider must provide preparation service to import all the current members' information into the system;
4. Provider will need to ensure the system will display and work properly and most commonly used version of browser like Chrome, Firefox, Internet Explorer and Safari;
5. The finished system must allow TriHK to easily manipulate the information collected in order to allow for race coordination, marketing or other purpose;
6. The service provider should provide a training to TriHKs' staff.

Proposals submitted must include

Bidders should provide the following items as part of their proposal for consideration:

1. Background of the organization;
2. Introduction of the online system;
3. Description of experience in planning, building, and hosting organizations' system;
4. List of how many full times, part time, and contractor staff in your organization;
5. Examples of 3 or more system organized and implemented by your organization;
6. Testimonials from past clients on web site building and hosting work;
7. Anticipated resources you will assign to this project (total number, role, title, experience);
8. A full testing plans;
9. Timeframe for completion of the project;
10. A full budget plan, all pricing should be clearly described and listed in the proposal, in one-time bases or project bases;
11. A statement that the system fulfills all related legal requirements under Hong Kong law.

Proposal Guidelines

This request for proposal represents the requirements for an open and competitive process. Proposals will be accepted until 17:00, 31th July 2019 (Wednesday). Any proposals received after this date and time will be returned to the sender.

If the organization submitting a proposal must outsource or contract any work to

meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.


Contract terms and conditions will be negotiated upon selection of the winning bidder for this REP. all contractual terms and conditions will be subject to review by TriHK and will include scope, budget, schedule, and other necessary items pertaining to the project.

Enquiry

For further information, please email to chris.lo@triathlon.com.hk

Other information to be considered

TriHK does not bind itself to accept the lowest tender (or the highest combined score for a tender which adopts a marking scheme) or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer.




Hong Kong Triathlon Association
@hktriathlon

[http://www.triathlon.com.hk/...](http://www.triathlon.com.hk/)





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[See more info](#)

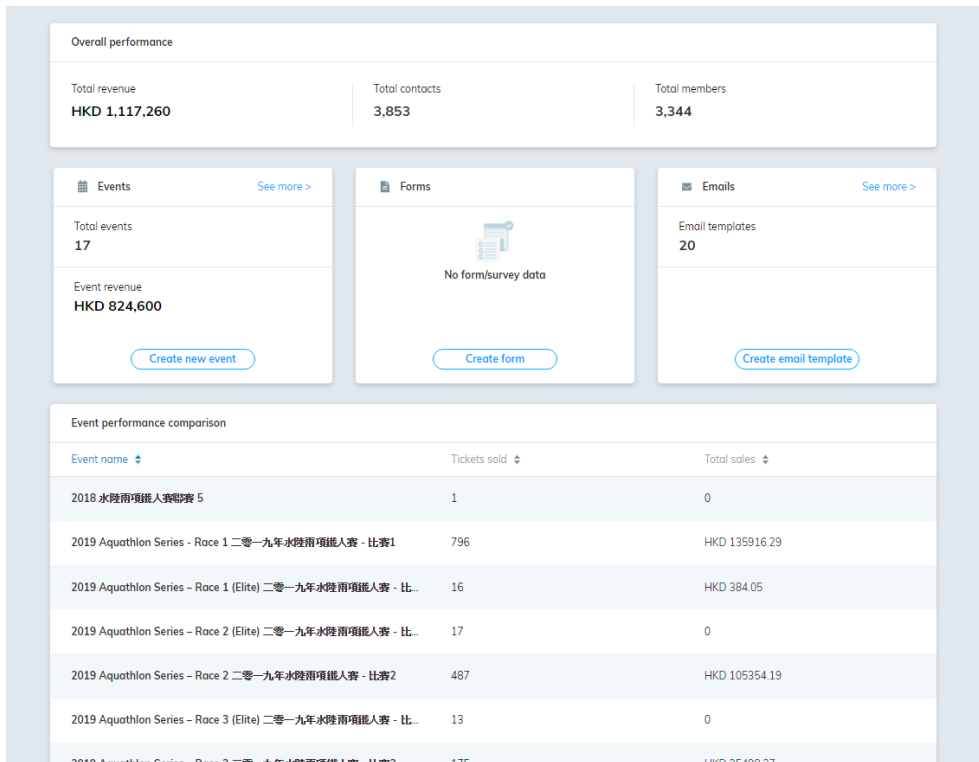


Home Events **Membership**

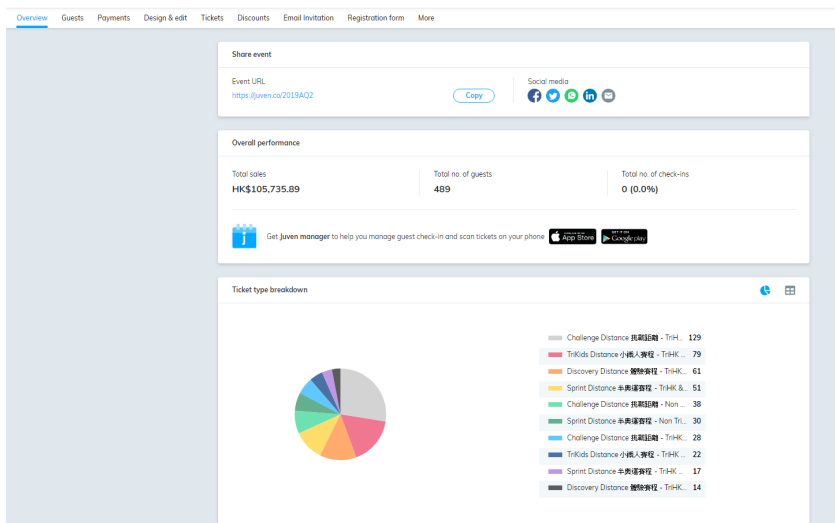
	2019 Adult with Affiliate Club (Age 18 or above) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 200 Join
	2019 Full-time Student with Affiliate Club (Age 18 or above) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 80 Join
	2019 Individual Adult (Age 18 or above) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 300 Join
	2019 Individual Full-time Student (Age 18 or above) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 110 Join

	2019 Individual Full-time Student (Age 18 or above) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 110 Join
	2019 Individual Junior (Age 8-17) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 110 Join
	2019 Individual Para Triathlete From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 110 Join
	2019 Junior with Affiliate Club (Age 8-17) From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 80 Join
	2019 Para Triathlete with Affiliate Club From 1 Jan 2019 (Tue) until 1 Jan 2020 (Wed)	HKD 80 Join

Membership with different categories and price



Dashboard with members/event participants breakdown and revenue



Event Overview

Overview Guests Payments Design & edit **Tickets** Discounts Email invitation Registration form More Reset Save

Cannot search when editing tickets × [+ Create new ticket](#)

Ticket name*	Quantity limit	Ticket price	
Mixed Team Relay 混合接力	Unlimited	Paid	HKD 350

Description - 200 character limit

Start ticket sales
 Now Custom

End ticket sales
 When session ends Custom Jun 12, 2019 (Wed) X 12:00 pm

Membership requirement
 No requirement Members only Non-members only Specific plans only

Maximum ticket purchase per transaction
 1

Total tickets sold: 12

Ticket name*	Quantity limit	Ticket price	
Challenge Distance 挑戰距離 - TriHK & Affiliated Club Memb	Unlimited	Paid	HKD 200

Total tickets sold: 129

Ticket name*	Quantity limit	Ticket price	
Challenge Distance 挑戰距離 - TriHK Member 香港三項鐵人隊	Unlimited	Paid	HKD 260

Total tickets sold: 28

Event categories with different price setting, start ticket sales date, end ticket sales date, membership requirement and maximum ticket purchase per transaction