

Jockey Club IT Support Programme for NGOs (JCITNGO)

Guide to Application

December 2019

This Guide may be subject to change from time to time without prior notice and applicants (“Applicants”, and each of them, an “Applicant”) are advised to consult the latest version of such on the webpage: www.jcitngo.org

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1. Introduction

1.1 Background

To encourage NGOs in building capabilities and making good use of technology, the Hong Kong Productivity Council (HKPC) has launched the "Jockey Club IT Support Programme for NGOs" (Programme), with the support of the Hong Kong Jockey Club Charities Trust (HKJCCT), aiming at providing comprehensive IT consultancy and consultancy services to NGOs in Hong Kong.

1.2 Objectives of Programme

To assist NGOs to develop a clear direction on technology applications based on the vision of NGOs, enabling services to be delivered to communities and clients faster. Assist NGOs in developing a project plan to build or acquire software systems to accelerate the establishment of IT applications. Enhance NGOs' IT security awareness and risk reduction through IT security risk assessment and audit.

1.3 Eligibility

All NGOs registered in Hong Kong with the need of upskilling their IT capabilities for service delivery and operation. The Applicant must have clear mission, actively providing substantial direct services to the Hong Kong community.

1.4 Scope of Services

Each Applicant can only apply maximum three service packages of different types under this Programme

1. IT Strategic Planning Consultancy Services
2. Project Planning Advisory Services
3. Software / System Implementation Advisory Services (Build)
4. Software / System Implementation Advisory Services (Buy)
5. IT Security Risk Assessment and Security Audit Services

Please see Annex 1.24 for details of each service package. Please submit a separate application form for each service package applied.

1.5 Principles

In order to ensure resources are fairly distributed to different NGOs, each NGO can apply for a maximum of three service packages in the entire Programme. In addition, an NGO needs to complete one project before apply the second one. For capacity building workshops to be provided in the Programme, NGOs can participate as many as they can.

1.6 The Secretariat

HKPC will serve as Secretariat in this Programme. The Secretariat will perform the following duties: handle enquiries and provide guidance to support NGOs in submitting applications, process applications and perform preliminary assessment procedures, support the vetting of applications, monitor project implementation and effective service support, and evaluate overall effectiveness of the Programme.

1.7 About HKPC

HKPC is a statutory organisation governed by the Hong Kong Productivity Council Ordinance (Chapter 1116 of Laws of Hong Kong). It has over 20 years' of experiences in providing one-stop ICT consultancy services to both private and public sectors. In particular, HKPC has supported the NGO sector on many IT-related projects. This demonstrated our acuteness and insights into the operation and ICT requirements of NGOs. Please visit our website www.hkpc.org for further details.

2. Application

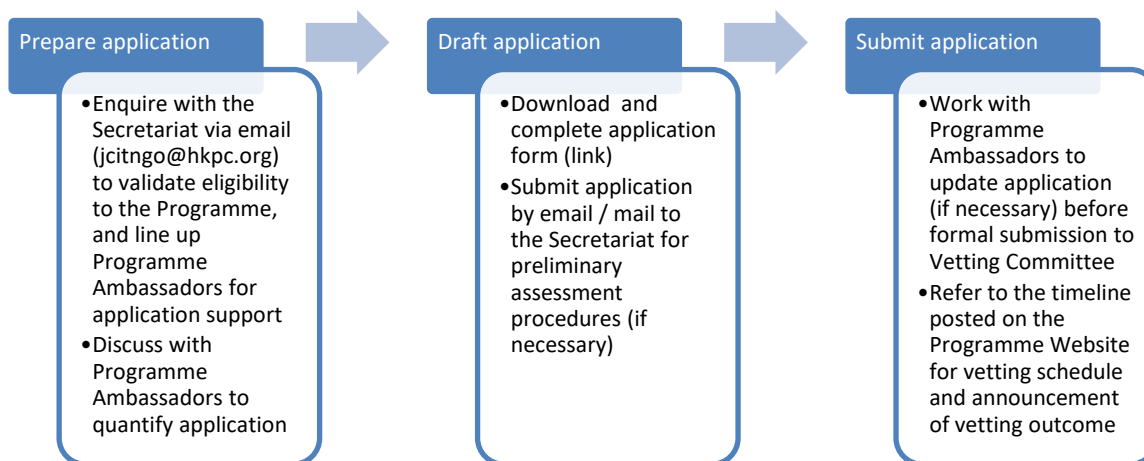
2.1 Application Submission

The entire JCITNGO Programme lasts from December 2019 to July 2024, including project application and project implementation. For project application, it is opened until December, 2022. Depending on the progress of project application and project implementation, application submission may be extended to end of 2023 per the advice of Vetting Committee.

NGOs can submit applications year round. The Vetting Committee will review and approve applications according to a quarterly timeline to be announced on the Programme website. Please refer to the announcement on Programme website www.jcitngo.org for the latest vetting timeline.

2.2 Procedures

Applicant may follow these steps for applying to the Programme:



2.3 Application Form

To apply for the Programme, the NGO should fill in an application form (see web link) to state their needs for the services. NGOs are required to provide a few types of information:

- NGO's identity and background information to ensure it is under non-profit-making/charitable status
- Proposed project to be supported under this Programme, including: project objectives, scope of work, target deliverables, estimated implementation plan and timeline, etc.
- Justifications for application, including eligibility to this Programme, needs to IT capacity building, the benefits and impact to the organisation and society, and management sponsorship from the organisation.

Other points to note for application:

- The Applicant must duly complete and sign the application form.
- The Applicant shall submit one application form for each service applied from this Programme.

2.4 Processing

Applicant will receive guidance from the Secretary in completing the application before formal submission to the Vetting Committee.

Applicant should pay attention that any application with incomplete information will not be processed until the completed set of documents has been received. The Secretariat possesses the final decision right for any dispute cases.

2.5 Resubmission

An application that has been rejected by the Vetting Committee may be resubmitted only if it has been revised substantially or it is supported by new evidence to address the comments made by the Vetting Committee or the Secretariat. A resubmitted application will be treated as a new application and will be subject to the same assessment procedures.

2.6 Withdrawal

The Applicant can write to the Secretariat to withdraw an application at any time before completing the preliminary assessment procedures. Such withdrawal is irrevocable.

3. Vetting and Approval Procedures

3.1 Vetting Procedures

Upon receipt of application form, the Secretariat will conduct preliminary assessment to ensure all required information are provided. Due diligence of the organisation may be conducted to better understand the organisation needs, current capacity and management commitment. Conference calls or face-to-face meetings will be arranged on need basis. Based on the vetting criteria, assessment reports which summaries the preliminary assessment results will be prepared for vetting purpose in the next stage.

After assessment, the Secretariat will submit the application together with its comments to the Vetting Committee for consideration. The Vetting Committee will consider the applications, and approve such or otherwise.

3.2 Avoidance of Conflict of Interest

To avoid conflict of interests, members of the Vetting Committee and the Secretariat will be requested to declare their general pecuniary interests on appointment and annually thereafter, in addition to the report of conflicts of interest that may arise from any particular application as need when they may advise. Where considered appropriate, the Chairman may request the members/staff concerned to refrain from participating in the discussion and assessment of the relevant application.

Applicants must not approach members of the Vetting Committee to avoid affecting their impartiality of advice.

3.3 Vetting Criteria

All applications will be considered by the Vetting Committee based on individual merits of the applications. The main assessment criteria include:

3.3.1 Eligibility of the Applicant

- The NGO is non-profit-sharing or is charitable in nature; either
 - Being a non-profit making NGO registered under Section 88 of the Inland Revenue Ordinance, or
 - Being as non-profit making NGO under the laws of Hong Kong (the NGO specifying under The Constitution or the Memorandum and Articles of Association is non-profit making)
- Entities in education segment (e.g. schools and universities) are excluded if they are currently supported under Education Bureau
- A community service delivery body with clear mission, actively providing substantial direct services to the HK community
- The NGO cannot submit an application if the NGO has another approved on-going project under this Programme is in an active status
- The application is not supported by this Programme if the proposed project is already commenced under service by other party

3.3.2 Effectiveness in IT Capacity Building

- The NGO identified a current or foreseeable IT challenge that will affect its competence in delivering the service to community
- The NGO provided an reasonable estimation of building up the IT capacity with key milestones
- The NGO elaborate the impact that the service to bring to organisation and to the community

3.3.3 Practicality of Proposed Implementation Programme

- The NGO proposed an achievable project plan and project timeline
- The NGO provided a well-defined project scope with clear breakdown of tasks and inputs
- The project deliverables are measurable or countable during project implementation

3.3.4 Management Support on the project

- NGOs manpower resources that management committed to support the project
- NGOs other initiatives on IT capacity development
- NGOs management involvement in the application process
- Other financial supports allocated for the project

3.4 Notification of Results

The Secretariat will update individual Applicant by email on the application outcome based on the vetting timeline as announced on the Programme website.

If an application is recommended for approval, the Applicant will be informed of the result, together with any terms and conditions that may be imposed by the Vetting Committee in addition to the standard terms and conditions, if applicable.

If an application is declined, reasons will be provided. Please refer to the paragraph above on resubmission.

An engagement letter is expected to be signed between the Applicant and the HKPC to formally proceed with the implementation of the project successfully approved.

4. Project Documentation and Evaluation

4.1 Review

By the completion of each project with the Applicant, HKPC will issue a Service Completion Summary to state the service offered, project scope, project progress and items delivered. The report will also include a project satisfaction evaluation form and project evaluation form to capture the feedback from the Applicant. The project satisfaction evaluation form is to understand the service effectiveness on helping the Applicant to implement the project and assist the organisation to build their IT capacity. The project evaluation form is to understand the benefits made to the Applicant in terms of knowledge, attitude, behavior and project progress. Details of Service Completion Summary and areas for evaluation will be communicated to the Applicant upon project engagement.

5. Publicity and Acknowledgement

5.1 Participation in Publicity

To encourage more NGOs to participate in this Programme, the Secretariat will identify successful cases each year for case sharing. NGOs participating in the Programme will share their experience in the application process, project implementation and result from the IT capacity improvements. The sharing will be captured by means of articles, videos or presentations, shared in online channels sharing session in the seminars or workshops.

6. Miscellaneous

6.1 Appointment of Project Coordinators

The Applicant will be required to appoint a project coordinator who will be responsible for overseeing the implementation of the project, liaising with the Secretariat and attending meetings on the project as necessary.

6.2 Suspension or Termination of a Project

The Secretariat reserves the right to suspend or terminate, after consultation with the Vetting Committee, support for an approved project under this Programme. Circumstances which warrant suspension or termination of service may include but are not limited to a lack of satisfactory progress or a slim chance of completion of a project, a breach of the terms and conditions of the engagement letter, or if the Secretariat sees fit to terminate the project in the Programme's interest. Once a project is suspended or terminated, the Applicant will not be entitled to the receipt of support under this Programme, and any cost incurred in the project after suspension and termination

6.3 Handling of Information

The Secretariat is committed to ensuring that all personal data submitted under various applications are handled in accordance with the relevant provisions of the Personal Data (Privacy) Ordinance (Chapter 486) ("PDPO"). In this regard, the personal data provided in relation to applications made under the Scheme will be used by the Secretariat or its authorised agents for activities relating to- (a) the processing and authentication of applications, and (b) statistics and research. The personal data that the applicants provided in their applications will be kept in confidence provided that such obligations and restrictions shall not apply to any disclosure which is necessary for the purposes mentioned in the paragraph above, or any disclosure which is authorised or required by law, or any disclosure which is given by the applicant/data subject. If necessary, the Secretariat will contact other Government departments and relevant parties to verify the personal data provided in the applications with those held by them for the purposes mentioned in the paragraph above. Applicants/data subjects whose personal data are collected by the Secretariat may request access to them under the PDPO. A charge will be made to cover the cost of photocopying the data supplied. In addition, if the data subject considers that the data supplied to the Secretariat is inaccurate, a request for correction of the personal data may be made in writing after a data access request has been made. Requests for access to personal data submitted under various applications under the Scheme can be made in writing on the Data Access Request Form (No. OPS003 issued by the Privacy Commissioner), which is available at the Secretariat.

6.4 Prevention of Bribery

The Applicant shall observe the Prevention of Bribery Ordinance (Chapter 201) (“PBO”) and shall procure that its project team, directors, employees, agents, consultants, contractors and other personnel who are in any way involved in the project shall not offer to or solicit or accept from any person any money, gifts or advantages (as defined in the PBO) in relation to the project.

7. Enquiries

Enquiries regarding the Scheme can be addressed to:

Address: The Organiser

Jockey Club IT Support Programme for NGOs

HKPC Building, 78 Tat Chee Avenue, Kowloon, Hong Kong

E-mail: jcitngo@hkpc.org

Website: www.jcitngo.org

8. Annexes

8.1 List of Service Packages with details

Service Package	Objectives	Sample Deliverables*
1. IT Strategic Planning Consultancy Services	<ul style="list-style-type: none"> To study the current situation of the IT environment of the NGO, identify the issues and area for improvement, and recommend the IT opportunities and the corresponding implementation plan. 	<ul style="list-style-type: none"> IT Strategic Planning Report
2. Project Planning Advisory Services	<ul style="list-style-type: none"> To assist the NGO to prepare and facilitate project planning by supplementing the recommendation with implementation costing, resources estimation, and cost and benefit analysis. 	<ul style="list-style-type: none"> Initial project proposal
3. Software / System Implementation Advisory Services (Build)	<ul style="list-style-type: none"> To provide the NGO with hand-in-hand consultancy service required for the IT implementation and ensure the timely delivery of a high-quality system. 	<ul style="list-style-type: none"> Project Planning Document Status Report Requirement Specification Test Plan & Test Cases Test Report
4. Software / System Implementation Advisory Services (Buy)	<ul style="list-style-type: none"> To assist the NGO to evaluate and select a suitable commercial off-the-shelf (COTS) software package from the market which can meet their current requirements and future needs. 	<ul style="list-style-type: none"> Project Planning Document Software/Vendor Evaluation Report Status Report Requirement Specification Test Plan & Test Cases Test Report
5. IT Security Risk Assessment and Security Audit Services	<ul style="list-style-type: none"> To review and update the current IT Security Policy, Guidelines, and Procedures of the NGO. To assess the overall information security level of the NGO by evaluating the security risks of shared and common information systems and data in the organisation. To review the security status of the systems and data to ensure all risks identified in the security risk assessments and security audit have been mitigated or reduced to an acceptable level and confirm the conformance to the Revised IT Security Policy, Guidelines, and Procedures. 	<ul style="list-style-type: none"> Security Risk Assessment and Audit Report

*Note: Deliverables to be covered by the particular service package will be confirmed between the NGO and HKPC upon project contracting.