

Group	Question Type	Question	Answer
Account Management	Supplier Account Creation	Will HKJC help suppliers create their accounts on EPRO (already registered with oracle)?	In general, EPRO system is designed to be a self-service system, where suppliers can register and create their own sub-accounts. If a supplier is already registered with Oracle, they will be able to use their master account login credentials to access EPRO system.
Account Management	Supplier Account Creation	When will suppliers need to conduct the registration process?	For existing suppliers on Oracle, no separate registration process on EPRO is required. For new suppliers, supplier will need to conduct the registration process in EPRO system before they can participate in any procurement opportunities that are posted on the system. This can include responding to EOI/prequalification, quotes, and tender proposals. It's important for suppliers to complete the registration process as early as possible, to ensure that they are able to participate in any relevant procurement opportunities.
Account Management	Supplier Account Creation	How to conduct registration on EPRO	If you have been invited to register on the EPRO system, you will receive an invitation email that includes a login name and instructions for completing the pre-registration process. To complete the pre-registration process, you will need to provide your business registration number, supplier declaration, and may need to submit supporting documents for review by the procurement team. Once your pre-registration is approved, you will receive an invitation email for EOI/Prequalification or RFX event to assess the EOI/Prequalification document, Tender/RFQ document or addendum from EPRO. It is important to carefully review the instructions and requirements provided by the procurement team for the specific event, and to ensure that you provide accurate information and complete the registration process in a timely manner to ensure that you can participate in the EOI/Prequalification or RFX event.
Account Management	Supplier Account Management	Can the supplier decide the name of the Master account?	New and existing suppliers should work with the club's procurement buyer on any changes on the Master account. It's important to note that the username of the Master account is primarily used for identification purposes and does not typically affect the functionality or access rights of the account. The Master account is responsible for managing the sub-accounts and ensuring that they are properly authorized and secured.
Account Management	Supplier Account Management	Is there just one unique username per company?	While there may be some limitations on the number of usernames associated with a particular company, each registered user or sub-account in EPRO system would typically have a unique and individual login name.
Account Management	Supplier Account Management	Can we designate one email (Master Account / Sub-Account) to receive the RFT / RFQ invitation notification emails?	In EPRO system, it's possible to designate one email address to receive the RFT/RFQ invitation notification emails for the Master account and all associated sub-accounts. This can help ensure that all relevant staff members receive the necessary notifications and can stay informed about new opportunities. To designate a single email address to receive the notification emails, the Master account can typically update the contact information associated with the account. This can be done by logging in to the master account, navigating to the "Account Management" section, and updating the email address associated with the master account and sub-accounts. It's important to ensure that the designated email address is accurate and up-to-date, and that it is monitored regularly to ensure that important notifications are not missed.
Account Management	Supplier Account Management	Can there be multiple accounts for the same company?	In EPRO system, it's possible for a company to have multiple sub-accounts, managed by the supplier Master account. By having a single Master account that manages all sub-accounts, it's easier to ensure that all sub-accounts are properly authorized and secured.
Account Management	Supplier Account Management	What is the difference between Master and Sub accounts?	In EPRO system, the Master account is the primary account and is responsible for managing and securing all sub-accounts associated with a company. The Master account typically has full administrative rights and can create, manage, and delete sub-accounts and can delegate procurement-related tasks to sub-accounts as needed.
Account Management	Supplier Account Management	How can suppliers add/remove/edit accounts?	In EPRO system, the Master account is responsible for managing all sub-accounts associated with a company, including adding, removing, and editing sub-accounts as needed. The Master account typically has full administrative rights and can perform the following actions on sub-accounts: 1. Add sub-accounts: The Master account can create new sub-accounts by enabling the sub-account and providing the necessary information, such as the user's name and email address. 2. Remove sub-accounts: The Master account can disable the sub-accounts that are no longer needed or that represent inactive users. 3. Edit sub-accounts: The Master account can modify the sub-account, such as changing the user's name and email address. To perform these actions, the Master account would typically log in to the EPRO system and navigate to "Account Management" section. From there, the Master account can select the appropriate action, such as adding a new user or editing an existing user's settings. It's important to ensure that the Master account only grants access and permissions to authorized staff members and that all sub-accounts are managed and secured properly. This can help ensure that confidential information is protected from unauthorized access or use.
RFX process	EOI	How is the query/ clarification of EOI conducted?	Query/ clarification shall be conducted off system via email communication. Supplier shall send query to buyer or buyer could request clarification/ supplementary document via email.
RFX process	Invoicing & Payment	Is the payment and invoicing system still remained as Oracle FASC?	Oracle FASC will be remain for PO issuance, invoice upload and payment processing.
RFX process	NDA	Do we have to sign a new NDA even if we have signed one before?	If a specific procurement process or tender/RFQ requires a new Non-Disclosure Agreement (NDA) or Confidentiality Undertaking, even if you have previously signed one with the Hong Kong Jockey Club (the Club), you will need to sign a new NDA/Confidentiality Undertaking. It is important to comply with the NDA/Confidentiality Undertaking requirements of each procurement process to ensure that sensitive information is protected and the procurement process is conducted securely and confidentially. If you have any questions or concerns regarding NDA/Confidentiality Undertaking requirements, it is recommended to contact the procurement team or submit a tender/RFQ query in the EPRO system for guidance and support.
RFX process	NDA	Can we make amendments or request changes to the T&C's of the NDA? If so, how?	Whether or not amendments or changes can be made to the terms and conditions of the Non-Disclosure Agreement (NDA) or Confidentiality Undertaking may depend on the specific procurement process and requirements of the Hong Kong Jockey Club (the Club). In general, it may be possible to request changes or amendments to the NDA/Confidentiality Undertaking if you have concerns or issues with the existing terms and conditions. However, it is important to note that any changes or amendments to the NDA/Confidentiality Undertaking must be agreed upon by both parties and may require legal review and approval. If you wish to request changes or amendments to the NDA/Confidentiality Undertaking, it is recommended to contact the procurement team to discuss your concerns and propose any changes. They should be able to provide you with guidance on the process for requesting changes and the requirements for legal review and approval.
RFX process	NDA	Will we receive an email notification once the submitted NDA is accepted? Or would we have to login to EPRO to check?	The EPRO system will send an email notification to the supplier once the submitted Non-Disclosure Agreement (NDA) or Confidentiality Undertaking has been accepted by the Hong Kong Jockey Club (the Club) and that the supplier is now able to access the relevant documents on the EPRO system.

RFX process	Post Tender Communication	What is the difference between PTA, PTN and PTC?	<p>PTA (Post-RFX Addendum), PTN (Post-RFX Negotiation), and PTC (Post-RFX Clarification) are all processes that may be used to clarify or modify tender documents or to negotiate with suppliers after the initial tender submission. However, these processes have different purposes and are used in different situations.</p> <p>PTA (Post-RFX Addendum) is used to add new information or clarify existing information in the tender documents after the initial submission deadline. This may be necessary if there are errors or omissions in the original tender documents or if new information becomes available after the submission deadline. A PTA is typically issued to all suppliers who have submitted a tender to ensure that all parties have access to the same information.</p> <p>PTN (Post-RFX Negotiation) is used to negotiate with suppliers after the initial tender submission to refine or modify the proposed solutions or to discuss terms and conditions. This may be necessary if there are complex requirements or if there is a need to refine the scope of work or pricing. PTN typically involves a negotiation process between the procurement team and selected suppliers and may involve multiple rounds of negotiation.</p> <p>PTC (Post-RFX Clarification) is used to seek clarification from suppliers after the initial tender submission to ensure that the tender documents are fully understood. This may be necessary if there are ambiguities or uncertainties in the tender documents that require further clarification. PTC typically involves requests for clarification from the procurement team to one or more suppliers and may involve multiple rounds of communication to ensure that all parties have a clear understanding of the requirements and expectations.</p>
RFX process	RFX Submission	Can tender submissions be uploaded by Sub-Account on EPRO?	<p>Typically, sub-accounts are allowed to upload tender submissions, as long as they have been properly authorized and granted the necessary access rights by the Master account. This can provide flexibility for suppliers to manage their accounts and ensure that the appropriate staff members have access to the system.</p> <p>It's important to ensure that sub-accounts are properly authorized and that their access rights are appropriate for the level of responsibility they have in the procurement process</p>
RFX process	RFX Submission	How do we preview / ensure our tender submission is full-set?	<p>To ensure that your tender submission is complete and includes the full-set of required documentation, it is recommended to carefully review all the requirements and instructions provided in the Request for Quotation (RFQ) or Tender documents.</p> <p>You should also review all addendums to the RFQ or Tender documents to ensure that your submission includes the most up-to-date information and requirements.</p> <p>In addition, it may be helpful to create a checklist of all the required documents, forms, and information that must be included in your tender submission. This can help you ensure that you have included all the required documentation before submitting your tender.</p> <p>Before submitting your tender, you may also want to preview and review your submission to ensure that it is complete and accurate.</p>
RFX process	RFX submission	What are the steps for the document submissions?	<p>The steps for document submissions for Tender/RFQ are as follows:</p> <ol style="list-style-type: none"> 1. Ensure that you have your login credentials in place before the submission deadline. It is recommended to try logging in at least 24 hours before the submission deadline to ensure that you can access the system and troubleshoot any issues that may arise. 2. Click on the "Submit Proposal and Quotation/Submit No Offer" or "Submit Tender/No Offer" button as appropriate for your submission. 3. Select the option "We are interested in submitting the proposal and quotation for the captioned project" to indicate that you are submitting a proposal or quotation for the Tender/RFQ. 4. Click on "Choose File" to upload the required documents for each folder according to the instructions provided in the Tender/RFQ documents. 5. Ensure that the file name extension is .ai, .pdf, .xls, .xlsx, .doc, .docx, .ppt, or .pptx and that the file name only contains the following characters (a-z, A-Z, 0-9), underscore "_", full stop ".", hyphen "-", ampersand "&", left parenthesis "(", and right parenthesis ")". The file name should not contain spaces. 6. Each folder (e.g. Pricing Proposal, Technical Proposal) must upload at least one document. To upload additional files, click "More Files". 7. Click "Request One-Time Password (OTP)" to receive a unique password via email. 8. Check the attached documents under each folder to ensure that they have been uploaded correctly. 9. If a document needs to be updated, click "Cancel" at the bottom of the page and go back to the previous page to make the necessary changes. 10. Check the checkbox to accept the terms and conditions. 11. Fill in the One-Time Password sent to your email. 12. Click "Submit" to complete your submission. <p>It is recommended to submit your response at least 24 hours before the submission deadline to allow sufficient time for any technical issues or errors that may arise. It is also important to carefully review all requirements and instructions provided in the Tender/RFQ documents to ensure that your submission is complete and compliant.</p>
RFX process	RFX submission	Once supplier submitted the document, can it be supersede by an updated version?	<p>Suppliers are allowed to supersede their initial submission with an updated version before the closing date and time of the Tender/RFQ. This means that if a supplier submits a document and later realizes that there are errors or omissions, the supplier may submit a new version of the document to replace the initial submission.</p> <p>It is recommended to ensure that all documentation and information submitted during the Tender/RFQ process is complete, accurate, and compliant with the requirements and instructions provided by the Hong Kong Jockey Club (the Club).</p>
RFX process	RFX submission	During the tender submission process, any possibility for tenderers to add folder to misc. submission (i.e. additional information) ?	<p>It is not possible for suppliers to create additional submission folders. However, it is possible to upload additional files to a folder by clicking the "More Files" button during the Tender/RFQ submission process.</p> <p>It is important to ensure that all documentation and information submitted during the Tender/RFQ process is complete, accurate, and compliant with the requirements and instructions provided by the Club.</p>
RFX process	RFX Submission	Are supplier required to agree all the terms of use and privacy statement in order to submit submission?	<p>It is mandatory to agree the terms of use and privacy statement in order to proceed the submission on the EPRO system. If supplier does not agree on any of the terms, please contact the subject buyer responsible for the event directly.</p>
RFX process	RFX Submission	What is the handling if the bad weather signal (e.g. typhoon no.8 or above and/ or Red Rainstorm Warning Signal) is hoisted on the submission closing date?	<p>The closing date of the impacted sourcing event will be extended and bidders will be notified by email regarding the closing time extension.</p>
RFX process	RFX Submission	What is the handling for sourcing event with upcoming closing date if the system is down?	<p>The closing date of the impacted sourcing event will be extended and bidders will be notified by email regarding the closing time extension and when the system is expected to resume.</p>
RFX process	RFX Submission	How can supplier confirm the submission is successful?	<p>The system will show the success message of the submission and the submission record can be found in the submission history.</p>
RFX process	Site Visit	Can suppliers edit the site visit attendants?	<p>The EPRO system allows for suppliers to edit and resubmit their response after the initial submission.</p> <p>It is recommended to carefully review the instructions for editing and resubmitting the response to ensure that the changes are made correctly and that the submission is complete and accurate.</p> <p>It is also important to ensure that any changes or modifications are made before the submission deadline to avoid any potential issues or delays.</p>
RFX process	Site Visit	Can the email address be the same for more than one person when registering for the site visit?	<p>It is recommended that each person who wishes to attend the site visit should have their own unique email address for registration. This can help ensure that each person receives the necessary information and updates related to the site visit, and can help prevent any confusion or errors that may arise from using the same email address for multiple attendees.</p> <p>If you wish to submit multiple attendees to register using the same email address, it is recommended to check with the procurement team to see if this is allowed by submitting a Tender/RFQ query on the EPRO system.</p>
RFX process	Tender Interview	How is the tender interview arranged?	<p>Tender interview is arranged by the buyer off system via email communication.</p>

System	File Type	For the uploaded files, will there be a specific format for the upload type? i.e., JPEG, PDF, .ZIP or .RAR	<p>Yes, there may be specific file format requirements for the uploaded files in EPRO system, depending on the specific procurement process and the requirements set by the procurement team. The allowed file formats for each document type may vary depending on the requirements specified in the procurement process.</p> <p>In general, commonly accepted file formats for uploaded documents in EPRO system include:</p> <ul style="list-style-type: none"> - Microsoft Word Document format (.doc or .docx) - Microsoft Excel Spreadsheet format (.xls or .xlsx) - Microsoft PowerPoint Presentation format (.ppt or .pptx) - Adobe Portable Document Format (.pdf) - Adobe Illustrator Vector Images Format (.ai) <p>It is important to check the specific file format requirements for each document type in the procurement process to ensure that the files are uploaded correctly and meet the necessary standards.</p> <p>There may be restrictions on uploading compressed files such as .ZIP or .RAR in EPRO system. This is because compressed files may contain viruses or trojans that can harm the system or other files on the system. Additionally, compressed files may also contain password-protected documents that cannot be opened, which can cause delays and complications in the procurement process.</p>
System	Help Desk	What is the support email or hotline for enquiry?	For system usage and operation enquiries related to the EPRO system, suppliers should contact the EPRO help desk via email eproenquiry@hkjc.org.hk . However, for specific enquiries related to EOI, RFQ, and Tender events, suppliers should contact the subject buyer responsible for the event directly.
System	Maximum Submission Size	May I know the maximum size of tender document that can be uploaded onto EPRO?	<p>Yes, if the EPRO system you are using has a maximum file size limit of 900MB, then the maximum size of each tender document that can be uploaded onto the system is 900MB.</p> <p>If you have any questions or concerns about the size or format of your tender documents, it is recommended to contact the procurement team or the EPRO Help Desk for guidance and support. They may be able to provide information on the best practices for uploading documents and may offer solutions or workarounds to help you upload your documents effectively and efficiently.</p>
System	Maximum Submission Size	For file sizes that exceed 900MB, how should we submit the tender?	It is important to follow the specific document size requirements and restrictions set by the procurement team to ensure that your tender documents can be uploaded successfully. If you have any questions or concerns about the size or format of your tender documents, it is recommended to contact the procurement team or the EPRO Help Desk for guidance and support.
System	OTP	If the user clicks the request for OTP button, would the OTP be sent to the Master Account email, or Sub-Account email, or both?	<p>The OTP (One-Time Password) would typically be sent to the email address associated with the account that initiated the request.</p> <p>It's important to note that the OTP is typically used for account verification purposes, and should be kept confidential and not shared with others. By sending the OTP to the email address associated with the account that initiated the request, EPRO system can help ensure that the OTP is properly secured and used only by authorized users.</p>
System	OTP	What is the timing validity set for the OTP?	<p>The OTP is valid for 30 minutes from the date it was generated. This means that the user has 30 minutes to enter the OTP and complete the specified actions, such as login process, submission of EOI/Prequalification, quote or tender proposal.</p> <p>If the OTP expires before the user can complete the specified action, they may need to request a new OTP by clicking Resend OTP.</p>
System	OTP	As the iSupplier Portal sends the OTP to mobile, there will be two separate systems with different OTP, is that correct?	<p>Yes, that is correct. The iSupplier Portal and EPRO system are two separate systems with different login processes and methods of sending OTPs.</p> <p>The iSupplier Portal sends the OTP to the user's mobile device, while the EPRO system sends the OTP to the user's email. This means that if you need to access both systems, you will need to have access to both your mobile device and email account to receive the OTPs.</p>
System	OTP	Will the system always require changes to the password?	EPRO system uses One-Time Passwords (OTP) and generates a random password for login action, which is valid for 30 minutes.
System	System Requirements	Will EPRO system support the MacOS?	<p>Yes, if you have downloaded Google Chrome or Microsoft Edge on your Mac, you should be able to access the EPRO system using these browsers. Both Google Chrome and Microsoft Edge are compatible with Mac OS and are commonly used to access web-based applications, including procurement systems like EPRO.</p> <p>To ensure the best user experience and avoid any potential issues, it is recommended to use the latest version of the preferred browser and ensure that your Mac OS is up to date with the latest updates and security patches. This can help ensure that you can access the EPRO system effectively and securely, and that you can participate in the procurement process without any issues.</p>
System	System Requirements	As an iPad user, would I be able to log on to EPRO using Safari?	<p>Google Chrome and Microsoft Edge are the recommended or supported browsers for accessing EPRO system on Windows 10, 11, and macOS Big Sur, it is recommended to use one of these browsers for the best user experience and to ensure compatibility with the system. However, it may still be possible to use Safari on an iPad to access the EPRO system, but you may need to adjust some settings or features to ensure compatibility.</p> <p>It is important to note that some features of the EPRO system may be optimized for desktop or laptop computers and may not work as well on a mobile device such as an iPad.</p> <p>It is recommended to check with the EPRO Help Desk or your IT department to confirm the specific system requirements for the EPRO system and ensure that the options you choose are compatible with the system. This can help ensure that you can access the EPRO system effectively and securely and that you can participate in the procurement process without any issues.</p>
System	System Requirements	What are the system requirements of ePro?	<p>The system requirements for EPRO system may vary depending on the specific implementation and version of the software used. However, in general, the following are some of the common system requirements for EPRO system:</p> <ol style="list-style-type: none"> 1. Operating System: EPRO system may be compatible with different operating systems such as Windows 10 and 11, or macOS Big Sur. It is recommended to use the latest version of the preferred operating system. 2. Browser: EPRO system is commonly accessed through a web browser. The most commonly used browsers that are compatible with EPRO system include Google Chrome 112 or above and Microsoft Edge. It is recommended to use the latest version of the preferred browser. 3. Internet Connection: A reliable and stable internet connection is required to access EPRO system and perform various tasks such as submitting the supplier registration, downloading and uploading documents for EOI/Prequalification, Tender and RFQ. 4. Hardware: EPRO system can be accessed using a desktop or laptop computer. The recommended hardware specifications may vary depending on the specific implementation of the Operating System and Browser software.