



水務署
Water Supplies Department

總部 Headquarters

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14 September 2026

BY EMAIL

Dear Sirs / Madams,

**Market Research on the Provision of Services on
Overprinting, Enveloping and Delivery of Water Bills
for the Water Supplies Department**

We are now conducting a market research to obtain the latest market information on the Provision of Services on Overprinting, Enveloping and Delivery of Water Bills for the Water Supplies Department. Some service details and requirements are specified at the Annex.

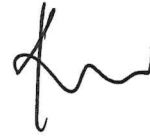
2. If you are interested in providing such services, please provide the required information by completing the attached *proforma* and returning it by fax to 2829 4662 or email to ebill_bcu@wsd.gov.hk **on or before 14 October 2026**.

3. Please note that this market research exercise is meant for collecting information only and should not be construed as the Government's commitment to order. Any hire of services will be subject to tender and the information provided in the proforma and attachments will be subject to change. By submitting information for this market research, service providers are deemed to have acknowledged that the Government shall not be liable for any costs or expenses so incurred by them.



4. Any enquiries concerning this market research shall be made in writing to ebill_bcu@wsd.gov.hk.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Rainbow Chan', with a stylized, cursive script.

(Rainbow CHAN)
for the Director of Water Supplies

Encl.

**Market research on the Provision of Services on
Overprinting, Enveloping and Delivery of Water Bills
for the Water Supplies Department (WSD)**

1. Purpose

The purpose of this market research is to gather information on the market capacity and interest in the provision of services on Overprinting, Enveloping and Delivery of Water Bills for the Water Supplies Department, with a review to plan the upcoming procurement strategy.

2. Background of the overprinting, enveloping and delivery of water bills for the WSD

The WSD plans to engage an external contractor to provide the services on overprinting, enveloping and delivery of water bills for a period of three years from the fourth quarter of 2027 tentatively. Currently, the WSD's contractor provides the overprinting, enveloping and delivery services for the WSD for the issuance of water bills and reminders on a daily basis, including Saturdays, Sundays and public holidays. At present, approximately 9 million water bills and reminders are issued to the registered consumers of the WSD by post annually.

3. Scope of Services

The contractor shall be required to set up the operational procedures, hardware, software and communication facilities for performance of the following services:

- (i) Downloading, verifying and reporting discrepancies and abnormalities of the print files containing the bill images in Portable Document Format (PDF) on a daily basis within a specified time range;
- (ii) Overprinting the bill image on the appropriate pre-printed forms provided by the WSD;
- (iii) Enveloping the printed pages into the corresponding types of envelopes provided by the WSD, with or without pre-printed leaflets provided by the WSD to be inserted into an envelope together with the relevant water bills or reminders;
- (iv) Delivering the enveloped water bills and reminders to the designated post office of the Hongkong Post assigned by the WSD and arranging the posting of the enveloped items (postage to be borne by the WSD);
- (v) Returning the water bills and/or reminders to the WSD's office if requested by the WSD due to operational reasons;
- (vi) Developing a bill printing program for processing the print files with validation checking in the file validation and downloading process to ensure the completeness, correctness and validity of the print files downloaded;

- (vii) Providing a set of daily reports to the WSD showing the necessary information for reconciliation and control purposes, including but not limited to the number of print files downloaded, number of water bills returned to the WSD, the number of items posted to the designated delivery point with breakdown on the weight and number of the mail items on the previous working day;
- (viii) Providing sufficient storage space to keep around two months' consumption of the forms, envelopes and pre-printed leaflets; and
- (ix) Providing minimum daily production capacity of overprinting, enveloping and mail delivery service at 80 000 numbers of printed items.

4. Framework of Technical Requirements

(a) Pre-printed forms

WSD will provide the pre-printed forms for printing the water bills and reminders from the print files. The specifications of the pre-printed forms are listed below:

(i) Overall size	A4 (210mm x 297mm) (cut-sheet)
(ii) Type of paper	Not less than 80GSM woodfree paper
(iii) Perforations	One horizontal perforation (for separating the stub portion)
(iv) Overprinting	Capable of being laser printed

(b) Envelopes

WSD will provide the envelopes for enveloping the printed pages into the corresponding types of envelopes. The specifications of the envelopes are listed below:

(i) Overall size	240mm x 115mm & 355mm x 254mm
(ii) Type of paper	Not less than 110GSM paper

(c) Pre-printed leaflets

WSD will provide the pre-printed leaflets to be inserted into an envelope together with the relevant water bills. The specifications of the pre-printed leaflets are listed below:

	Type 1	Type 2
(i) Overall size	A4 (210mm x 297mm) (cut-sheet)	One-third of A4 (210mm x 99 mm)
(ii) Type of paper	Not less than 80GSM woodfree paper	Not less than 80GSM woodfree paper
(iii) Fold type	Letter fold (the height not higher than 10cm)	No folding required

5. Service Requirements

(a) Place for Carrying out the Services in Hong Kong

It is essential that the Contractor's premises, including the backup site, for carrying out the overprinting and enveloping of bills are located in Hong Kong.

(b) Data Security and Integrity

The Contractor shall be responsible for performing security planning, implementation and monitoring to protect the integrity and confidentiality of WSD's print files, which contain all the information shown in the water bills and reminders, and to prevent data corruption or loss and avoid embarrassing the Government or causing damage to its reputation or properties.

(c) Service Team Requirements

The service provider is expected to set up service team to (i) deliver the services; (ii) monitor the performance; (iii) adopt the best practice; and (iv) maintain the adequacy and quality of equipment and machinery. The team shall comprise two individuals to respectively act as the manager and the supervisor for the performance of service.