

# Tender Briefing on the Provision of Case Management and Employment Support Services for the Employment in One-stop

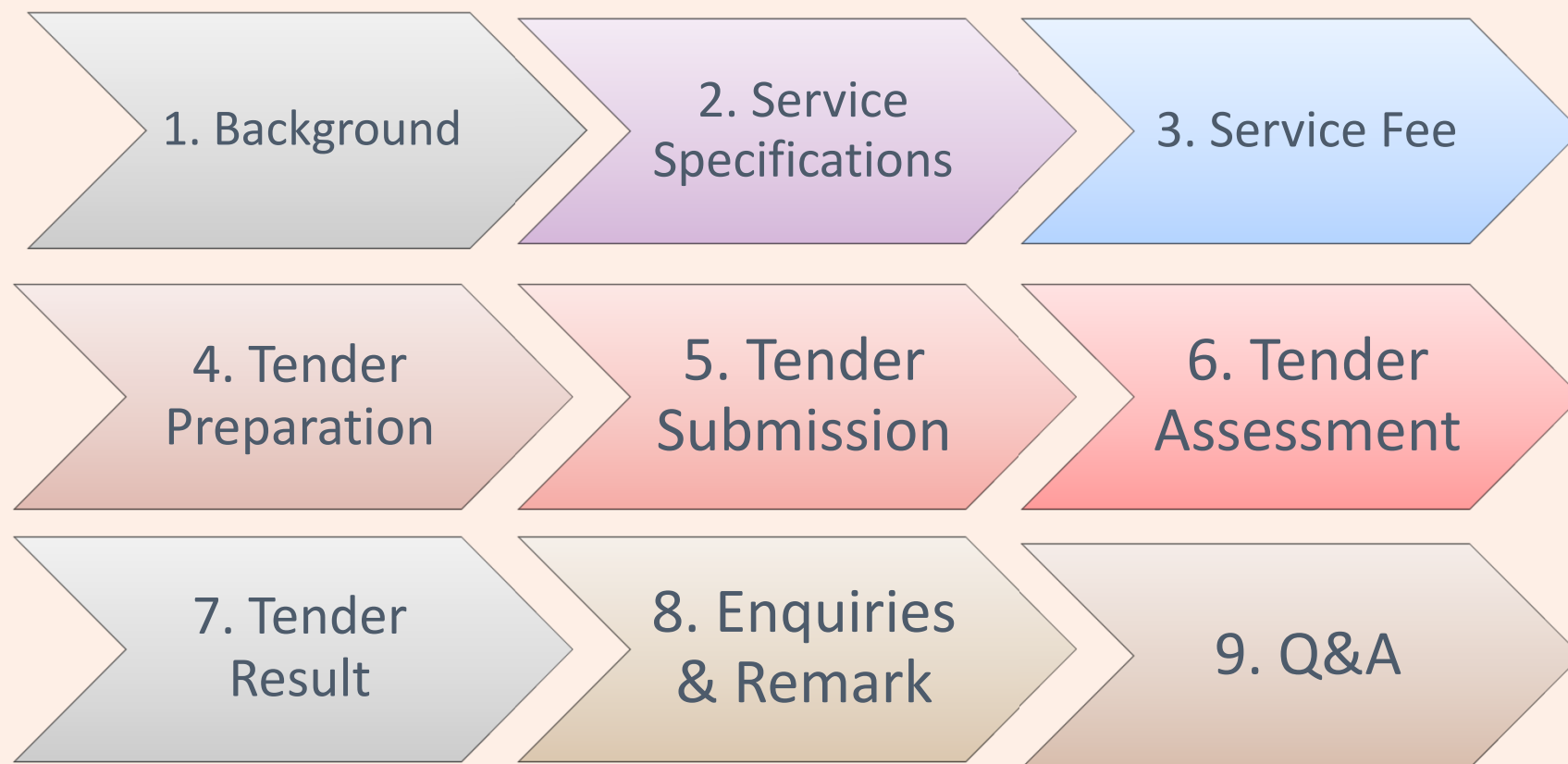


一站式就業及培訓



One-stop Employment and Training

# Topics Covered



# Background

- » The Labour Department (LD), Social Welfare Department (SWD) and Employees Retraining Board (ERB) have been rendering public-sector employment support
- » Report of the former Commission on Poverty 2007:  
*“...the Administration should review holistically how to achieve the target of ‘one-stop shop’ in the provision of employment assistance so that able-bodied persons, especially those who are ‘hard-to-employ’, can access relevant training and employment assistance more easily”*
- » The Efficiency Unit (EU) was commissioned by the Labour and Welfare Bureau to develop a business model for providing the one-stop services



# Background

- » 2009-10 Policy Address of the Chief Executive:  
*“To support job seekers, the Government will set up a pioneer one-stop employment and training centre in Tin Shui Wai to integrate the services of various organisations”*
- » The new initiative aims to streamline, integrate and enhance the existing employment and training/retraining services provided by LD, SWD and ERB



# Background

- » LD is responsible for setting up the Employment in One-stop (EOS) and taking charge of its day-to-day operation
- » EOS is housed on 4/F of the Tin Ching Amenity and Community Building (TCACB)
- » ERB Service Centre is situated on 3/F of TCACB. Co-location of the two centres facilitates job-seekers in obtaining employment and training/retraining services in one go.



# Background

- » Tin Shui Wai (North) Social Security Field Unit of SWD refers unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients to EOS for case management and employment support services
- » To support the integrated services, an information technology (IT) system named One-stop Shop System (OSSS) has been set up to facilitate data-sharing among LD, SWD and ERB



# Background

- » EOS has started to provide the case management and employment support services since January 2012
- » At present, the services are being provided by a non-governmental organisation (NGO)
- » Contract with the existing service provider will expire on 8 January 2017
- » LD now invites organisations with experience in providing employment assistance services to submit proposals to provide the services from 9 January 2017 to 31 March 2019



# Background

- » According to EU's consultancy study report, job seekers can be classified into Type I, Type II and Type III according to their different employment service needs





# Background

## Employment Needs of Job Seekers

### Profile

#### Type I: Self-help/minimum level of support

- High motivation
- Wide range of job-seekers different in ages, education levels & skills
- Generally with necessary skills & education

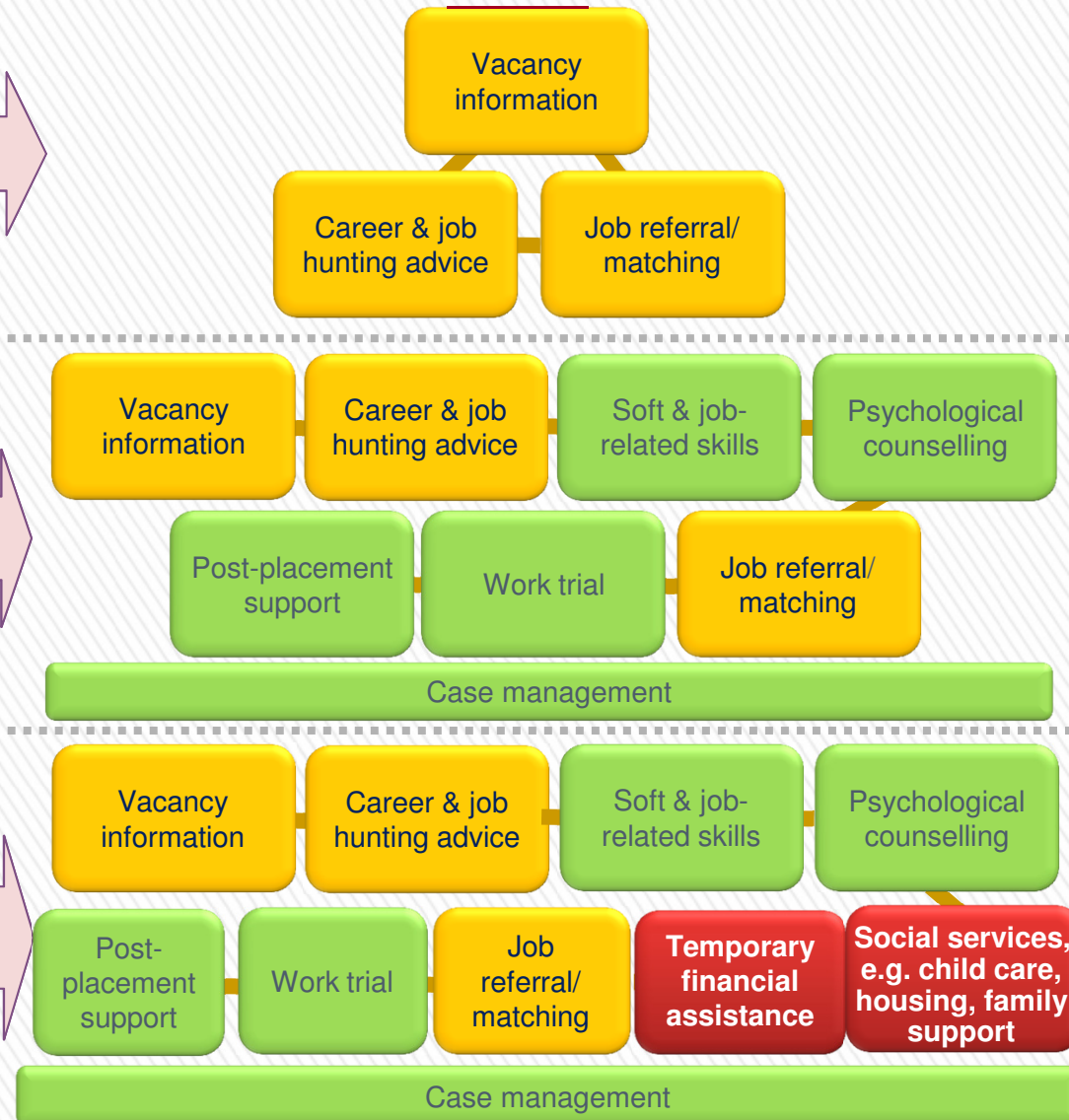
#### Type II: Medium level of support

- High to medium motivation
- Low skills, low education & middle-aged
- Youths without work experience
- Displaced workers
- May have attitude or personality problems

#### Type III: High level of support

- Low motivation
- Low skills, low education & middle-aged
- Low self-esteem
- Long-term CSSA recipients
- With personal/family problems
- May need urgent money to meet employment-related expenses

### Needs



### Major Serving Agencies

LD

ERB

SWD

# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Services to be rendered:**

*Case management and employment support services for EOS of LD on 4/F, Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai*

### » **Contract Period:**

*from 9 January 2017 to 31 March 2019*

### » **Target Participants:**

*Unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients aged 15-59 (referred from SWD) and non-CSSA job-seekers who are classified as Type II or Type III job-seekers*



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Scope of Services:**

- *An estimated average of **630** Participants at any one time during the contract period*
- *Distribution of the Participants by Type I, II and III categories is estimated to be around 5%, 60% and 35% respectively*
- *Type II and Type III Participants comprise both CSSA recipients and non-CSSA recipients*
- *The normal service period for each Participant is **12** months counting from the date of enrolment, subject to extension for 12 more months*
- *To submit an assessment report within 2 weeks after expiry/termination of service period for a Participant who remains unemployed*



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勞工處  
Labour Department

# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Services content:**

#### - *Enrolment:*

- > Conduct an enrolment interview with each Participant for not less than 90 minutes in duration within 5 working days counting from the date of referral by LD
- > Explain results of needs assessment
- > Gather and record personal details and input data into OSSS
- > Explain case management and employment support services to be provided
- > Explain the requirements under the SWD's Support for Self-reliance Scheme and the consequence of non-compliance (for CSSA recipients only)
- > Explain details of the Job Seeker's Undertaking and witness the signing of the Undertaking (for CSSA recipients only)
- > Schedule the next interview within 1 month of enrolment interview



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Service Content (Cont'd):**

- *Regular interviews and services to Participants:*
  - > Conduct regular interviews of not less than 30 minutes per session
  - > Help Participants draw up action plans to search for full-time paid employment and provide them with up-to-date labour market information
  - > Review Participant's efforts and adjust the action plans where appropriate; 2 interviews per month should be conducted for Participants aged below 50, and 1 interview per month for those aged 50 or above (for CSSA recipients only)
  - > Provide personalised career advice and job matching services
  - > Provide relevant training information and assist Participants to enrol to ERB courses
  - > Arrange job attachments or work trials



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Service Content (Cont'd):**

- *Regular interviews and services to Participants (Cont'd):*
  - > Provide post-employment support for at least 3 months (6 months for Type III Participants)
  - > Provide information on resources and services available in the community and make appropriate referrals
  - > Notify LD of the failure of the Participants to actively look for work or attend interviews with the Service Provider (for CSSA recipients only)
  - > Provide/arrange training or relevant activities for at least **20** hours on relevant skills for each Participant to enhance their employability and work motivation. At least 10 hours of such training or activities should be provided/arranged within 6 months counting from the date of enrolment interview.



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Service Content (Cont'd):**

- *Regular interviews and services to Participants (Cont'd):*
  - > Perform in-depth assessment and evaluation of the Participants' employability for determining the types of services and assistance to cater for the Participants' specific needs (for Type II Participants only)
  - > Provide in-depth career and personal or group counselling (for Type II and Type III Participants only)
  - > Conduct comprehensive assessment on individual Participants' need and motivation (for Type III Participants only)
  - > Formulate individual "development" plan to improve work motivation and employability (for Type III Participants only)
  - > Refer Participants to receive psychiatric/psychological intervention (for Type III Participants only)



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Service Content (Cont'd):**

- *Regular interviews and services to Participants (Cont'd):*
  - > Provide case monitoring to ensure compliance with the job search requirements under the CSSA Scheme (for CSSA recipients only)
  - > Liaise with SWD to ensure that any non-compliance of job search requirements under the CSSA Scheme or failure to attend interviews with the Service Provider are reported to SWD in good timing (for CSSA recipients only)
  - > Administer the Temporary Financial Aid in the form of grants to help the Participants meet employment-related expenses (for CSSA recipients only)
  - > Remind the Participants to comply with the additional requirements prescribed by SWD as and when required
  - > Assist in collection of information from Participants who join the employment programmes of LD



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Manpower requirements:**

3 types of full-time staff working in EOS(44 hours per week):

#### ① Supervisor

- > Accountable for proper delivery of Services
- > Supervision of Service Provider Staff working at EOS and monitoring of performance
- > Complaint handling

#### ② Case Manager

- > Provision of case management and employment support services to the Participants as set out in the Service Specifications and the Contract

#### ③ Clerical Staff

- > Provision of clerical support to the Service Provider Staff working at EOS and counter services to the Participants



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

- » **Minimum qualification & work experience of staff and minimum number of staff to be employed:**

Type of Service Provider Staff	Min. Qualification & Work Experience	Min. No. of Full-time Staff
Supervisor	a) Registered social worker with degree in social work recognised by Social Work Registration Board; and b) With at least 5 years' experience in the field of counselling services, among which (i) at least 2 years in posts with managerial/supervisory responsibilities; and (ii) at least 3 years work experience in providing counselling services.	1

# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Minimum qualification & work experience of staff and minimum number of staff to be employed (Cont'd):**

Type of Service Provider Staff	Min. Qualification & Work Experience	Min. No. of Full-time Staff
Case Manager	a) Registered social worker with degree/ diploma in social work recognised by Social Work Registration Board; b) With 1 year's work experience in providing counselling services; and c) At least 50% of the case managers should possess a degree in social work recognised by Social Workers Registration Board	At a case manager to enrolled Participant ratio of 1:70 or a ratio pledged by the Service Provider, whichever is better (such ratio must be maintained throughout the Contract Period)

# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

- » **Minimum qualifications & work experience of staff and minimum number of staff to be employed (Cont'd):**

Type of Service Provider Staff	Min. Qualification & Work Experience	Min. No. of Full-time Staff
Clerical Staff	Completion of Secondary 5	2

# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Minimum number of Service Provider Staff on duty:**

- > Sufficient number of Service Provider Staff must be deployed at all times during the opening hours of the Employment in One-stop:  
*Mondays to Fridays - 9:00 a.m. to 5:30 p.m.*  
*Saturdays - 9:00 a.m. to 12:00 noon*  
*(except public holidays)*
- > At no time should the number of Service Provider Staff in attendance be less than 3, among whom 2 should be registered social workers



# Service Specifications

## *Part 4 – Service Specifications (P.81 – 90)*

### » **Other obligations:**

- > Assist and participate in any review, promotional or other activities organised by the Government relating to the Services
- > Observe the Personal Data (Privacy) Ordinance in the collection, handling and disclosure of personal data and keep proper records of all Services provided to each and every Participant
- > Co-operate and assist in the investigation of complaints and report to the Government Representative any complaints received within the same day of the receipt of the complaint

# Service Specifications

*Part 3 – Conditions of Contract (P.64 – 80)*

*Part 4 – Service Specifications (P.81 – 90)*

» **Other obligations (Cont'd):**

- > Submit an overall evaluation report within 3 months upon completion of the Contract Period
- > Submit monthly & quarterly performance reports, monthly & quarterly statistical returns or interim reports/returns at such time as specified by the Government Representative
- > Submit the annual audited financial statements relating to the administration of the Temporary Financial Aid

# Service Specifications

*Part 3 – Conditions of Contract (P.64 – 80)*

*Part 4 – Service Specifications (P.81 – 90)*

» **Other obligations (Cont'd):**

- > Comply with all manuals, guidelines and instructions in relation to the Services issued by the Government Representative
- > Maintain case files and proper records of all Services
- > Attend all meetings convened by the Government Representative, advise and assist the Government on all matters, and provide such information relating to the provision of the Services



# Service Specifications

## *Part 3 – Conditions of Contract (P.64 – 80)*

### » **Other obligations (Cont'd):**

- > Effect and keep in force throughout the Contract Period the following insurance policies:

Public Liability Insurance	<ul style="list-style-type: none"><li>- Minimum indemnity amount of HK\$10,000,000 per incident/accident and for unlimited number of claims arising during the Contract Period</li><li>- Must be for the benefit and in the joint names of the Government, the Service Provider and the Participants against legal liabilities caused by or arising out of any act, omission or default or negligence of the Service Provider, the Government, or their respective employees, agents and sub-contractors, or the Participants</li></ul>
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# Service Specifications

## *Part 3 – Conditions of Contract (P.64 – 80)*

### » **Other obligations (Cont'd):**

- > Effect and keep in force throughout the Contract Period the following insurance policies:

Personal Accident Insurance	-	For not less than 630 Participants in the Contract Period against death or injury sustained when participating in activities organised by the Service Provider on the following terms - (i) Death: minimum compensation amount of HK\$600,000 per Participant (ii) Permanent disablement: minimum compensation amount of HK\$1,000,000 per Participant (iii) Medical expenses: minimum compensation amount of HK\$8,000 per Participant up to an aggregate limit of HK\$50,000,000 for any one accident
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# Service Fee

## *Part 3 – Conditions of Contract (P.64 – 80)*

- » **Service Fee:** Total Service Fee as set out in the Price Schedule to the Contract
- » **Payment of Service Fee:** on a quarterly basis
  - > The Service Provider will be paid (90%) for Services to be provided in the 1<sup>st</sup> quarter of the Contract Period within 30 days after the Commencement Date
  - > Payment of Service Fee (90%) for subsequent quarters of the Contract Period will be made within 30 days upon receipt by the Government Representative of a quarterly performance report from the Service Provider showing that the Service Provider has provided the Services in accordance with the Service Specifications and the Contract in the immediately preceding quarter



# Service Fee

## *Part 3 – Conditions of Contract (P.64 – 80)*

- » **Payment of Service Fee:** on a quarterly basis (Cont'd)
  - > Remaining 10% of the Service Fee will be paid within 30 days upon completion of the Contract Period and after submission of the overall evaluation report by the Service Provider as stipulated in paragraph 27 of the Service Specifications
- » Payment for Services are in consideration of **due and proper** performance of the Service Provider

# Service Fee

## *Part 3 – Conditions of Contract (P.64 – 80)*

### » Incentive Fee:

<b>Progressive Performance Standards</b>	<b>Incentive Fee</b>
(a) Assisted not less than 40% of the total Participants served to take up Full-time Employment/return to Full-time Schooling for not less than 1 month.	The Service Provider will be paid a sum equivalent to 5% of the Total Service Fee as set out in the Price Schedule to the Contract.



# Service Fee

## *Part 3 – Conditions of Contract (P.64 – 80)*

### » Incentive Fee (Cont'd):

Progressive Performance Standards	Incentive Fee
(b) Assisted not less than 30% of the total Participants served to take up Full-time Employment/return to Full-time Schooling for not less than 3 months	(i) The Service Provider will be paid a sum equivalent to 5% of the Total Service Fee as set out in the Price Schedule to the Contract if the Service Provider meets the progressive performance standard at (b) (ii) The Service Provider will be paid a sum equivalent to 10% of the Total Service Fee as set out in the Price Schedule to the Contract if the Service Provider meets both progressive performance standards at (a) and (b)



# Service Fee

## *Part 3 – Conditions of Contract (P.64 – 80)*

### » **Incentive fee (Cont'd):**

- > For the purpose of calculating the Incentive Fee, the total Participants served shall mean the Participants who have used the Services at EOS during the Contract Period
- > In determining whether a Participant has used the Services at EOS during the Contract Period, if a Participant has enrolled to the Services for less than 3 months before he/she leaves the Services for reasons other than taking up Full-time Employment/returning to Full-time Schooling or expiry of the Contract, this Participant will not be regarded as having used the Services at the Centre during the Contract Period



# Tender Preparation

## *Clause 5, Part 2 – Terms of Tender (P.10 – 12)*

- » All Tenders must be either in English or Chinese and properly completed in ink or typescript
- » A Tenderer is required to complete and submit its Tender comprising the following:
  - (a) duly signed **Offer to be Bound** (G.F. 231); and
  - (b) duly completed forms at **Appendices A to D**, *either in English or Chinese*, to the Terms of Tender (P. 31 – 58).
- » **Failure to submit the duly signed Offer to be Bound, the information as required in Technical Proposal at Appendix B and/or the completed Price Proposal at Appendix D will render a Tender invalid**



# Tender Preparation

## *Clause 5, Part 2 – Terms of Tender (P.11)*

- » If the Tenderer is a society registered or exempted from registration under the Societies Ordinance (Cap. 151), at least 2 of the Tenderer's office-bearers are required to sign each of the Appendices A to D, and the Offer to be Bound. The office-bearers who sign the Offer to be Bound will be deemed to submit the Tender in their personal capacity on a joint and several basis.
- » The Government will not consider any counter-proposal submitted by a Tenderer in respect of any term or condition set out in the Contract. Any counter-proposal may render a Tender not to be considered.
- » Figures should not be altered or erased; any alteration should be effected by striking through the incorrect figures and inserting the correct figures in ink or typescript above the original figures. All such amendments should be initialed by the Tenderer in ink.



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# Tender Submission

*Clause 6, Part 2 – Terms of Tender (P.11)*

**The Technical Proposal and Price Proposal  
of a Tender must be placed and sealed in  
**TWO SEPARATE ENVELOPES****

Technical Proposal  
and all supporting  
documents

Price Proposal



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# Tender Submission

## *Clause 6, Part 2 – Terms of Tender (P.11)*

- a) Technical Proposal and all supporting documents required (4 hard copies, i.e. *1 original and 3 photocopies*, and 1 softcopy of Appendices A to C in Microsoft Word format), and the duly signed Offer to be Bound (3 hard copies, i.e. *1 original and 2 photocopies*) **in one sealed envelope** clearly marked “*Tender Reference: LDPT 01/2016 – Tender for the Provision of Case Management and Employment Support Services for the Employment in One-stop – Technical Proposal*”
- b) Price Proposal (3 hard copies, i.e. *1 original and 2 photocopies* and 1 soft copy of Appendix D in Microsoft Word format) **in another sealed envelope** clearly marked “*Tender Reference: LDPT 01/2016 – Tender for the Provision of Case Management and Employment Support Services for the Employment in One-stop – Price Proposal*”

# Tender Submission

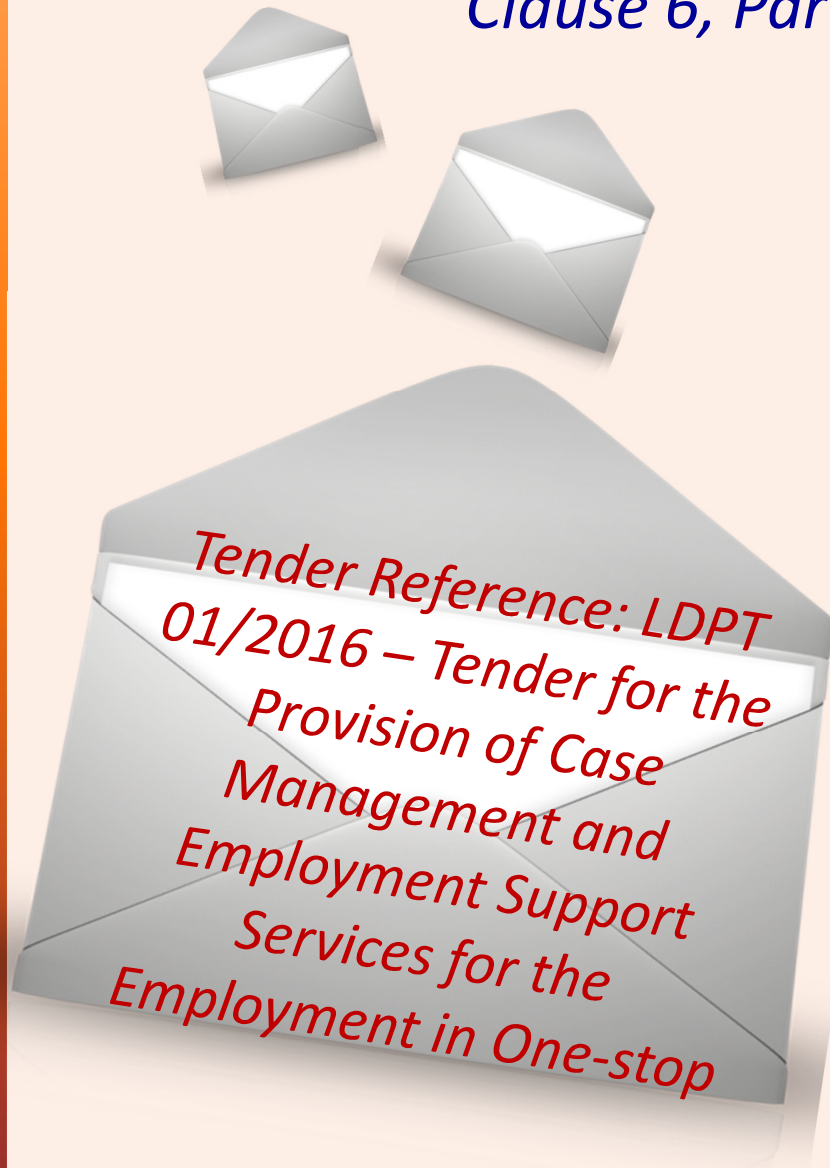
## *Clause 6, Part 2 – Terms of Tender (P.12)*

- » Failure to submit supporting documents on past experience in providing employment assistance services to unemployed able-bodied CSSA recipients (e.g. service contracts, reference letters, performance reports, etc.), organising employment-related training (e.g. attendance records, evaluation reports, etc.) and providing counselling service given by registered social workers (e.g. service contracts, reference letters, performance reports, etc.) may render the Tender invalid.
- » The Government may request the Tenderer to provide the missing information or documents by a specified date. If the Tenderer fails to comply with such request, the Government may at its sole discretion not consider the Tender further or proceed to evaluate the Tender on an as-is basis.



# Tender Submission

## *Clause 6, Part 2 – Terms of Tender (P.11 – 12)*



- » The two envelopes shall be inserted into one single large sealed envelope clearly marked “*Tender Reference: LDPT 01/2016 – Tender for the Provision of Case Management and Employment Support Services for the Employment in One-stop*”
- » The envelopes must not bear any distinguishing matter, mark, or advertisement to indicate the identity of the Tenderer

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# Tender Submission

## *Clause 6, Part 2 – Terms of Tender (P.12)*

- » All Tenders must be addressed to the Chairman, Tender Opening Committee, Government Logistics Department Tender Board and deposited by hand in the *Government Logistics Department Tender Box on the Ground Floor, North Point Government Offices, 333 Java Road, North Point, Hong Kong*
- » Tenders submitted by post, e-mail or facsimile will NOT be considered

# Tender Submission

*Clause 6, Part 2 – Terms of Tender (P.12)*

All Tenders must be submitted before the

**Tender Closing Date:**

**12:00 noon on 13 September 2016**

**Late Tenders will NOT be accepted**

# Tender Assessment

- » Technical to price weighting of **40:60**
- » Price assessment will be conducted separately and subsequent to technical assessment



# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

*Annex I to Part 2 – Terms of Tender (P.21)*

*Clause 3, Part 2 – Terms of Tender (P.9)*

A Tenderer **must** -

- (a) be a company incorporated under the Companies Ordinance (Cap. 622) or the Predecessor Ordinance, or a statutory corporation established under the laws of Hong Kong, or a society registered under the Societies Ordinance (Cap. 151). “Predecessor Ordinance” means the Companies Ordinance (Cap. 32) as in force from time to time before the commencement of the new Companies Ordinance (Cap. 622); (Clause 3.1(a))



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# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

#### *Clause 3, Part 2 – Terms of Tender (P.9)*

(b) possess at least two aggregate years of experience in the five years immediately preceding the Original Tender Closing Date in providing employment assistance services to unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients and having provided these services for not less than an aggregate of 200 participants in any two aggregate years in the five years immediately preceding the Original Tender Closing Date; (Clause 3.1(b))



# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

#### *Clause 3, Part 2 – Terms of Tender (P.9)*

(c) possess at least two aggregate years of experience in the five years immediately preceding the Original Tender Closing Date in organising employment-related training programmes and having organised these programmes for not less than an aggregate of 200 participants in any two aggregate years in the five years immediately preceding the Original Tender Closing Date; (Clause 3.1(c)) and

# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

#### *Clause 3, Part 2 – Terms of Tender (P.9)*

(d) possess at least two aggregate years of experience in the five years immediately preceding the Original Tender Closing Date in providing counselling service given by registered social workers and having provided this service for not less than an aggregate of 200 persons in any two aggregate years in the five years immediately preceding the Original Tender Closing Date. (Clause 3.1(d))



# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

#### *Clause 3, Part 2 – Terms of Tender (P.10)*

##### > Scenario 1:

If a Tenderer organised employment-related training programmes under one contract for service during 1.1.2013 – 31.12.2015 and under another contract for service during 1.1.2014 to 31.12.2015, it will be regarded as having three aggregate years of experience in organising employment-related training

# Tender Assessment

## » Evaluation Procedures

### **Stage 1: Essential Requirements Screening**

#### *Clause 3, Part 2 – Terms of Tender (P.10)*

##### > Scenario 2:

If a Tenderer organised employment-related training programmes for 150 participants under one contract for service during 1.1.2014 to 30.6.2015 and another 150 participants under another contract for service during 1.1.2015 to 31.12.2015, the aggregate number of participants will be 300

# Tender Assessment

## » Evaluation Procedures

### **Stage 2: Technical Assessment**

*Annex I to Part 2 – Terms of Tender (P.21 – 30)*

- > Assessment based on the information provided by Tenderers at Appendix A – Information about the Tenderer (P.31 – 41) and Appendix B – Technical Proposal (P.42 – 51)



# Tender Assessment

## A. Experience in the provision of employment-related services and training (max. marks: 30)

**A1\***  
Comprehensiveness, relevance and effectiveness of the employment assistance services for unemployed able-bodied CSSA recipients as furnished by the Tenderer in Appendix A

**A2**  
Diversity of the employment-related training programmes organised and workplace attachments arranged as provided by the Tenderer in Appendix A

**A3**  
Relevance of the counselling service given by registered social workers as provided by the Tenderer in Appendix A

***\*Assessed with reference to the five types of LD/SWD projects quoted by the Tenderer in Section 2 in Part (B) of Appendix A in the five years immediately preceding the Original Tender Closing Date***

# Tender Assessment

## A1\*

Comprehensiveness, relevance and effectiveness of the employment assistance services for unemployed able-bodied CSSA recipients as furnished by the Tenderer in Appendix A

## Assessment Criterion A1(a):

Number of types of employment-related services/activities arranged under LD/SWD projects that will be counted:

- (i) individual/group counselling
- (ii) support groups
- (iii) job search skills training
- (iv) vocational skills training
- (v) workplace attachments/work trials
- (vi) training to enhance psychological well-being/motivation
- (vii) post-placement support

*Max. marks → All 7 types*



# Tender Assessment

## A1\*

Comprehensiveness, relevance and effectiveness of the employment assistance services for unemployed able-bodied CSSA recipients as furnished by the Tenderer in Appendix A

### Assessment Criterion A1(b):

Types of LD/SWD projects, number of service locations and period of operation of the LD/SWD projects

*Max. marks → 6 or more service locations under 4 or 5 types of the LD/SWD projects, including the service location of Yuen Long District*

### Assessment Criterion A1(c):

Average placement rate, i.e. percentage of no. of project participants placed into Full-time Employment and remained in employment for one month or more

*Max. marks →  $\geq 25\%$*

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# Tender Assessment

## A2

Diversity of the employment-related training programmes organised and workplace attachments arranged as provided by the Tenderer in Appendix A

### Assessment Criterion A2(a):

Number of types of employment-related training programmes organised which fall under:

- (i) job search skills training
- (ii) vocational skills training
- (iii) soft skills training
- (iv) training to enhance psychological well-being/motivation

in the two most recent years of the Tenderer's years of experience in the five years immediately preceding the Original Tender Closing Date

*Max. marks → 9 or more types*



# Tender Assessment

## A2

Diversity of the employment-related training programmes organised and workplace attachments arranged as provided by the Tenderer in Appendix A

### Assessment Criterion A2(b):

Number of types occupation in which the workplace attachments have been arranged in the two most recent years of the Tenderer's years of experience in the five years immediately preceding the Original Tender Closing Date

*Max. marks → 6 or more types of occupation with an aggregate of at least 25 workplace attachments in Yuen Long District*

Example: If a Tenderer has arranged workplace attachments for (i) 4 persons working as care assistants in an elderly home in Wong Tai Sin, (ii) 3 persons as programme assistants in one NGO in Yuen Long, (iii) 10 persons as cleaners in a company with different work locations and (iv) 10 persons as junior chefs in a restaurant in Yuen Long, it will obtain a standard score of 1

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# Tender Assessment

## A3

Relevance of the counselling service given by registered social workers as provided by the Tenderer in Appendix A

## Assessment Criterion 3:

Number of employment/career counselling cases conducted by registered social workers in any two aggregate years in the five years immediately preceding the Original Tender Closing

*Max. marks  $\rightarrow \geq 1\ 000$*

# Tender Assessment

## B. Expected output/outcome of the Services under the Contract (max. marks: 15)

### B4

Comprehensiveness of the training/counselling activities as proposed by the Tenderer in Appendix B

Number of activities in the following areas as proposed to be organised/arranged by the Tenderer in Appendix B:

(i) motivation for change; (ii) career insight; (iii) job search competency; (iv) psychological well-being; (v) soft skills; and (vi) vocational skills

*Max. marks* → 330 or more training/counselling activities in at least three of the areas (i) to (v) and 120 or more training/counselling activities in area (vi)



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# Tender Assessment

## C. Services implementation plan, staff roster plan and quality service management plan (max. marks: 45)

### C5

Services implementation plan: the extent to which the services implementation plan proposed by the Tenderer meets the objectives and exceeds the performance standards as stated in Part 4 - Service Specifications

### C6

Staff roster plan and quality service management plan: effectiveness of the service output and quality monitoring, continuous quality improvement measures, complaint handling mechanism and assessment method for Temporary Financial Aid applications as committed by the Tenderer in Appendix B

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# Tender Assessment

## C5

Services implementation plan: the extent to which the services implementation plan proposed by the Tenderer meets the objectives and exceeds the performance standards as stated in Part 4 - Service Specifications

Weighted average approach

### Assessment Criterion C5:

Factors to be taken into account:

- (i) content of services for each type of Participant
- (ii) number of minimum total service hours for each type of Participant during the 12-month service period
- (iii) content, frequency, number of service hours per month and duration of post-placement support service for each Participant placed into employment
- (iv) case manager to enrolled Participants ratio
- (v) qualifications and work experience of staff

*Max. marks → Proposed services/plan exceeds the service requirements in 3 or more of the areas (i) to (v) with a case manager to enrolled Participants ratio of 1:60 or better, and with 2 or more additional service(s) which are relevant and feasible*



# Tender Assessment

## Assessment Criterion C5 (Cont'd):

*Annex I to Part 2 – Terms of Tender (P.28 – 29)*

Weighted average approach:

- > With reference to the estimated distribution of the number of Type I, II and III Participants as around 5%, 60% and 35% respectively
- > An individual standard score will be assigned to each services implementation plan for Type I, II and III Participants separately

Assessment Criteria C5	Max. marks	Unit marks
Services implementation plan for Type I Participants:	1.35	0.45
Services implementation plan for Type II Participants:	16.2	5.4
Services implementation plan for Type III Participants:	9.45	3.15
<b>Total:</b>	<b>27</b>	<b>9</b>



# Tender Assessment

## C6

Staff roster plan and quality service management plan: effectiveness of the service output and quality monitoring, continuous quality improvement measures, complaint handling mechanism and assessment method for Temporary Financial Aid applications as committed by the Tenderer in Appendix B

### Assessment Criterion C6:

Effectiveness of:

- (i) proposed staff roster plan;
- (ii) measures to meet the objectives of the Services, including service output and quality monitoring as well as continuous quality improvement measures;
- (iii) involvement of senior management in service quality management;
- (iv) staff training and staff communication channel;
- (v) complaint handling mechanism; and
- (vi) assessment method for Temporary Financial Aid applications.

*Max. marks → Proposed plan is practical and provides information on all areas (i) to (vi) with good suggestions in 3 or more of the areas (i) to (vi) which must include safeguards to prevent abuse of Temporary Financial Aid*

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# Tender Assessment

## D. Mobilisation of resources and business networking (max. marks: 9)

### D7

Extent to which the Tenderer's own resources will be mobilised and its business networking with employers and other non-governmental organisations in Yuen Long District as provided by the Tenderer in Appendix B facilitates the delivery of the Services under the Contract

*Max. marks* → The Tenderer has relevant business networking with at least 30 employers and other non-governmental organisations in Yuen Long District



# Tender Assessment

## » Evaluation Procedures

### **Stage 2: Technical Assessment**

#### *Annex I to Part 2 – Terms of Tender (P.21 – 30)*

- > Tenderers failing to obtain the passing marks under criteria 4 to 6 will not be considered further*
- > Total technical marks are 99*
- > Overall passing mark for technical assessment is 40*
- > A maximum weighted score of 40 will be allocated to the Tenderer with the highest technical mark*

# Tender Assessment

## » Evaluation Procedures

### **Stage 3: Price Assessment**

- > Based on the Total Service Fee for the Contract as tendered by the Tenderer in Appendix D – Price Proposal (Page 56 – 58)
- > A maximum weighted score of 60 will be allocated to the Tenderer which tenders the lowest Total Service Fee

### **Stage 4: Calculation of Combined Score**

- > The combined score of the conforming Tenders will be determined by the following formula:

Weighted Technical Score + Weighted Price Score

- > The Tender with the highest combined score will normally be recommended for acceptance



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# Tender Result

- » The Government of the Hong Kong Special Administrative Region does not bind itself to accept the tender with the highest score or any tender, and reserves the right to negotiate with any tenderer about the terms of the offer
- » Details of the award of this contract will be published in the Government of the Hong Kong Special Administrative Region Gazette and made available on the Internet

# Enquiries

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# Remark

The contents in this set of PowerPoint slides are for reference only. In case of discrepancies, the full version of the Tender Documents for the Provision of Case Management and Employment Support Services for the Employment in One-stop as uploaded on the LD Homepage should prevail.

本輯投影片內容只供參考用途。若有任何偏差，概以載於勞工處網頁上有關為就業一站提供個案管理及就業支援服務的招標文件全文版本為準。



# Questions and Answers