



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

26 August 2014





Topics Covered

- ❖ Background
- ❖ Service Specifications
- ❖ Service Fees
- ❖ Tender Preparation
- ❖ Tender Submission
- ❖ Tender Assessment
- ❖ Tender Results
- ❖ Enquiries
- ❖ Remarks
- ❖ Questions and Answers

Background

- **The Labour Department (LD), Social Welfare Department (SWD) and Employees Retraining Board (ERB) have been playing different roles in 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 (Cont'd)

- **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 at streamlining, integrating and enhancing the existing employment and training/retraining services provided by LD, SWD and ERB**

Background (Cont'd)

- 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) in Tin Ching Estate in Tin Shui Wai with floor area of around 1 082 m²
- An 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 stop
- SWD refers unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients to EOS for case management and employment support services

Background (Cont'd)

- To support the integrated service, an information technology (IT) system named OSSS has been set up to facilitate data-sharing among LD, SWD and ERB
- Apart from the existing facilities and services currently available at LD's job centres, EOS is equipped with enhanced features to provide needy job-seekers with personalised employment assistance, including the provision of case management and employment support services by registered social workers

Background (Cont'd)

- 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-government organisation (NGO)
- Contract with the existing service provider will expire on 8 January 2015
- A comprehensive review has been undertaken in 2014 and EOS will continue to operate under the same mode of operation.

Background (Cont'd)

- **LD now invites organisations with experience in providing employment assistance services to submit proposals to provide the services for 24 months from 9 January 2015**

Background (Cont'd)

- 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 Cont'd)

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

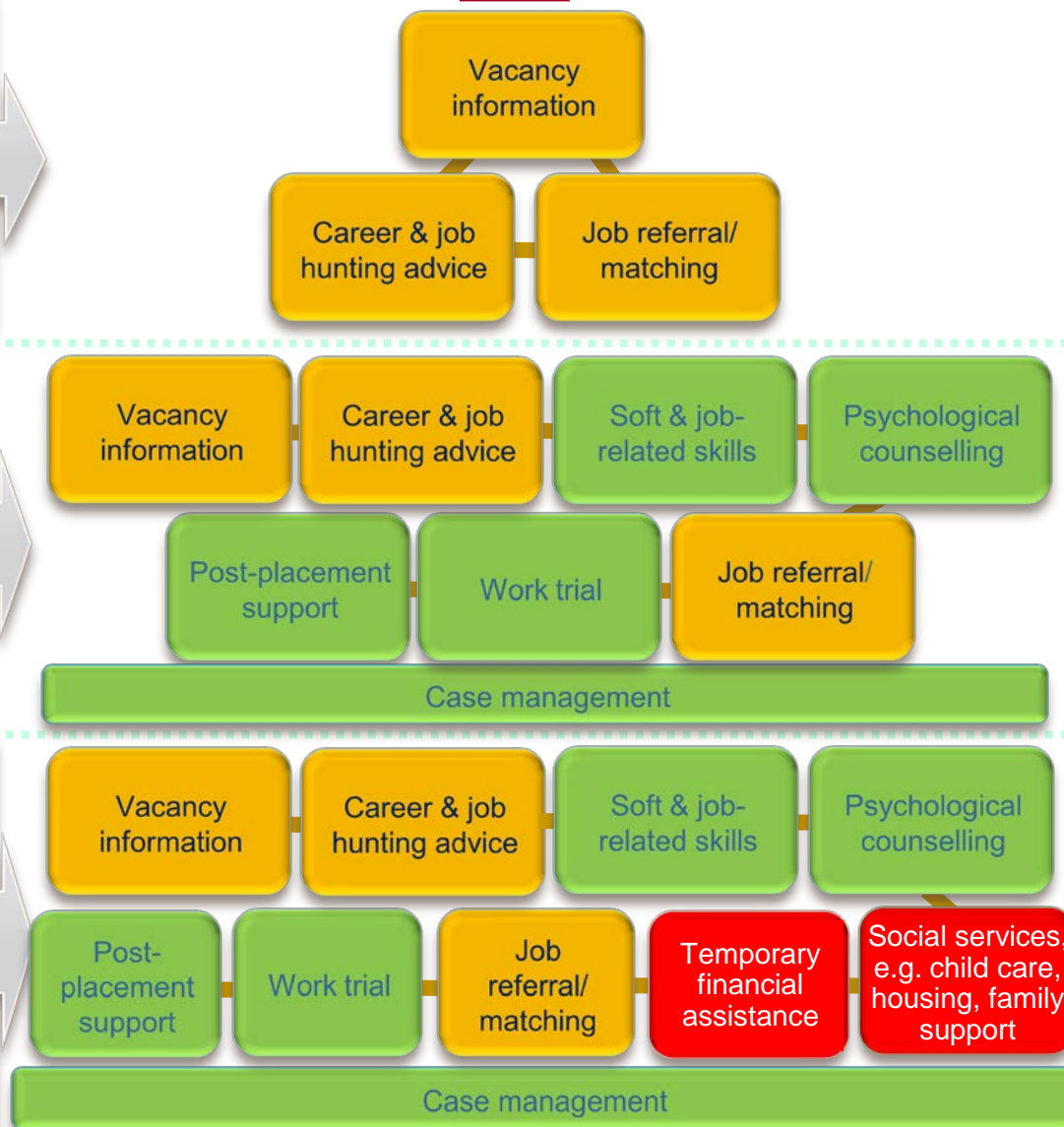
Type II: Medium level of support

- 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 (Page 81 – 90)

- **Service to be rendered :**

Case management and employment support services for the Employment in One-stop (EOS) of the Labour Department (LD) on 4/F, Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai

- **Contract Period and Dates :**

24 months from 9 January 2015 to 8 January 2017

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 (Cont'd)

Part 4 – Service Specifications (Page 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; there may be a 20% variance in actual allocation*
 - *All Type I Participants are unemployed able-bodied CSSA recipients while 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*

Service Specifications (Cont'd)

Part 4 – Service Specifications (Page 81 – 90)

- **Service 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 (Cont'd)

Part 4 – Service Specifications (Page 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 in enrolling to ERB courses*
- *Arrange job attachments or work trials*

Service Specifications (Cont'd)

Part 4 – Service Specifications (Page 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 in the case of 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 (Cont'd)

Part 4 – Service Specifications (Page 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 (Cont'd)

Part 4 – Service Specifications (Page 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 (Cont'd)

Part 4 – Service Specifications (Page 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 in 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 in EOS and counter services to the Participants*

Service Specifications (Cont'd)

Part 4 – Service Specifications (Page 81 – 90)

- **Minimum qualifications & 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 Workers Registration Board; and b) With at least 5 years' experience in the field of counseling services, among which (i) at least 2 years in posts with managerial/ supervisory responsibilities; and (ii) at least 3 years work experience in providing counseling services	1

Service Specifications (Cont'd)

Part 4 – Service Specifications (Page 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
Case Manager	a) Registered social worker with degree/ diploma in social work recognised by Social Workers 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 (ratio to be maintained throughout the Contract Period)
Clerical Staff	Completion of Secondary 5	2

Service Specifications (Cont'd)

Part 4 – Service Specifications (Page 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 (Cont'd)

Part 4 – Service Specifications (Page 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
 - cooperate 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 (Cont'd)

Part 3 – Conditions of Contract (Page 64 – 80)

Part 4 – Service Specifications (Page 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 to the Government Representative the annual audited financial statements relating to the administration of the Temporary Financial Aid

Service Specifications (Cont'd)

Part 3 – Conditions of Contract (Page 64 – 80)

Part 4 – Service Specifications (Page 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 (Cont'd)

Part 3 – Conditions of Contract (Page 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">- Minimum indemnity amount of HK\$10,000,000 per incident/ accident and for unlimited number of claims arising during the Contract Period- 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
----------------------------	--

Service Specifications (Cont'd)

Part 3 – Conditions of Contract (Page 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 in the Contract Period against death or injury sustained when participating in activities organised by the Service Provider on the following terms - <u>Death:</u> minimum compensation amount of HK\$600,000 per Participant <u>Permanent disablement:</u> minimum compensation amount of HK\$1,000,000 per Participant <u>Medical expenses:</u> minimum compensation amount of HK\$8,000 per Participant Up to an aggregate limit of HK\$50,000,000 for any one accident
-----------------------------	---

Service Fees

Part 3 – Conditions of Contract (Page 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 1st 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 Fees (Cont'd)

Part 3 – Conditions of Contract (Page 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 Fees (Cont'd)

Part 3 – Conditions of Contract (Page 64 – 80)

- **Incentive Fee :**

Progressive Performance Standards	Incentive Fee
(a) Assisted not less than 40% of the total Participants served (or a higher percentage as committed by the Service Provider) to take up Full-time Employment/ returning 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.
(b) Assisted not less than 30% of the total Participants served (or a higher percentage as committed by the Service Provider) to take up Full-time Employment/ returning 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 Fees (Cont'd)

Part 3 – Conditions of Contract (Page 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 case management and employment support services of EOS during the Contract Period**
 - **The Service Provider is required to submit its claim for Incentive Fee together with documentary proof within one month after the receipt of relevant information from the Government Representative at the end of the Contract Period**

Tender Preparation

Clause 5, Part 2 – Terms of Tender (Page 10)

- 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) completed and duly signed *Offer to be Bound* in the form set out in Part 5 in the Tender Form (GF 231); and
 - (b) duly completed forms at *Appendices A to D, either in English or Chinese*, to the Terms of Tender (Page 29 – 60)
- Failure to submit the completed and duly signed Offer to be Bound in Part 5, Technical Proposal at Appendix B and Price Proposal at Appendix D will render a Tender invalid

Tender Preparation

Clause 5, Part 2 – Terms of Tender (Page 10)

- 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 in the Tender Form
- 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.

Tender Submission

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

- **A Tender must be placed and sealed in
TWO SEPARATE ENVELOPES**



Tender Submission (Cont'd)

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

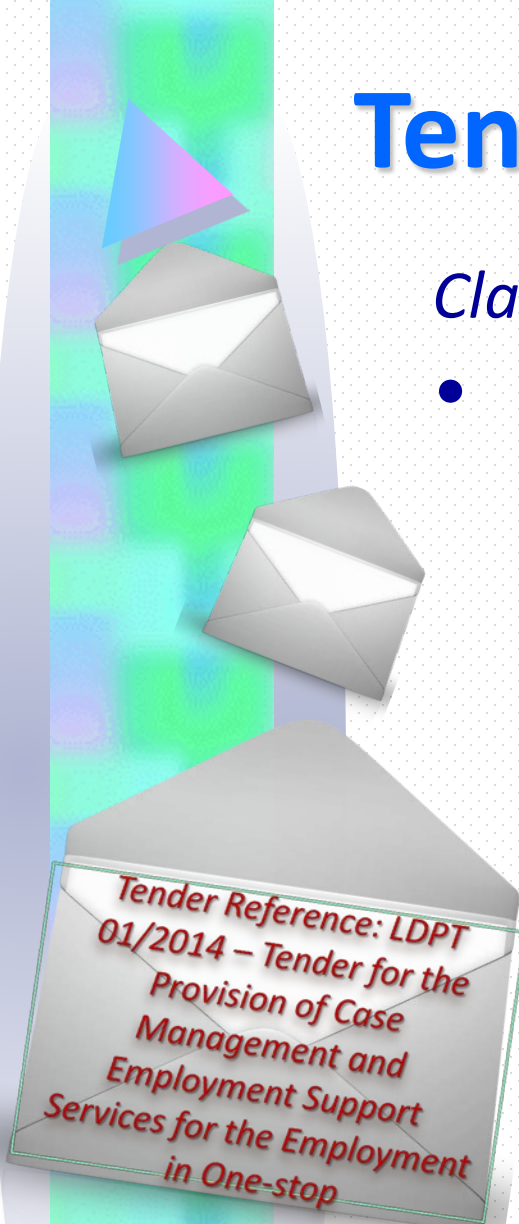
- **A Tender must be placed and sealed in TWO SEPARATE ENVELOPES as follows :**
 - a) Technical Proposal and all supporting documents required (**5 hard copies**, i.e. *1 original and 4 photocopies*, and **1 softcopy** of Appendices A to C in Microsoft Word format), and the duly completed and signed Offer to be Bound in Part 5 of the Tender Form (**3 hard copies**, i.e. *1 original and 2 photocopies*) in one envelope clearly marked "Tender Reference: LDPT 01/2014 – Tender for the Provision of Case Management and Employment Support Services for the Employment in One-stop– Technical Proposal"; and
 - 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 separate envelope clearly marked "Tender Reference: LDPT 01/2014 – Tender for the Provision of Case Management and Employment Support Services for the Employment in One-stop– Price Proposal"

Tender Submission (Cont'd)

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

- **The two envelopes shall be inserted into one single large sealed envelope clearly marked “Tender Reference: LDPT 01/2014 – 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



*Tender Reference: LDPT
01/2014 – Tender for the
Provision of Case
Management and
Employment Support
Services for the Employment
in One-stop*

Tender Submission (Cont'd)

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

- **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 (Cont'd)

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

- **All Tenders must be submitted before the Tender Closing Date**
- **Tender Closing Date:**

12:00 noon

on ***11 September 2014***

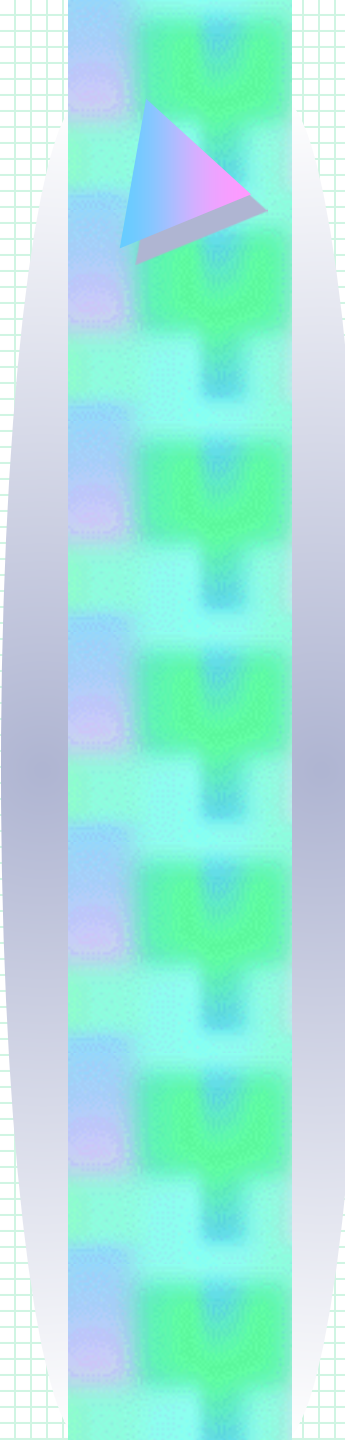
(Thursday)

Late Tenders will *NOT* be accepted

Tender Submission (Cont'd)

Clause 6, Part 2 – Terms of Tender (Page 10 - 11)

- **In case a black rainstorm signal or tropical cyclone warning signal No. 8 or above is valid for any duration between 9:00 a.m. and 12:00 noon (Hong Kong Time) on the Tender Closing Date, the closing time for submitting Tenders will be extended to 12:00 noon (Hong Kong Time) on the next working day.**
- **Tenderers who fail to comply with any of the above tender submission requirements may be disqualified at the absolute discretion of the Government.**



Tender Assessment

- A two-envelope approach with a technical to price weighting of **40:60**
- Price assessment will be conducted separately and subsequent to technical assessment

Tender Assessment (Cont'd)

Clause 2, Part 2 – Terms of Tender (Page 9)

- A Tenderer **must** 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)

Tender Assessment (Cont'd)

- **Evaluation Procedures**

Stage One : Essential Requirements Screening

Clause 3, Part 2 – Terms of Tender (Page 9)

A Tenderer **must** -

- (a) possess at least 2 aggregate years of experience in the 5 years immediately preceding the Tender Closing Date in providing employment assistance services to unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients for not less than an aggregate of 200 participants in any 2 aggregate years in the 5 years immediately preceding the Tender Closing Date;
- (b) possess at least 2 aggregate years of experience in the 5 years immediately preceding the Tender Closing Date in organising employment-related training programmes for not less than an aggregate of 200 participants in any 2 aggregate years in the 5 years immediately preceding the Tender Closing Date; and
- (c) possess at least 2 aggregate years of experience in the 5 years immediately preceding the Tender Closing Date in providing counselling service given by registered social workers for not less than an aggregate of 200 persons in any 2 aggregate years in the 5 years immediately preceding the Tender Closing Date

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Two : Technical Assessment

Annex I – Tender Evaluation Procedures, Criteria and Marking Scheme, Part 2 – Terms of Tender (Page 19 - 26)

- *Based on the information provided by Tenderers at Appendix A – Information about the Tenderer (Page 27 – 38) and Appendix B – Technical Proposal (Page 39 – 49), Tenders will be evaluated in terms of :*

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

1. **Comprehensiveness, relevance and effectiveness of the employment assistance services provided to unemployed able-bodied CSSA recipients in 5 types of LD/ SWD projects** *(maximum marks : 18)*

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Two : Technical Assessment

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

- LD/ SWD projects that will be counted include: (i) LD Employment in One-stop (EOS) Case Management and Employment Support Services, (ii) SWD Integrated Employment Assistance Scheme (IEAS), (iii) SWD The third phase of the Special Training and Enhancement Programme (My STEP), (iv) SWD Enhanced New Dawn (ND) Project/ Third Phase ND Project and (v) SWD Integrated Employment Assistance Programme for Self-reliance (IEAPS)

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Two : Technical Assessment

- A. Experience in the provision of employment-related services and training** (*maximum marks : 30*)
2. Diversity of the employment-related training programmes organised and workplace attachments arranged (*maximum marks : 9*)
 3. Relevance of the counselling service given by registered social workers (*maximum marks : 3*)
- B. Expected output/outcome of the Services under the Contract** (*maximum marks : 16*)
4. Comprehensiveness of the training/ counselling activities (*maximum marks : 16*)

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Two : Technical Assessment (Cont'd)

C. Service and quality management plan

(maximum marks : 39)

5. The extent to which the Services and implementation plan proposed by the Tenderer meets the objectives and exceeds the performance standards as stated in the Service Specifications *(maximum marks : 24)*
6. Effectiveness of the quality monitoring, continuous quality improvement measures and administration of Temporary Financial Aid *(maximum marks : 15)*

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Two : Technical Assessment (Cont'd)

D. Mobilisation of resources and business networking

(maximum marks : 9)

7. Extent to which the Tenderer's own resources will be mobilised and its business networking with employers and other non-government organisations in the district *(maximum marks : 9)*

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

- **Stage Two : Technical Assessment (Cont'd)**

- *Tenderers failing to meet any of the requirements under criteria 4(b), 5 and 6 will not be considered further*
 - **Criterion 4(b)** : Training/ counselling activities proposed in at least 4 of the 6 areas : (i) *motivation for change*, (ii) *career insight (e.g. training for enhancing knowledge on the labour market)*, (iii) *job search competency*, (iv) *psychological well-being*, (v) *soft skills (e.g. problem-solving skills training)* and (vi) *vocational skills*
 - **Criterion 5** : Proposed services/plan fully meets the service requirements including (i) content of services for each Participant, (ii) frequency and service hours for each Participant, (iii) content, frequency, service hours and duration of post-placement support service, (iv) case manager to enrolled Participant ratio, (v) qualifications and work experience of staff

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

- Stage Two : Technical Assessment (Cont'd)*

- *Tenderers failing to meet any of the requirements under criteria 4(b), 5 and 6 will not be considered further*

- **Criterion 6** : Proposed plan is practical and provides information on all areas in (i) the extent to which the proposed staff roster plan can facilitate the service delivery, (ii) effectiveness of the measures to meet the objectives of the Services, including service output and quality monitoring as well as continuous quality improvement, (iii) involvement of senior management in service quality management, (iv) staff training and effectiveness of staff communication channel, (v) complaint handling mechanism and (vi) effectiveness of the assessment method for vetting Participants' applications for Temporary Financial Aid and the monitoring mechanism proposed

Tender Assessment (Cont'd)

- Evaluation Procedures (Cont'd)

Stage Two : Technical Assessment (Cont'd)

- *The total technical marks are **94***
- *The overall passing mark for technical assessment is **47***
- *A maximum weighted score of **40** will be allocated to the Tenderer with the highest technical mark*

Tender Assessment (Cont'd)

- **Evaluation Procedures (Cont'd)**

Stage Three : Price Assessment

- *Based on the Total Service Fee for the 2-year Contract as tendered by the Tenderer in Appendix D – Price Proposal (Page 54 – 58)*
- *A maximum weighted score of 60 will be allocated to the Tenderer which tenders the lowest Total Service Fee*

Stage Four : 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*



Tender Results

- **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

Ms Charlotte CHEUNG

Labour Officer

Tel : 3692 5740

Fax : 3692 5761

Email : lo_eos_tsw@labour.gov.hk



Remarks

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.

本投影片內容只作參考用途。有關為就業一站提供個案管理及就業支援服務的招標資料，以上載於勞工處網頁之招標文件為準。



Questions and Answers