

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

**Summary of Qs & As**

**Interpretation**

**Q1: What is the definition of “Full-time Employment”? What are the working hour and income requirements for “Full-time Employment”?**

A1: Definition of “Full-time Employment” is given in *Part I – Interpretation (Page 4)* of the Tender Documents. It refers to an employment which meets the working hour and income requirements prescribed by the Social Welfare Department (SWD) under the Comprehensive Social Security Assistance (CSSA) Scheme which may change from time to time and the current requirements are 120 hours and \$1,920 respectively.

**Essential Requirements**

**Q2: What is the definition of “employment-related training programmes” as specified in the essential requirements? Will experience gained from organising such programmes other than those for the Employees Retraining Board (ERB) or the Youth Employment and Training Programme (YETP) be considered as well?**

A2: As stipulated in the explanatory note 2 of *Annex I to Part 2 – Terms of Tender (Page 22)*, the following areas of training will be taken into account for assessing the experience of a Tenderer in organising the employment-related training: (i) job search skills training, (ii) vocational skills training, (iii) soft skills training, and (iv) training to enhance psychological well-being/ motivation. Training programmes other than those for ERB or YETP falling under any of the above-mentioned areas with proper documentary proof and organised within the period specified in the Tender Documents will be considered.

**Q3: What kind of counselling service as specified in the essential requirements will be counted?**

A3: Counselling service of any kind given by registered social workers with

proper documentary proof and provided within the period specified in the Tender Documents will be counted.

### **Service Specifications**

**Q4: Will the Service Provider Staff be required to take charge of the day-to-day operation of the Employment in One-stop (the Centre)?**

A4: The Labour Department (LD) will be in charge of the day-to-day operation of the Centre. LD will bear the basic administration costs arising from the provision of the case management and employment support services (the Services). The Service Provider will not be charged expenses for rental, power supply and water supply for occupying the office area at the Centre.

**Q5: Will the Service Provider Staff working at the Centre be provided with office furniture and equipment?**

A5: LD will provide basic office furniture and equipment such as desks, chairs, computers, telephones, printers, photocopiers and basic stationeries to the Service Provider for use at the Centre. The Service Provider may also make use of the multi-function room and interview rooms and the audio-visual equipment therein for conducting training or other employment-related activities for the Participants. However, for any special equipment, the Service Provider has to purchase on its own.

**Q6: Will there be any service boundary in the provision of the Services?**

A6: There will be service boundary for the Participants who are unemployed able-bodied CSSA recipients. They will be residents in Tin Shui Wai, in particular those from North Tin Shui Wai area referred by Tin Shui Wai (North) Social Security Field Unit of SWD. As for the Participants who are non-CSSA recipients, there will not be any service boundary in terms of the location of their residence.

**Q7: The temporary fluctuations of caseload may render the Service Provider unable to maintain the ratio of Case manager to Participants as committed in the Contract at some point of time. Will it be treated as a breach of Contract by the Service Provider?**

A7: The Service Provider is required to maintain a ratio of Case Manager to Participants at 1:70 or a better ratio committed in its tender throughout the Contract. The Service Provider's compliance with this requirement will be measured against the number of 630 which is the estimated average of Participants at any one time during the Contract Period. Nonetheless, the Service Provider may propose in their services implementation plan any measures to maintain the service quality at times of temporary fluctuations of caseload for consideration in the Tender.

**Q8: What is the current caseload being handled by the Service Provider for the existing Contract to be expired on 9 January 2015?**

A8: As at 26 August 2014, 606 active cases are being handled by the existing Service Provider.

**Q9: The Service Specifications requires the Service Provider to provide or arrange for training and relevant activities to each Participant. Who will bear the costs for hiring the trainers?**

A9: According to *Part 3 – Conditions of Contract (Page 69)*, apart from the Service Fee and Incentive Fee, the Government will not be liable to pay to the Service Provider or any other person any other amount. The Government will not reimburse or compensate the Service Provider for all or any costs, expenses, losses and liabilities which may be incurred or suffered by the Service Provider in undertaking the Services. Therefore, the Service Provider should make use of its own resources in organising or arranging for the training and relevant activities for each Participant.

**Q10: The Service Specifications requires that at least 50% of the Case Managers are registered social workers with degree in social work. Is this ratio required to be maintained throughout the Contract Period?**

A10: The above requirement should be maintained throughout the Contract Period. According to *Part 4 – Service Specifications (Page 87)* of the Tender Documents, any non-compliance, save for temporary non-compliance due to vacancy of any Service Provider Staff position for no more than 14 days as a result of the removal or change or departure of the original Service Provider Staff or otherwise non-compliance with the prior written consent of the Government Representative, may lead to termination of the Contract.

**Q11: Who will classify the Participants into Type I, Type II or Type III job seekers? If the Case Manager has a different view on the classification, will LD consider adjusting the assessment result?**

A11: LD will administer a needs assessment with a tool developed by a local university for the Participants to assess their employment needs and group them into Type I, Type II and Type III job seekers in accordance with the level of employment assistance required by the Participants. If the Case Manager holds a different view on the type of services required by a Participant, the Case Manager may make a recommendation to the Government Representative at the Centre for consideration.

**Q12: Who will refer the non-CSSA Participants to the Service Provider?**

A12: Apart from CSSA recipients referred by SWD, LD will also refer other job seekers who are in need of intensive employment assistance to the Service Provider for provision of the Services.

**Q13: Is the “Supervisor” mentioned in the Service Specifications required to station at the Centre?**

A13: Yes. The Supervisor mentioned in *Part 4 – Service Specifications (Page 88)* of the Tender Documents is required to station at the Centre for carrying out the duties and responsibilities as specified in the Tender Documents.

**Q14: Do the Tenderers need to include the estimated amount of Temporary Financial Aid (TFA) to be paid during the Contract Period in the Total Service Fee in the Price Proposal?**

A14: No. As mentioned in *paragraph 16 and 17 of Part 4 – Service Specifications (Page 87)*, LD will allocate a sum to the Service Provider for provision of TFA to needy Participants. The Service Provider is required to open an interest-bearing bank account exclusively for the monies received from LD for administering the TFA.

**Q15: Does TFA cover the applicants’ transport expenses for participating in training activities?**

A15: Yes. TFA covers the applicants' transport expenses for participating in the employment-related training activities organised or recommended by the Service Provider.

**Q16: Should the Contract be awarded to a Tenderer who is not the Service Provider under the existing Contract, is the new Service Provider required to conduct the Enrolment Interview with each Participant again?**

A16: If a Participant has already gone through the Enrolment Interview by the time the new Service Provider takes over the Services and the Participant's case status remains active, the new Service Provider needs not conduct the Enrolment Interview with the Participant again.

#### **Service Fees**

**Q17: If the number of Participants referred to the Service Provider is less than the estimated average of 630 as specified in the Tender Documents, will the Service Fee be deducted on a pro-rata basis?**

A17: No. The Service Fee will not be deducted under such circumstances. However, it is still obligatory for the Service Provider to maintain sufficient staff and resources for the Services rendered to an estimated average of 630 Participants at any one time throughout the Contract Period.

**Q18: Will LD consider waiving the payment of Contract Deposit by the Service Provider?**

A18: The Service Provider is required to pay a Contract Deposit to the Government and the requirement will not be waived. The Service Provider may elect to pay the Contract Deposit by way of a banker's guarantee in the form as attached in *Appendix E to Part 2 – Terms of Tender* or in cash. Please refer to *Clause 13 of Part 2 – Terms of Tender (Page 14)* for details.

**Q19: If a Participant takes up Full-time Employment/ returns to Full-time Schooling after using the Services at the Centre for 3 months only, will this case be counted when calculating the Incentive Fee?**

A19: As stipulated in *Clause 6.2(c) of Part 3 – Conditions of Contract (Page 69)*, for the purpose of calculating the Incentive Fee, the total Participants served

during the Contract Period shall mean the Participants who have used the Services at the Centre during the Contract Period. In other words, Participants who have used the Services regardless of the length of the service periods will be counted when calculating the Incentive Fee.

**Q20: Has any previous Service Provider(s) been able to meet the performance standards for the Incentive Fee?**

A20: The Service Provider for the Contract Period ending on 8 January 2014 could not meet the performance standards for the Incentive Fee. Subject to the results of the current Contract ending on 8 January 2015, we shall consider if any adjustments to the performance standards are needed.

<b>Tender Evaluation Procedures, Criteria and Marking Scheme</b>
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**Q21: If a Tenderer obtains the highest mark among all submitted technical proposals, how many technical marks will it score?**

A21: According to the *Tender Evaluation Procedures, Criteria and Marking Scheme, Annex I to Part 2 – Terms of Tender (Page 21)*, a maximum weighted score of 40 will be allocated to the Tenderer with the highest technical mark.

**Q22: Will LD consider increasing the maximum weighted score of 40 to be allocated to the Tenderer with the highest technical mark?**

A22: To ensure that the Service Contract will be awarded to a capable Tenderer, we have already adopted the maximum allowable technical weighting of 40% under the prevailing guidelines and restrictions.

**Q23: Is the tender exercise confined to organisations possessing recent experience in operating the 5 specific types of LD/ SWD employment assistance projects?**

A23: This tender exercise is not confined to any selected organisations. All interested organisations having complied with the essential requirements as stipulated in *Part 2 – Terms of Tender (Page 9)* are welcome to submit tenders. However, since the target Participants to be served by the Successful Tenderer are mostly unemployed able-bodied CSSA recipients, more marks will be given to Tenderers with relevant experience in operating the 5 specific types of

LD/ SWD employment assistance projects. A maximum of 18 marks under the tender evaluation criterion 1, as stipulated in the explanatory note 1 of *Annex I to Part 2 – Terms of Tender (Page 21-22)*, will be given to a Tenderer with relevant experience. Nevertheless, tenders submitted by Tenderers who are unable to obtain any marks under tender evaluation criterion 1 will still be considered.

#### **Award of Contract**

**Q24: Will the Contract be extended upon completion of the 24-month Contract Period?**

**A24:** According to *Clause 1.2 of Part 3 – Conditions of Contract (Page 64)*, the Government Representative may by serving on the Service Provider not less than 30 days advance notice in writing extend the Contract for a period or periods of up to an aggregate of 12 months on the same terms and conditions contained therein. Whether the Contract will be extended is subject to the operational needs of the Centre at the material time, the performance of the Service Provider and other valid considerations.

#### **General**

**Q25: Will LD eventually take over the provision of employment services for all unemployed able-bodied CSSA recipients from SWD? Will SWD continue to contract out the Integrated Employment Assistance Programme for Self-reliance Scheme (IEAPS) projects to Non-government Organisations (NGOs)?**

**A25:** The Centre is a pioneer project aiming to help both CSSA and non-CSSA job seekers having difficulties in securing employment find jobs and become self-reliant through case management and intensive counselling services by registered social workers. A comprehensive review has been undertaken in 2014 and the Centre will continue to operate under the same mode of operation. We will conduct a review on the Services again after more operational experience has been accumulated to assess the suitability of extending the service model to other districts. Meanwhile, SWD will continue to operate the IEAPS projects.

**Q26: Is there any transitional plan for the hand-over of cases to the new Service**

**Provider upon expiry of the existing Contract on 8 January 2015?**

A26: LD will closely monitor the hand-over and facilitate smooth transition to the new Service Provider. As records of Participants have been properly maintained in paper files and the computer system specifically set up for the Services, the new Service Provider will have sufficient information for follow-up of active cases. The new Service Provider may explore different possible means to achieve smooth transition of operation.

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**Labour Department**