

Tender Briefing for  
**“Provision of Services for  
Implementation of the Reimbursement  
of Maternity Leave Pay Scheme”**

19 May 2026

**Employment Benefits Support Division**  
僱傭福利支援科



**勞工處**

**Labour Department**

# Briefing Rundown

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14:30 – 15:15	Part 1 of Tender Briefing
15:15 – 15:30	Break
15:30 – 16:15	Part 2 of Tender Briefing
16:15 – 16:30	Question-and-Answer Session

# Background Information

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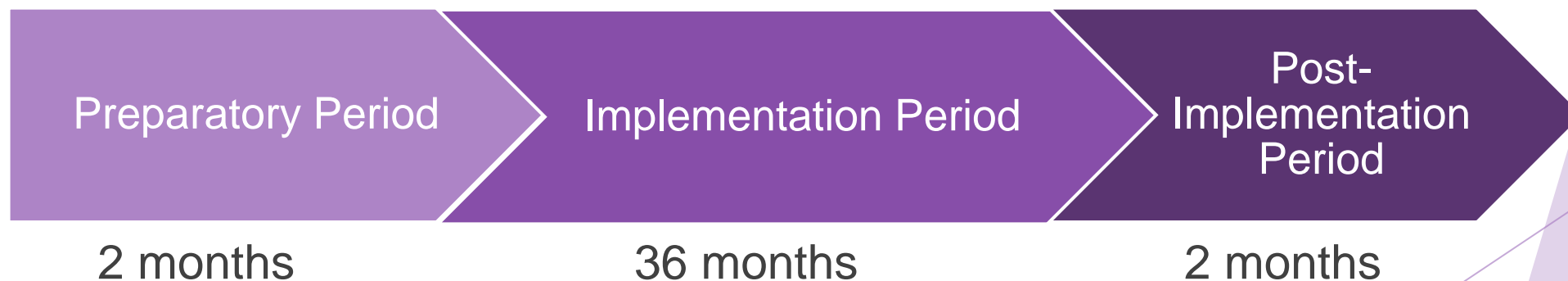
- ▶ The statutory maternity leave for employees under the Employment Ordinance (EO) has been extended from 10 weeks to 14 weeks with effect from 11 December 2020.
- ▶ Through the Reimbursement of Maternity Leave Pay Scheme (RMLPS), employers can apply for reimbursement of the statutory maternity leave pay (MLP) paid to employees in respect of the 11th to 14th weeks, subject to a cap of \$80,000 per employee.
- ▶ A private sector processing agent, to be appointed upon conclusion of this tender exercise, will assist in the implementation of RMLPS.

# Basic information of RMLPS

- ▶ RMLPS is an administrative scheme overseen by the Labour Department (LD).
- ▶ Estimated no. of applications to be processed per year:
  - 8 200
- ▶ Key features of RMLPS:
  - Client-oriented, transparent, effective
  - Ensuring proper utilisation of public funds
- ▶ Details of RMLPS can be found at the Scheme's thematic website, i.e. Reimbursement Easy Portal (REP), at <https://ww.rmlps.gov.hk>

# Contract Period of RMLPS (Clause 1 of Part 3C – Special Conditions of Contract)

- ▶ Contract period of **40** months, with an option for the Government to extend for another period of not exceeding **24** months for the Implementation Period, and not exceeding **2** months for the Post-Implementation Period
- ▶ Contract commencement date: 1 November 2026 or a date as specified by the Government in the Tender Acceptance
- ▶ Consist of three periods:



# Tender Documents (Paragraph 1.1 of Part 3B - Terms of Tender (Supplement))

- ▶ Interpretation, the Terms of Tender and the General Conditions of Contract (BD-TERMS-2 (January 2026)):
  - Available at <https://pcms2.gld.gov.hk/iprod/#/ssm10701>
- ▶ Tender Form, Parts 3A – 3E, Schedules, Annexes and Appendix:
  - Obtainable from LD

# Services to be provided in the Preparatory Period

# Services to be provided in the Preparatory Period

- ▶ Preparatory works for the Disbursement Information System (DIS)
- ▶ Set-up of service centre(s)
- ▶ Manpower arrangement
- ▶ Set-up of back office(s)
- ▶ Handover with the outgoing contractor (to be completed within the first month of the Implementation Period)

# Preparatory works for DIS (Clause 4.3 of Part 3D - Service Specifications)

- ▶ Prepare workstations, IT and/or office automation (OA) equipment to meet the requirements of DIS operation
- ▶ Arrange staff to familiarise the functions of both the “Backend System” and REP
- ▶ Ensure all workstations and equipment at back office(s) and service centre(s) comply with the latest Government IT Security requirements in accordance with the Digital Policy Office (DPO)
  - ▶ Refer to the DPO website for the latest versions and updates:  
[https://www.digitalpolicy.gov.hk/en/our\\_work/digital\\_infrastructure/information\\_cyber\\_security/government/](https://www.digitalpolicy.gov.hk/en/our_work/digital_infrastructure/information_cyber_security/government/)

# Set-up of service centre(s) (Clause 4.4 of Part 3D - Service Specifications)

- ▶ Establish service centre(s) in Hong Kong with not less than 1 service counter per centre, fully equipped with necessary furniture and operational equipment
- ▶ Set up the telephone enquiry hotline(s), fax line(s), email account (handover from outgoing Contractor)
- ▶ Set up at least 2 additional phone lines for implementation of the **case officer system**
- ▶ Provide mobile devices to support demonstration, testing and enquiry handling for iAM Smart and Digital Corporate Identity
- ▶ Provide the address(es) of service centre(s) within 1 month from the Commencement Date
- ▶ The service centre(s) shall be ready for inspection before expiry of the Preparatory Period

# Manpower arrangement (Clause 4.5 of Part 3D - Service Specifications)

- ▶ Ensure the minimum number of Operation Staff as required is employed and ready to discharge their duties upon the commencement of the Implementation Period
- ▶ Arrange On-site Centre Manager and team leaders to attend and complete EO training before the expiry of the Preparatory Period
- ▶ Provide sufficient training to the Operation Staff before the expiry of the Preparatory Period
- ▶ Provide details of the Operation Staff to LD at least 14 days before the expiry of the Preparatory Period

## Set-up of back office(s) (Clause 4.6 of Part 3D - Service Specifications)

- ▶ Set up the back office(s) in Hong Kong for the delivery of the Services by the Operation Staff
- ▶ Ensure the back office(s) is/are equipped with necessary furniture and equipment
- ▶ Provide the address(es) of back office(s) within 1 month from the Commencement Date
- ▶ The back office(s) shall be ready for inspection before expiry of the Preparatory Period

# Services to be provided in the Implementation Period

# Services to be provided in the Implementation Period

- ▶ Operation of DIS and maintenance and support of IT and OA equipment
- ▶ Application processing
- ▶ Arrangement of payment
- ▶ Recovery of overpaid reimbursement
- ▶ Internal audit checks
- ▶ Handling of enquiries and complaints
- ▶ Publicity and public engagement activity
- ▶ Handover with the succeeding contractor (*to be commenced 2 months before expiry of the Implementation Period*)

# Operation and Maintenance of DIS

(Clause 4.9 of Part 3D - Service Specifications)

- ▶ Daily operation of DIS
- ▶ Process enquiries, complaints and requests of the applicants and the public in relation to the use of DIS
- ▶ DIS application administrator

# Operation and Maintenance of IT and OA equipment

(Clause 4.9 of Part 3D - Service Specifications)

- ▶ Maintenance and support of all the IT and OA equipment in service centre(s) and back office(s)
- ▶ Keep an inventory list for LD's regular checking
- ▶ Apply the latest operating system patches and security patches/hotfixes to all IT equipment after testing and evaluation of the patches
- ▶ Provide necessary administrative privileges to LD during inspections
- ▶ Engage an independent third party to conduct the security risk assessment and audit (SRAA) and the privacy impact assessments (PIA) exercise annually
- ▶ Submit the monthly maintenance and support report to LD

# Application Processing

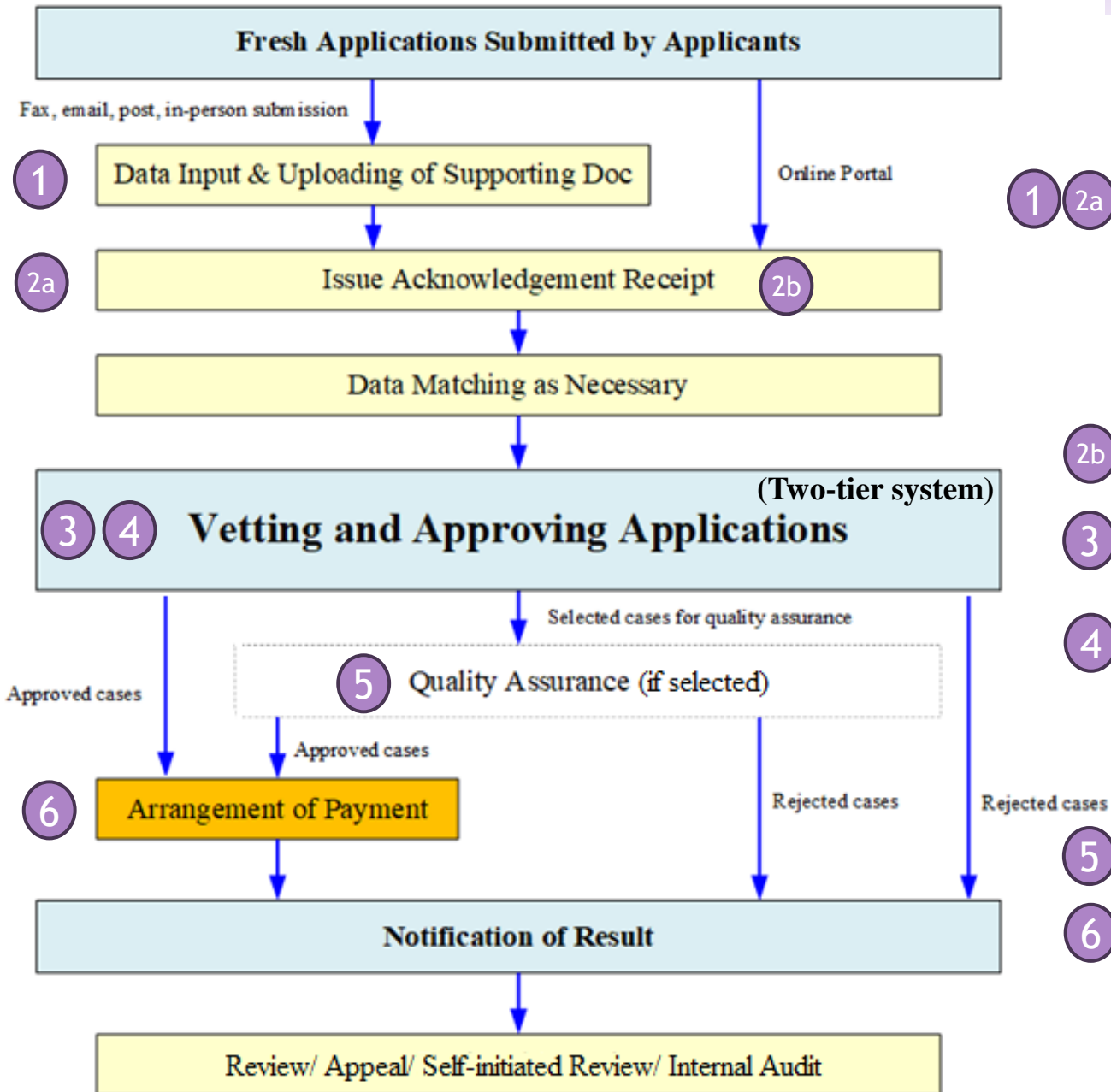
Fresh Application

# Application processing – Receiving applications

(Clause 4.10(a) of Part 3D - Service Specifications)

- ▶ Application channels: REP, by post, fax, email, or in-person submission
- ▶ Documents to be submitted for fresh applications:
  - application form
  - employee declaration form
  - identity proof of the applicant
  - employee's pregnancy proof
  - payment proof of 14-week MLP to an employee
  - bank documents, etc.

# Workflow of Processing of Fresh Application



## Application processing – Processing time frame on fresh applications (Clause 4.10 of Part 3D - Service Specifications)

Action required for the Contractor	Time frame
For applications received by means other than REP <ul style="list-style-type: none"> <li>Data input and uploading of supporting doc to Backend System and issue of acknowledgement receipt</li> <li>Creation of physical case file (for application in physical form)</li> </ul>	Within 2 working days
For applications received via REP <ul style="list-style-type: none"> <li>Issue acknowledgement receipt</li> </ul>	Within the same day of receipt of applications
Seek additional info/advice if necessary (by Vetting Officer)	Within 5 working days upon receipt of application or receipt of further info/advice
Complete vetting and approving procedures (by Vetting Officer / Approving Officer)	Within 5 working days from the date on which the result of data matching is available or all docs/info collected, whichever is later
Complete quality assurance checks (by Quality Assurance Officer)	Within 2 working days
Transfer payment file to LD	Same working day on which the applications are approved or have completed quality assurance check (as the case may be)

# Case Officer System - Assigning and vetting fresh applications (Clause 4.10(b)(iv) of Part 3D - Service Specifications)

- ▶ Each application assigned to one Vetting Officer for processing until completion
- ▶ Officer's full name and direct telephone number printed in all correspondences to the applicants
- ▶ Handle direct all application-related enquiries and complaints

# Application Processing

Review / Appeal / Self-Initiated Review Application

# Processing review / appeal / self-initiated review application (Clause 4.10(c) of Part 3D - Service Specifications)

- ▶ Review / appeal applications
  - ▶ applicants are not satisfied with the result of the fresh/review applications
- ▶ Self-initiated review applications:
  - ▶ if the Contractor detects and/or suspects that an erroneous reimbursement has been made to an applicant in respect of his/her application; or
  - ▶ if LD requires the Contractor to review an application to ascertain whether an erroneous reimbursement has been made to an applicant in respect of the application
- ▶ *Note: A single case may involve multiple types of applications.*

# Processing review / appeal / self-initiated review application (Clause 4.10(c) of Part 3D - Service Specifications)

- ▶ The Examiner assigned should be a different person who was not involved in the previous processing of the applications, including
  - ▶ vetting or approving or conducting quality assurance check for that fresh application; or
  - ▶ processing the review/appeal/self-initiated review/internal audit check of the same application before, if any.

# Processing review / appeal / self-initiated review application (Clause 4.10(c) of Part 3D - Service Specifications)

- ▶ Case officer system
  - ▶ Each application assigned to one Examiner for processing until completion
  - ▶ Examiner's full name and direct telephone number printed in all correspondences to applicants
  - ▶ Handle direct all application-related enquiries and complaints
- ▶ Case processing
  - ▶ After reviewing the application, the Examiner makes a recommendation to confirm or vary the reimbursement amount payable
  - ▶ the Examination Team Leader approves or rejects the Examiner's recommendation after checking the application

# Application processing – Processing time frame on receiving applications

(Clause 4.10(a) of Part 3D - Service Specifications)

► For review / appeal applications

Action required for the Contractor	Time frame
For applications received by means other than REP <ul style="list-style-type: none"><li>Data input and uploading of supporting documents to Backend System and issue of acknowledgement receipt</li></ul>	Within 2 working days
For applications received via REP <ul style="list-style-type: none"><li>Issue acknowledgement receipt</li></ul>	Within the same day of receipt of applications

# Application processing – Processing time frame on review / appeal / self-initiated / review application

(Clause 4.10(c) of Part 3D - Service Specifications)

- ▶ For review / appeal / self-initiated review applications

Action required for the Contractor	Time frame
Seek additional information and/or advice if necessary	Within 5 working days upon receipt of application, or LD's instruction or receipt of further information and/or advice
Complete the processing of review/appeal/self initiated review applications	<u>Within 10 working days</u> from the date on which the result of data matching is available or all necessary documents/information have been collected, whichever is later

# Arrangement of payment (Clause 4.11 of Part 3D - Service Specifications)

## For review / appeal / self-initiated review applications

- ▶ **Result: If reimbursement amount is higher than the amount already disbursed**
  - ▶ Transfer payment file to LD **within the same day** upon completion of processing the application
  - ▶ Notify the applicant and the concerned female employee of the result
  - ▶ Upon notification of unsuccessful payment by LD, follow up with the applicant **within 2 working days**.

# Recovery of overpaid reimbursement

(Clause 4.13 of Part 3D - Service Specifications)

## For review / appeal / self-initiated review applications

- ▶ **Result: If reimbursement amount is lower than the amount already disbursed**
  - ▶ Notify the case to LD and take recovery actions **within 3 working days**
  - ▶ If the applicant has pending application(s) and the reimbursement has not yet been paid, overpaid reimbursement shall be offset with eligible RMLP to be paid
  - ▶ The Government will prepare demand notes as necessary
  - ▶ The Contractor shall assist by arranging offsetting and/or issuing demand note to the payee and in following up recovery status

# Internal audit checks

(Clause 4.12 of Part 3D - Service Specifications)

- ▶ Purposes of internal audit checks:
  - ▶ ascertain the reimbursements made in case processing are in order;
  - ▶ detect fraudulent applications; and
  - ▶ check whether the Contractor has complied with the terms and/or provisions of the Contract, manuals, guidelines, instructions and/or directions provided by LD in case processing
- ▶ At least **10%** of the applications approved in the previous month on a risk-based approach
- ▶ **Within 3 working days at the beginning of each month**, seek endorsement from LD on the number of fresh applications to be selected for internal audit checks

# Internal audit checks

(Clause 4.12 of Part 3D - Service Specifications)

- ▶ Conducted by examiners who have not processed the application before
- ▶ **Case officer system**
  - ▶ Each application assigned to one Examiner for processing until completion
  - ▶ Examiner's full name and direct telephone number printed in all correspondences to applicants
  - ▶ Handle direct all application-related enquiries and complaints

# Internal audit checks

(Clause 4.12 of Part 3D - Service Specifications)

- ▶ Inform the applicant in writing **within 5 working days** if the application is selected for internal audit check
- ▶ Conduct internal audit checks and seek additional information/advice (if necessary) **within 5 working days** upon receipt of documents from the applicant
- ▶ Complete internal audit checks on the selected applications **within 30 calendar days** from the date on which result of data matching is available or all necessary documents are submitted by the applicant, whichever is the later

# Internal audit checks

(Clause 4.12 of Part 3D - Service Specifications)

- ▶ If the reimbursement amount is found to be different from the amount paid in previous application stages, endorsement of the internal audit result from the examination team leader is required
- ▶ Result of internal audit check may differ from the amount originally assessed:

Result reveals that an additional payout needs to be arranged to the applicant

Arrangement of payment  
(handled in the same manner as Slide 29))

Result reveals overpayment of the reimbursement

Recovery of overpaid reimbursement  
(handled in the same manner as Slide 30))

Result reveals that the amount of reimbursement approved is less than the statutory minimum

Notify the applicant of the shortfall in writing, copying to the employee concerned

# Handling written enquiries and complaints on general matters of RMLPS

(Clause 4.14(a) of Part 3D - Service Specifications)

- ▶ Minimum requirements: 1 telephone line, 1 fax line, 1 email address, and 1 postal address for receiving written enquiries/complaints
- ▶ Postal address shall be the same address at which the service counter(s) is/are located
- ▶ Reply shall be provided **within 10 days** from the receipt of the written enquiries/complaints

# Handling verbal enquiries and complaints on general matters of RMLPS

(Clause 4.14(b) of Part 3D - Service Specifications)

- ▶ Minimum requirements: 1 telephone hotline and 1 service counter
- ▶ Ensure sufficient staff for manning the service counter(s) and handling telephone enquiries and complaints
- ▶ Waiting time at the service counter(s) shall be properly recorded and **shall not exceed 20 minutes**
- ▶ Answer during service hours on the spot. **All voice messages left in the voice mail box(es) shall be replied no later than the next working day**

# Handling enquiries and complaints related to specific applications

(Clause 4.14(c) of Part 3D - Service Specifications)

- ▶ Handled by assigned Vetting Officers/Examiners under case officer system
  - ▶ Answer verbal enquiries/complaints on the spot.
  - ▶ Reply to voice messages no later than next working day
  - ▶ Reply to written enquiries/complaints (i.e. received via email/post/fax/REP) within 10 days from receipt\*

*\*Note: For correspondences relating to Contractor's requests for additional information or documents, such cases must follow the specific time frames stipulated in the relevant clauses*

- ▶ Difficult cases:
  - ▶ Draft reply prepared by team leaders
  - ▶ Subject to endorsement by On-site Centre Manager / Senior Project Manager before issue

# Handling enquiries and complaints (Clause 4.14(d) of Part 3D - Service Specifications)

- ▶ Enquiries and complaints referred by LD and/or other organisations as deemed appropriate by LD shall be handled in the same manner as in the above

# Publicity and public engagement activity

(Clause 4.15 of Part 3D - Service Specifications)

- ▶ Assist LD in organising and conducting **ONE** publicity and public engagement activity during the Implementation Period
  - ▶ enrolling participants, preparing presentational materials, providing logistical, on-site support in the conduct of the activity etc.
- ▶ Report to LD about the views and feedback collected and propose refinements to RMLPS, **within 1 month** upon completion of the publicity and public engagement activity

# Transition arrangement

(Clause 4.16 of Part 3D - Service Specifications)

- ▶ 2 months before the expiry of the Implementation Period, the Contractor shall arrange hand-over with LD and/or the incoming contractor

# Services to be provided in the Post-Implementation Period

# Services to be provided in the Post-Implementation Period

(Clauses 4.17 – 4.20 of Part 3D - Service Specifications)

- ▶ Continue to handle all types of applications as well as enquiries and complaints received in the Implementation Period
- ▶ Handle enquiries and complaints relating to applications processed or being processed by the Contractor even if they are received in the Post-Implementation Period
- ▶ Conduct internal audit checks on the fresh applications approved in the last month of the Implementation Period
- ▶ Arrange hand-over with LD and/or the succeeding contractor

# Other Points to Note

# Sub-contracting (Paragraph 10 of Part 3B, Clause 11 of Part 3C and Clause 4.21 of Part 3D)

- ▶ May engage a sub-contractor which must be a Related Party\* of the Contractor
  - ▶ To carry out part or all of the Services
  - ▶ To provide the Key Personnel
  - ▶ To provide Operation Staff.

\* For the definition of Related Party, please refer to Paragraph 10.4 of the Terms of Tender (Supplement).

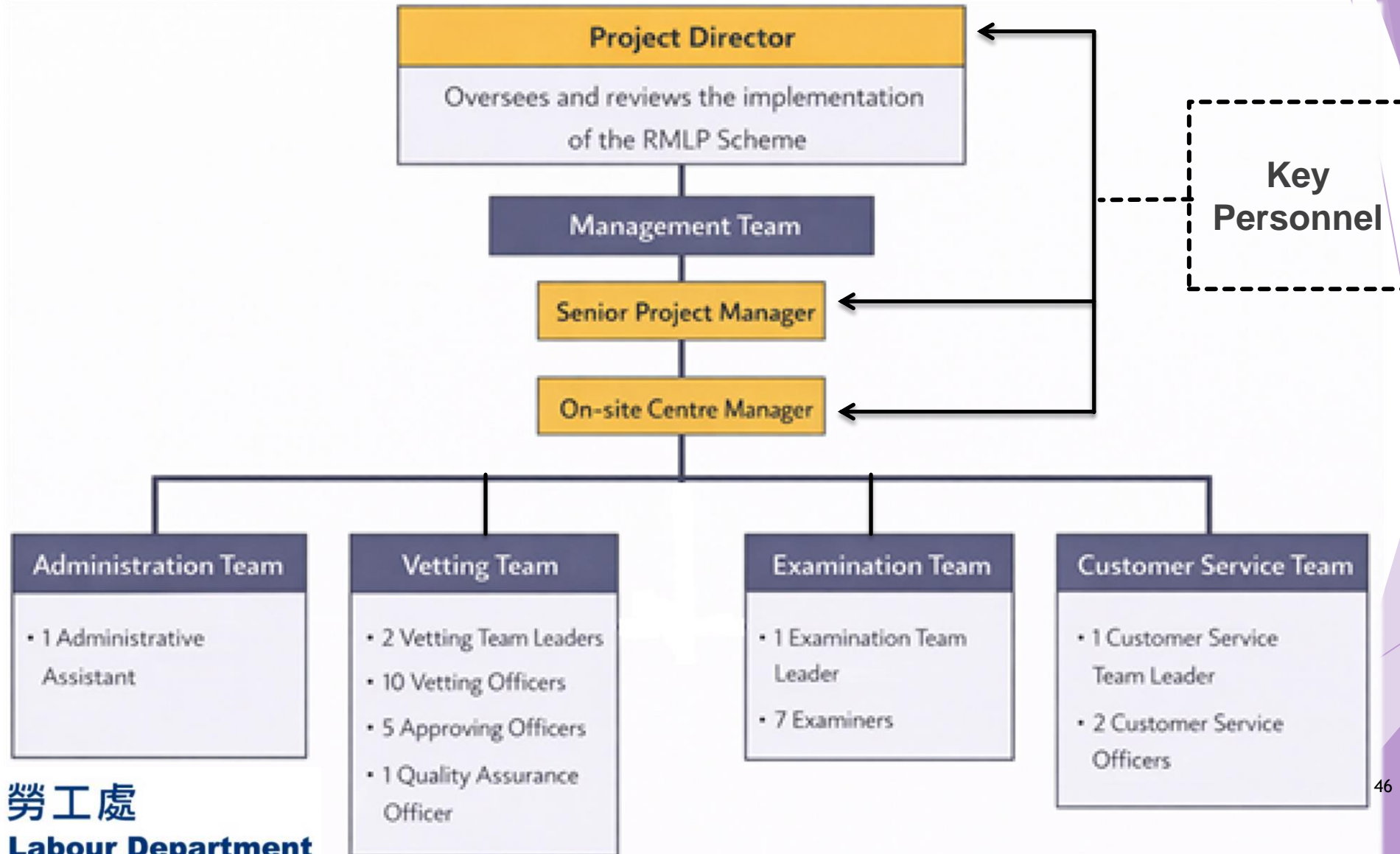
# Staffing to be provided by the Contractor

(Paragraph 11 of Part 3B and Clause 5 of Part 3D)

- ▶ Must be employed/deployed by the Contractor / Related Party of the Contractor
- ▶ Contractor shall comply with the staffing requirements on Key Personnel at all times throughout the Contract Period and the requirements on Operation Staff during the Implementation Period
- ▶ Post holders of each Key Personnel and Operation Staff shall be different persons

# Staffing to be provided by the Contractor

(Paragraph 11 of Part 3B and Clause 5 of Part 3D)



# Staffing to be provided by the Contractor

(Paragraph 11 of Part 3B and Clause 5 of Part 3D)

## ▶ Role and Responsibilities of Project Director

- ▶ Oversees and reviews the implementation of RMLPS
- ▶ Supervises and reviews the work of the Management Team
- ▶ Attends regular management meetings as well as other meetings as required by the Government Representative
- ▶ Communication Requirement: must be conversant with local dialect

# Staffing to be provided by the Contractor

(Paragraph 11 of Part 3B and Clause 5 of Part 3D)

- ▶ **Supervisory role of Senior Project Manager**
  - ▶ Gives instructions to the On-site Centre Manager on daily operation according to the requirements under the Contract, manuals, guidelines, instructions and directions issued by the Government Representative
  - ▶ Refers to Clause 5.3(b) of Part 3D for other major responsibilities

# Staffing to be provided by the Contractor

(Paragraph 11 of Part 3B and Clause 5 of Part 3D)

## ▶ Liaison role of On-site Centre Manager

- ▶ Employed solely for the management of RMLPS
- ▶ Stations full-time at the service centre(s) / back office(s)
- ▶ Acts as contact point between the Government Representative and the Contractor
- ▶ Reports operational issues to Senior Project Manager and Project Director
- ▶ Refers to Clause 5.3(a) of Part 3D for other major responsibilities

# Staffing to be provided by the Contractor

(Clause 5.5(b) of Part 3D – Service Specifications)

- ▶ **Role and Responsibilities of Operation Staff**
  - ▶ Employed solely for delivery of services of RMLPS
  - ▶ Stations full-time at the service centre(s) / back office(s)
  - ▶ Refers to Clause 5.5(b) of Part 3D for major responsibilities of all posts

# Staffing to be provided by the Contractor

## ► Key Personnel

Type of Staff	Minimum qualification and work experience
<ul style="list-style-type: none"><li>Project Director (1)</li></ul>	<ul style="list-style-type: none"><li>Director/ managing director/ sole proprietor/ partner of the Contractor or its sub-contractor</li><li>Bachelor's degree from a Hong Kong university or equivalent</li><li>In the past 15 years immediately before the date of the Conditional Acceptance of Tender, at least 10 aggregate years of work experience in management positions in the field of public administration, human resources (HR), accounting, auditing, finance, or application vetting and processing after obtaining the above academic qualification</li></ul>

# Staffing to be provided by the Contractor

## ► Key Personnel

Type of Staff	Minimum qualification and work experience
<ul style="list-style-type: none"><li>Senior Project Manager (1)</li></ul>	<ul style="list-style-type: none"><li>Certified Public Accountant of the Hong Kong Institute of Certified Public Accountants</li><li>In the past 8 years immediately before the date of the Conditional Acceptance of Tender, at least 5 aggregate years of work experience as Certified Public Accountant in undertaking accounting, auditing, finance, or application vetting and processing work</li><li>Good command of spoken Cantonese, Putonghua and English as well as written Chinese and English</li></ul>
<ul style="list-style-type: none"><li>On-site Centre Manager (1)</li></ul>	<ul style="list-style-type: none"><li>Bachelor's degree from a Hong Kong university or equivalent</li><li>In the past 6 years immediately before the date of the Conditional Acceptance of Tender, at least 4 aggregate years of work experience in HR, personnel management, application of EO or in charge of processing payments covered by EO</li><li>Good command of spoken Cantonese, Putonghua and English as well as written Chinese and English</li></ul>

# Staffing to be provided by the Contractor

## ► Operation Staff

Type of Staff	Minimum qualification and work experience
<ul style="list-style-type: none"><li>• Administrative Assistant (1)</li><li>• Vetting Team Leader (2)</li><li>• Examination Team Leader (1)</li></ul>	<ul style="list-style-type: none"><li>• Bachelor's degree from a Hong Kong university or equivalent</li><li>• 2 years' full-time work experience in HR, personnel management, finance, accounting, auditing, or application of EO, or in charge of processing payments covered by EO, or application vetting and processing work</li><li>• Good command of spoken Cantonese, Putonghua and English as well as written Chinese and English</li></ul>

# Staffing to be provided by the Contractor

## ► Operation Staff

Type of Staff	Minimum qualification and work experience
<ul style="list-style-type: none"><li>• Vetting Officer (10)</li></ul>	<ul style="list-style-type: none"><li>• Level 2/Grade E or above in five subjects in HKDSEE or HKCEE, or equivalent</li><li>• Meet language proficiency requirements of Level 2 in Chinese and English Language in HKDSEE or HKCEE, or equivalent</li><li>• 1 year's full-time work experience</li><li>• Good command of spoken Cantonese, Putonghua and English</li></ul>
<ul style="list-style-type: none"><li>• Approving Officer (5)</li><li>• Quality Assurance Officer (1)</li><li>• Examiner (7)</li></ul>	<ul style="list-style-type: none"><li>• Higher Diploma or an accredited Associate Degree from a Hong Kong tertiary institution, or equivalent</li><li>• Meet language proficiency requirements of Level 2 in Chinese and English Language in HKDSEE or HKCEE, or equivalent</li><li>• 18 months' full-time work experience in HR, personnel management, finance, accounting, auditing, or application of EO, or in charge of processing payments covered by EO, or application vetting and processing work</li><li>• Good command of spoken Cantonese, Putonghua and English</li></ul>

# Staffing to be provided by the Contractor

## ► Operation Staff

Type of Staff	Minimum qualification and work experience
<ul style="list-style-type: none"><li>Customer Service Officer (2)</li></ul>	<ul style="list-style-type: none"><li>Level 2/Grade E or above in five subjects in HKDSEE or HKCEE, or equivalent</li><li>Meet language proficiency requirements of Level 2 in Chinese and English Language in HKDSEE or HKCEE, or equivalent</li><li>1 year's full-time work experience in customer services</li><li>Good command of spoken Cantonese, Putonghua and English</li></ul>
<ul style="list-style-type: none"><li>Customer Service Team Leader (1)</li></ul>	<ul style="list-style-type: none"><li>Higher Diploma or an accredited Associate Degree from a Hong Kong tertiary institution, or equivalent</li><li>Meet language proficiency requirements of Level 2 in Chinese and English Language in HKDSEE or HKCEE, or equivalent</li><li>2 years' full-time supervisory work experience in customer services</li><li>Good command of spoken Cantonese, Putonghua and English</li></ul>

# Transition-in arrangement

(Clause 6 of Part 3D - Service Specifications)

Time frame	Take over duties to ensure the continuity of the Services, e.g.
Before the Implementation Period	<ul style="list-style-type: none"><li>• DIS and data regarding existing applications retained in DIS</li><li>• Handling of enquiries/complaints on general matters of RMLPS</li><li>• Publicity and public engagement activities</li></ul>
Within first month of the Implementation Period	<ul style="list-style-type: none"><li>• Processing of fresh/review/appeal/self-initiated review applications</li><li>• Internal audit checks, arrangement of payment and recovery of overpaid reimbursement</li><li>• Handling of ongoing application-related enquiries/complaints</li><li>• Records and/or physical case files of the existing applications, enquiries and complaints</li></ul>

# Transition-out arrangement

(Clause 7 of Part 3D - Service Specifications)

- ▶ Hand over the updated details of the Services to the succeeding contractor:
  - REP and Backend System of DIS; and transfer of email domain, telephone hotline and fax line of RMLPS  
At least 2 months before expiry of the Implementation Period
  - The change of address(es) of the service centre(s), enquiries, complaints, publicity and public engagement activities  
At least 1 month before expiry of the Implementation Period
  - Applications, records and physical files  
At least 1 month before expiry of the Contract Period

# Performance standard

(Clause 8 of Part 3D - Service Specifications)

## Condition for Release of Remaining 10% Monthly Service Fee – Assessed Every 12 Months

- ▶ At least 90% of the Completed Fresh Applications, Completed Review/Appeal/Self-Initiated Review Applications and Internal Audit Applications are completed in accordance with the time frames stipulated in Tender
- ▶ At least 90% of the Completed Fresh/Review/Appeal/Self-Initiated Review Applications and Internal Audit Applications are processed in accordance with the time frames stipulated in Tender
- ▶ At least 80% of the applications selected for compliance checks by LD are found to be in order
- ▶ Not more than 10 written reminders, or 3 warning letters issued within the relevant 12-month assessment period

# Performance standard

(Clause 8 of Part 3D - Service Specifications)

- ▶ The performance standards shall be reviewed and assessed by LD for **every 6 months** (or a period as determined by LD) starting from the Implementation Period
- ▶ In case of the Contractor failing to meet any of the performance standards:
  - Submit a letter of explanation within 14 days upon request of LD
  - May deduct a portion of the monthly service fees accrued as appropriate subject to the explanations provided
  - Failure(s) may be taken into account when evaluating the Contractor's performance in the future tenders

# Provision of information and reports

(Clause 9 of Part 3D - Service Specifications)

- ▶ Return on complaints after a complaint is received
- ▶ Monthly report on the results of the internal audit checks, review/appeal/self-initiated review applications
- ▶ Monthly report on progress of handling applications with prolonged processing time
- ▶ Monthly report on implementation of the **case officer system in assignment of applications and follow up actions**
- ▶ Monthly report on applications checked by team leaders and the On-site Centre Manager

# Provision of information and reports

(Clause 9 of Part 3D - Service Specifications)

- ▶ A list showing the applications selected for internal audit checks
- ▶ Monthly Statement for the Services Provided and Attendance records of the staff
- ▶ Monthly maintenance and support report of IT and OA equipment
- ▶ Training records of the staff
- ▶ Performance report
- ▶ Other ad hoc reports and statistics related to RMLPS

# Monitoring mechanism

(Clause 10 of Part 3D - Service Specifications)

- ▶ LD shall monitor the delivery of the Services under this Contract through various means, e.g.
  - on-site inspection
  - compliance checks which examine the Contractor's compliance with the manuals, guidelines, instructions, directions provided by LD on at most 1% of the applications processed and internal audit checks performed by the Contractor
  - regular management meetings with the Key Personnel
  - checks on the enquiry and complaint records, etc.

# Other obligations (Clause 11 of Part 3D - Service Specifications)

- ▶ Complaint investigation
- ▶ Records management
- ▶ Devise and carry out feasible contingency plans to ensure services can be delivered when difficulties are encountered

# Break

# Payment of Contract Price

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

## ► Set-up Fee

- One-off lump sum of \$500,000
- For completing tasks as stipulated in Clauses 4.3 – 4.6 of the Service Specifications during the Preparatory Period (40% of the set-up fee)
- For completing tasks as stipulated in Clause 6 of the Service Specifications within the first month of the Implementation Period (60% of the set-up fee)

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

- ▶ Monthly Service Fee for a month to be calculated according to the below formula

([No. of Completed Fresh Applications *Note 1*] x [Applicable Unit Price *Note 3*]) *Note 4*

PLUS (+)

([No. of Completed Internal Audit Applications *Note 2*] x [Applicable Unit Price *Note 3*])

MINUS (-)

(Deduction or withholding of payment pursuant to any provisions of this Contract)

# Payment of Contract Price

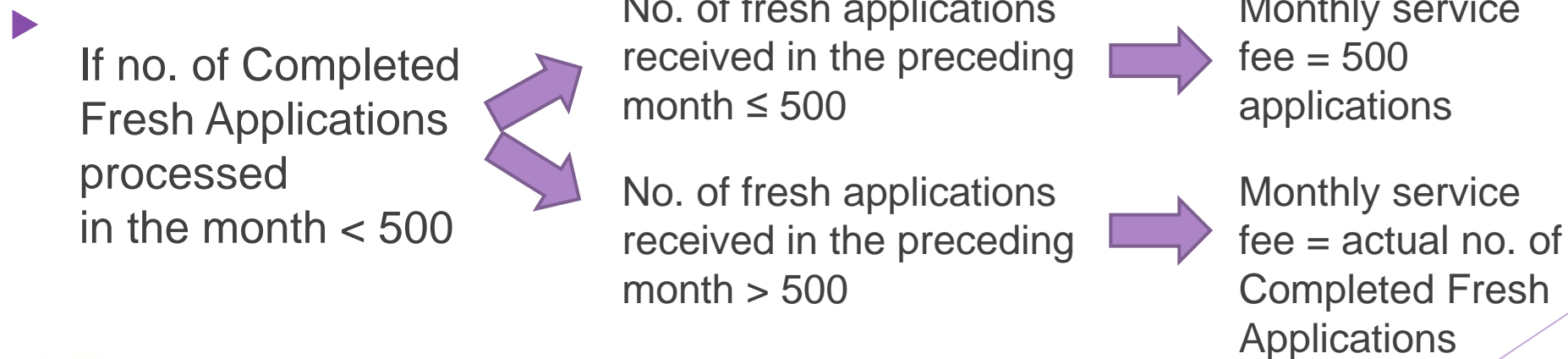
(Clause 6 of Part 3C - Special Conditions of Contract)

## ► Monthly Service Fee

### **Note 1:**

“Number of Completed Fresh Applications”:

- Actual no. of Completed Fresh Applications processed in the relevant month



# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

## ► Monthly Service Fee

### **Note 2:**

“Number of Completed Internal Audit Applications”:

- Actual no. of Completed Internal Audit Applications processed in the relevant month

### **Note 3:**

A fresh application or an application selected for internal audit check	Corresponding Unit Price
Received during Contract Period	100% of the Unit Price
Handed over from the outgoing contractor	80% of the Unit Price

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

## ► Monthly Service Fee

### **Note 4:**

- If “no. of Completed Fresh Applications” is deemed to be 500 and Completed Fresh Applications include Fresh applications received by the Contractor and Fresh applications handed over from the outgoing contractor



Portion of the Monthly Service Fee on the no. of Completed Fresh Applications in that month =

$500 \times (\% \text{ of no. of completed fresh applications received by the Contractor}) \times (100\% \text{ of the Unit Price})$

PLUS (+)

$500 \times (\% \text{ of no. of completed fresh applications handed over from the outgoing contractor}) \times (80\% \text{ of the Unit Price})$

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

- ▶ 90% of the Monthly Service Fee will be payable within 30 days upon receipt of the invoice from the Contractor
- ▶ 10% of the Monthly Service Fee shall be deferred and be payable after the end of every 12 months (except for the last instalment which may cover a longer or shorter period as may be determined by LD) within 30 days upon invoice issued by the Contractor in accordance with Clauses 6.8 and 6.9 of Part 3C

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

- ▶ Conditions to be fulfilled for the payment of the 10% of the Monthly Service Fee
  - ▶ Achievement of all the pre-set performance standards as specified in Clause 8.1 of the Service Specifications
  - ▶ Acceptance of a performance report by the Government Representative
  - ▶ In respect of last instalment, completion of tasks as required for transition-out arrangement

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

- ▶ The following amounts shall be deducted from the 10% of the Monthly Service Fee in case of non-fulfillment of any of the conditions above
- Yearly instalment

Type of failure	Amount to be deducted (percentage)
Non-compliance with Clause 8.1(a) of Part 3D	30%
Non-compliance with Clause 8.1(b) of Part 3D	10%
Non-compliance with Clause 8.1(c) of Part 3D	25%
Non-compliance with Clause 8.1(d) of Part 3D	25%
Non-acceptance by LD of the performance report under Clause 9.2 of Part 3D	10%

# Payment of Contract Price

(Clause 6 of Part 3C - Special Conditions of Contract)

## ➤ Last instalment

Type of failure	Amount to be deducted (percentage)
Non-compliance with Clause 8.1(a) of Part 3D	30%
Non-compliance with Clause 8.1(b) of Part 3D	10%
Non-compliance with Clause 8.1(c) of Part 3D	20%
Non-compliance with Clause 8.1(d) of Part 3D	20%
Non-acceptance by LD of the performance report under Clause 9.2 of Part 3D	10%
Non-acceptance by LD of the completion of the tasks under Clause 7 of Part 3D	10%

# Default in Performance

(Clauses 13 and 14 of Part 3C - Special Conditions of Contract)

- ▶ Events leading to the deduction of Monthly Service Fee, including but not limited to:
  - ▶ Wrong payment of reimbursement due to the negligence of the Contractor
  - ▶ Payment of reimbursement made to a third party/wrong recipient
  - ▶ Duplicate payment of reimbursement
  - ▶ Non-compliance with the staffing requirement
  - ▶ Service fees/penalty charged by bank due to rejected payment
  - ▶ Failure to deliver the Accepted Innovative Suggestions

# Tender Evaluation Procedures, Criteria and Marking Scheme (Annex C)

# Tender evaluation procedures

- ▶ A technical to price weighting of **70:30** will be adopted for the Tender evaluation whereby price assessment will be conducted only after technical assessment
- ▶ Five stages
  - Stage 1 – Completeness Check
  - Stage 2 – Compliance with essential requirements
  - Stage 3 – Technical assessment
  - Stage 4 – Price assessment
  - Stage 5 – Calculation of combined score

# Tender evaluation – Stage 1

- ▶ Submission of the following documents
  - **an originally signed “Offer to be Bound” in Part 4 of the Tender Form**
  - **Schedule A – Price Schedule**
  - **Schedule C – Technical Schedule** *[A Tender without the part on Innovative Suggestions will still be considered.]*
- ▶ **Failure** to submit any of the above documents on or before the Tender Closing Time will render a Tender invalid and will **not** be considered further

# Tender evaluation – Stage 2

- ▶ Compliance with the [essential requirement](#) (i.e. must have the legal capacity to enter into contracts with the Government)

# Tender evaluation – Stage 3

- ▶ In the technical assessment, the maximum total technical marks are 100
- ▶ 6 assessment criteria
  - Assessment Criterion (1) – Operation and Quality Assurance plan
  - Assessment Criterion (2) - Human Resources plan
  - Assessment Criterion (3) - Supervisory plan
  - Assessment Criterion (4) - Transition plan
  - Assessment Criterion (5) - Innovative Suggestions
  - Assessment Criterion (6) – Relevant Experience of Tenderer

# Tender evaluation – Stage 3

- ▶ Passing marks are required for **Assessment Criteria (1), (2), (3) and (4)**.
- ▶ **Failure to attain any of the passing marks** set for these Assessment Criteria will render a Tender **invalid** and will **not** be considered further

# Tender evaluation – Stage 3

	Assessment Criteria	Maximum Mark	Passing Mark
(1)	Operation and Quality Assurance Plan	24	6
(2)	Human Resources Plan	16	4
(3)	Supervisory Plan	24	6
(4)	Transition Plan	8	2
(5)	Innovative Suggestions	18	-
(6)	Relevant Experience of Tenderer	10	-

# Tender evaluation – Stage 3

- ▶ Submission of the Technical Proposal in the form of Schedule C, excluding the related annexes, layout plans and documentary proof, shall not be more than **80 pages in A4 size paper for text**
- ▶ Pages exceeding the specified limit will be considered in the Tender evaluation but **0.5 mark** will be deducted from the total technical marks for each excessive page, subject to a maximum of **5** marks

# Tender evaluation – Stage 3

- ▶ Non-compliance with the **margin requirement (not less than 25mm)** and **font size requirement (with character font size not less than 12)** observed in the Technical Proposal would respectively be deducted with **0.5 mark**

# Tender evaluation – Stage 3

- ▶ Track record of the Tenderer will be assessed on the records held by LD regarding the number of written reminder(s)/warning(s) issued due to non-compliance with the requirements of the Contract, manuals, guidelines, instructions and directions provided by LD of previous contracts for “Provision of Services for Implementation of the Reimbursement of Maternity Leave Pay Scheme”

# Tender evaluation – Stage 3

- ▶ **0.5 mark** will be deducted for each written reminder/warning issued. The maximum total technical marks deducted for assessment of track record will be **4 marks**

# Tender evaluation – Stage 3

- ▶ Maximum weighted technical score of 70 will be allocated to the Tenderer with the highest total technical mark
- ▶ The weighted technical score for other Tenderers will be calculated by the following formula:

$$\text{Weighted Technical Score} = 70 \times \frac{\text{Total technical mark of the Tender being assessed}}{\text{The highest total technical mark amongst all conforming Tenders}}$$

# Tender evaluation – Stage 3

## Assessment Criteria (1) – (4)

In order to attain marks:

- ▶ proposed plans shall be practicable
- ▶ relevant information on all listed items for each Assessment Criteria must be provided

# Tender evaluation – Stage 3

- ▶ In assessing the proposed plans, same measures/proposals that score marks under 1 assessment criterion will not earn marks again under the other assessment criteria and marks will only be given for that measure/proposal included in the first plan

# Tender evaluation – Stage 3

## Assessment Criterion (5)

- ▶ no passing mark is required

### Pro-innovation proposals

- ▶ Suggestions that are directly relevant to, effective and practicable in improving the delivery of RMLPS
- ▶ Emphasis on output-based service delivery of which the contributions should be visible, quantifiable and measurable
- ▶ Not necessarily be technology-related

# Tender evaluation – Stage 3

- ▶ Proposals would be assessed on whether quality of services could be improved, manpower for delivering services could be saved, participants' satisfaction could be boosted and utilisation of services could be increased etc.
- ▶ Assessed in comparison with the previous/conventional mode of service delivery adopted by the Government
- ▶ Maximum mark: 13 out of 100 technical marks would be given for Pro-innovation proposals regarding assessment criteria (1) to (4)

# Tender evaluation – Stage 3

## ESG proposals

- ▶ Improve environmental protection, sustainability or governance or social responsibility in the execution of the contract throughout the Contract Period
- ▶ May but need not be directly relevant to the Services but can bring about positive values or benefits to the Government or the public at large
- ▶ Include sufficient implementation details

# Tender evaluation – Stage 3

- ▶ Positive values to be considered include environmental protection, social responsibility (e.g. employment of people with disabilities and/or rehabilitated persons for the contract, etc.) and/or governance
- ▶ Maximum mark: 5 out of 100 technical marks would be given for ESG proposals considering the above factors

# Tender evaluation – Stage 3

- ▶ A suggestion that scores marks under Pro-innovation proposals will not earn marks again under ESG proposals
- ▶ A Pro-innovation proposal scores marks under 1 assessment criterion will not earn marks again under the other assessment criteria
- ▶ The Accepted Innovative Suggestion shall form an integral part of the Contract

# Tender evaluation – Stage 3

## Assessment Criterion (6)

The number of completed or ongoing projects conducted by the Tenderer during the 10 years immediately prior to the Original Tender Closing Date

- ▶ Relevant Experience of Tenderer with a contract value not lower than HK\$1,000,000 and the completed service period of not less than 30 consecutive days

# Tender evaluation – Stage 3

- ▶ Unless the claimed experience are projects administered by LD, tenderer shall submit documentary evidence (e.g. Letter of Acceptance together with Letter of Release of Banker's Guarantee/Deposit, copy of contract) to substantiate its claim of the experience

# Tender evaluation – Stage 4

- ▶ Price assessment: **Failure to submit a Price Schedule** in the form of Schedule A with price information duly completed will render a Tender invalid and will not be considered further
- ▶ Price assessment is based on the Total Estimated Service Price (Part A2 of Schedule A):

Set-up fee + Estimated service fee for fresh and internal audit applications handed over from the outgoing contractor + Estimated service fee for fresh applications received and internal audit applications selected during Implementation Period

# Tender evaluation – Stage 4

- ▶ A maximum weighted price score of 30 will be allocated to the conforming Tender with the lowest Total Estimated Service Price
- ▶ Weighted price score for other conforming Tenders will be calculated by the following formula:

$$\begin{array}{l} \text{Weighted} \\ \text{Price} \\ \text{Score} \end{array} = 30 \times \frac{\begin{array}{l} \text{The lowest Estimated Service Price} \\ \text{among all Tenders which have} \\ \text{passed Stage 3 assessment} \end{array}}{\begin{array}{l} \text{Total Estimated Service Price of} \\ \text{the Tender being assessed} \end{array}}$$

# Tender evaluation – Stage 5

- ▶ Calculation of Combined Score
- ▶ Weighted Technical Score + Weighted Price Score

# Financial Vetting and Contract Deposit

# Financial Vetting (Paragraph 19 of Terms of Tender)

- ▶ If the Total Estimated Service Price of a Tender exceeds **HK\$15 million**, the Tenderer has to demonstrate its financial capability before it can be considered for the award of the Contract. Financial vetting shall be conducted
- ▶ The tenderer shall submit the required documents as stated in Paragraph 19.1 of the Terms of Tender upon request of LD

# Contract Deposit (Clause 12 of General Conditions of Contract)

- ▶ If the Total Estimated Service Price of a Tender exceeds HK\$15 million, the amount required for the contract deposit is as follows:
  - 2% of the Total Estimated Service Price if passed financial vetting
  - 5% of the Total Estimated Service Price if failed financial vetting
- ▶ Upon request, tenderer shall submit to the Government a Contract Deposit either in cash or in the form of a banker's guarantee
- ▶ Part I of Annex A: method of providing the Contract Deposit

# Formation of Contract

# Conditional Acceptance of Tender

(Paragraph 7 of Part 3B - Terms of Tender (Supplement))

- ▶ The successful Tenderer will be notified of the Conditional Acceptance of Tender within the Tender Validity Period
- ▶ The successful Tenderer must fulfill all the following conditions to the satisfaction of the Government within **21** days from the date of the Conditional Acceptance of Tender:
  - provision of the contract deposit (Paragraph 20.1 or 20.2 of the Terms of Tender)
  - nomination of qualified Key Personnel (Paragraph 11 of Terms of Tender (Supplement))

# Conditional Acceptance of Tender

(Paragraph 7 of Part 3B - Terms of Tender (Supplement))

- the provision of a sub-contractor's undertaking in the form set out in Annex D to be duly executed by the sub-contractor as proposed in Schedule B
  - Legal opinion from the Contractor would be required if the proposed sub-contractor is established outside Hong Kong
- ▶ other conditions as the Government may stipulate in the Conditional Acceptance of Tender

# Documents to be submitted

# Documents to be submitted (Paragraph 4.1(a) of Part

3B- Terms of Tender (Supplement)) )

- ▶ Documents containing essential information
  - an originally signed “Offer to be Bound” in Part 4 of the Tender Form
  - Schedule A – Price Schedule
  - Schedule C – Technical Schedule
- ▶ Failure to submit any documents required above before the Tender Closing Time will render a Tender non-conforming and not be considered further

# Documents to be submitted (Paragraph 4.1(b) of Part

## 3B- Terms of Tender (Supplement) )

### ► Other documents required

- Schedule B – Information Schedule;
- Schedule D – Completeness Check Schedule;
- Schedule E – Statement of Compliance;
- Schedule F – Non-collusive Tendering Certificate;
- Part I of Annex A – Method of providing the Contract Deposit;

# Documents to be submitted (Paragraph 4.1(b) of Part 3B- Terms of Tender (Supplement) )

- Documentary proof showing the authorised person who signs the Offer to be Bound has the authority to sign for and on behalf of the tenderer;
- Information and documentary proof, including but not limited to Company/Business Organisation Status;
- Other relevant documentary proof as necessary; and
- A softcopy of the Technical Schedule in the form of Schedule C in Microsoft Word format in a CD-ROM

## “Offer to be Bound” (Paragraph 4.1(a) of Part 3B -Terms of Tender (Supplement))

- an originally signed Part 4 “Offer to be Bound” of the Tender Form in English or Chinese containing an original signature by or on behalf of the Tenderer
- Offer to be Bound to be submitted (other than the signature on the Offer to be Bound which must be original) shall be Part 4 of the Tender Form or a printed copy from a softcopy of Part 4 of the Tender Form or a photocopy or a scanned copy of such hardcopy or printed copy

# “Offer to be Bound” (Paragraph 4.1(a) of Part 3B -Terms of Tender (Supplement)

- ▶ Any manner of reproduction of Part 4 of the Tender Form (including copy-typing) to be submitted as the Offer to be Bound shall not be acceptable and the Tender with the non-conforming Offer to be Bound will not be considered further
- ▶ (for Electronic Tendering) the box signifying the Tenderer’s agreement with Part 4 “Offer to be Bound” of the Tender Form must have been checked

# Schedule A – Price Schedule

- ▶ Please use exact figures instead of rounding figures in all unit price, service fee and total estimated service price quoted
- ▶ Apart from the Set-up Fee and the Monthly Service Fee, under no circumstances whatsoever will the Government be liable to pay to the Contractor or any other person any money.
- ▶ The estimates calculated in the price schedule are not binding on the government. The government makes no commitment to pay the total estimated service fees

# Schedule B – Information Schedule

Information about

- ▶ the business organisation status of tenderer
- ▶ the proposed sub-contractor
- ▶ the details required under Paragraph 16.2 of Terms of Tender
- ▶ the details of Project Director and Management Team (Though not compulsory, tenderers are encouraged to submit the information and documentary proof of their qualifications and experience at the time of Tender submission.)

# Schedule B – Information Schedule

- ▶ Documentary evidence supporting the relevant experience of tenderer as reported in the Schedule B, for example, Letter of Acceptance or Copy of Contracts of the Projects, Letter of Release of Banker's Guarantee/Deposit etc.
- ▶ Experience not substantiated will not be taken into account

# Schedule E – Statement of Compliance

- ▶ Any modification of the Service Specifications considered necessary by the Tenderer should be set out in Schedule E
- ▶ If a Tenderer does not complete Schedule E, it shall be deemed that the Tenderer confirms that the offers submitted comply fully with the Service Specifications in every respect

# Schedule F – Non-collusive Certificate

- ▶ Paragraph 29 of Terms of Tender
  - Tender must be prepared without any agreement, arrangement, communication, understanding, promise or undertaking with any other person (except as provided in paragraph 3 of Schedule F), regarding, amongst other things, price, tender submission procedure or any terms of the Tender

# Method of providing the Contract Deposit in Part I of Annex A of the Terms of Tender

- ▶ If a Tenderer does not complete Part I of Annex A, it will be regarded to have undertaken to pay the Contract Deposit to the Government in cash

# Tender Submission

# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B –  
Terms of Tender (Supplement))

- ▶ Two-envelope system
- ▶ For paper-based tendering, a tender, including its supporting documents, must be submitted in triplicate:
  - **1 set of originals + 2 sets of copies**
  - sealed envelopes with **no reference to the identity of the tenderer**

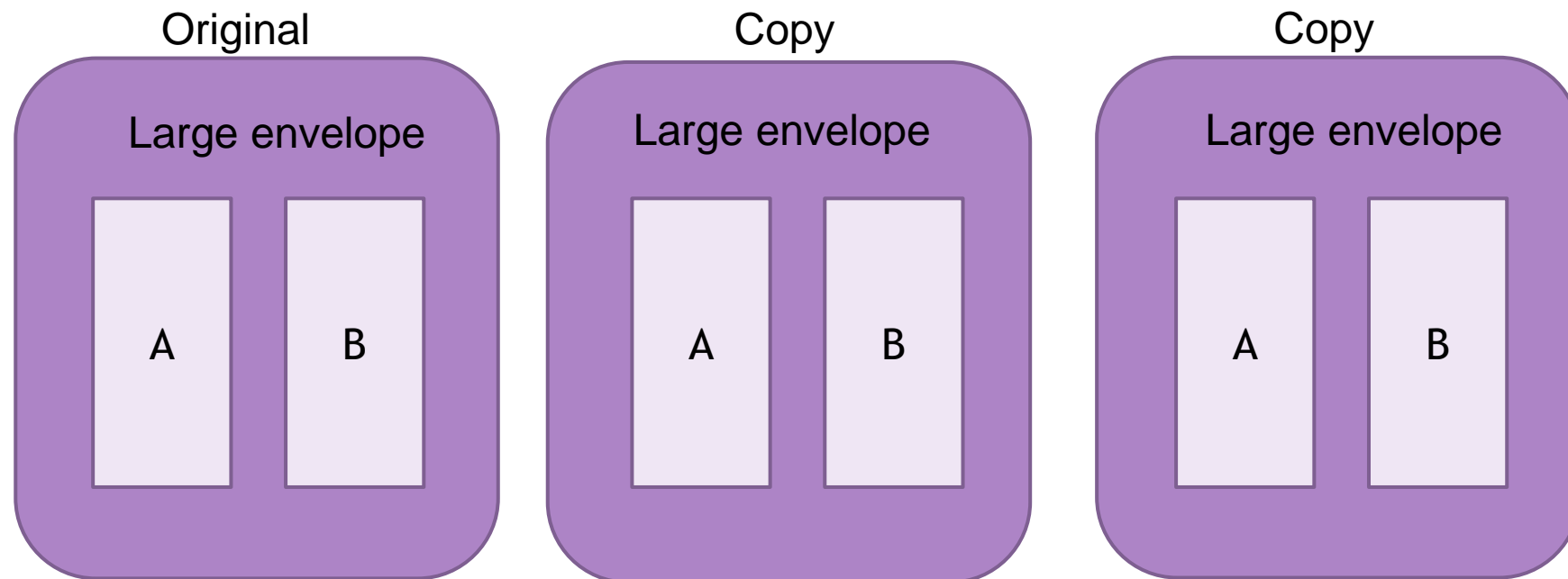
# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B –  
Terms of Tender (Supplement))

- ▶ Tenderer shall prepare three envelopes:
  - Envelope A
  - Envelope B
  - One large envelope

# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B –  
Terms of Tender (Supplement))



# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B – Terms of Tender (Supplement))

## ► Envelope A

- **Price Proposal** containing all documents relating to the **price information** (i.e. the original copy and two copies of Schedule A – Price Schedule)
- Sealed envelope marked “**Envelope A**” and “**Tender Ref.: LD PT 01/2026 – Tender for the Provision of Services for Implementation of the Reimbursement of Maternity Leave Pay Scheme**”

# Tender Submission (Paragraphs 4.1 and 4.2 of Part 3B – Terms of Tender (Supplement))

## ► Envelope B

- **Technical Proposal** containing all documents relating to the **technical information**, including the original copy and two copies of the following:
  - ◆ Originally signed Offer to be Bound in Part 4 of the Tender Form
  - ◆ Schedules B – F
  - ◆ Part I of Annex A of the Terms of Tender
  - ◆ Other relevant documentary proof and information
  - ◆ CD-ROM containing Technical Schedule in MS Word format
- Sealed envelope marked “**Envelope B**” and “**Tender Ref.: LD PT 01/2026 – Tender for the Provision of Services for Implementation of the Reimbursement of Maternity Leave Pay Scheme**”

# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B – Terms of Tender (Supplement))

- ▶ One large envelope
  - **Both Envelope A and Envelope B shall be inserted into one large sealed envelope** clearly marked “Tender Ref.: LD PT 01/2026 – Tender for the Provision of Services for Implementation of the Reimbursement of Maternity Leave Pay Scheme” and addressed to “Chairman, Central Tender Board”
- ▶ All envelopes, i.e. the large envelope, Envelope A and Envelope B, shall bear **no reference to the identity of the Tenderer**

# Tender Submission

(Paragraphs 4.1 and 4.2 of Part 3B – Terms of Tender (Supplement))

- ▶ For electronic tendering, the **Price Proposal** and **Technical Proposal** shall be submitted as two separate attachment files
- ▶ The **Price Proposal** shall be named as “price.docx” while the **Technical Proposal** shall be named as “technical.docx”
- ▶ The proposals should be submitted in accordance with the e-TS rules and through the use of any type of digital certificates recognised by and uploaded to the e-TS or through AAM

# Tender Submission (Paragraphs 4.1 and 4.2 of Part 3B – Terms of Tender (Supplement))

- ▶ If there is non-compliance of file formats, virus contamination or file corruption resulted in failure to submit the information required, the tender will not be considered further

# Tender Submission (Page 1 of Tender Form)

- ▶ Tender closing date and time: **12:00 noon, 12 June 2026**
- ▶ Tender box: Government Secretariat Tender Box situated at the Lobby of the Public Entrance on the Ground Floor, East Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong
- ▶ Failure to submit any documents containing essential information before the Tender Closing Time, or upon subsequent request of the Government after the Tender Closing Time, may render a Tender **non-conforming** and **not** be considered further.

# Tender Submission

(Paragraph 4.4 of Part 3B – Terms of Tender (Supplement))

- ▶ In case Tropical Cyclone Warning Signal No. 8 or above is hoisted, or Black Rainstorm Warning Signal or “extreme conditions” announced by the Government is/are in force, for any duration between 0900 and 1200 hours on 12 June 2026, the latest date and time before which Tenders are to be deposited in the Specified Tender Box will be extended to 1200 hours on the next working day

# Tender Submission (Paragraph 4.5 of Part 3B – Terms of Tender (Supplement))

- ▶ In case of blockage of the public access to the location of the above tender box at any time between 0900 and 1200 hours on 12 June 2026, the Government will announce extension of the Tender Closing Time until further notice. Following removal of the blockage, the Government will announce the extended tender closing time as soon as practicable. The above announcements will be made via press releases on the website of Information Services Department as follows:

- <http://www.info.gov.hk/gia/general/today.htm>

# Enquiry

# Enquiry (Paragraph 8 of Part 3B - Terms of Tender (Supplement))

- ▶ Any enquiries from the Tenderers shall be **submitted in writing** and reach the email address or fax number below at least 5 working days prior to 12 June 2026:
  - Fax: 3752 8052
  - Email address: [rmlps\\_tender@labour.gov.hk](mailto:rmlps_tender@labour.gov.hk)
- ▶ The Government shall decide at its sole discretion whether or not to answer any enquiries or a part thereof. If answers are to be given, they will be placed on LD's website as follows:
  - <https://www.labour.gov.hk/eng/tender/content.htm>

Information in this Tender briefing, including this Powerpoint, is for reference only.

All matters relating to this tender shall be based on the Tender Documents.

# Question-and-Answer Session

Thank you