

Tender Reference No.: FM-TD-202201

9 December 2022

INVITATION FOR TENDER
Provision of Integrated Facility Management Services for CUHK Medical Centre
(Tender No.: FM-TD-202201)

The CUHK Medical Centre Limited (CUHKMC) intends to invite tenderer to submit a proposal for Provision of Integrated Facility Management Services for CUHK Medical Centre.

If your company is interested, please submit a full proposal with all required submissions mentioned in the tender documents by **12:00 noon on 8 February 2023 (HK Time)**.

Late submissions or incomplete proposals will not be considered. Please note that this invitation for proposal is non-committal on our part and your proposal would be provided to the CUHK Medical Centre Limited at no cost.

Yours faithfully,



Ivan KO

Senior Manager, Supplies & Procurement
CUHK Medical Centre Limited

Enclosure

CUHK Medical Centre Limited

Tender Invitation

on

**Provision of Integrated Facility
Management Services**

Tender Reference: FM-TD-202201

Tender Issue Date: 9 December 2022

Tender Closing Date and Time: 12:00 noon on 8 February 2023 (HK Time)

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PART I
INTERPRETATION

In this Tender document, the following words and expressions shall have the following meanings unless otherwise stated:

“Contract”	means the Contract made between CUHKMC and the Successful Tenderer for the supply of Goods and/ or Services;
“Successful Tenderer”	means the Tenderer whose Tender is accepted by CUHKMC;
“Goods”	means the Goods to be supplied by the Successful Tenderer under the Contract;
“Services”	means the Services to be provided by the Successful Tenderer under the Contract;
“CUHKMC”	means CUHK Medical Centre Limited;
“CUHKMC Representative”	means the person acting for and on behalf of CUHKMC or any duly authorized officer for the time being performing his/ her duties;
“Tender”	means the Tender submitted by the Tenderer for the supply of Goods and/ or Services;
“Tenderer or Company”	means the person, firm, or company whose details are set out in the relevant Schedule of Submissions (“Schedule”)

PART II
TERMS OF TENDER

1. Invitation to Tender

- 1.1 Tenderers are invited for the supply of Goods and/ or Services subject to and in accordance with the requirements/ specifications, Terms of Tender and Conditions of Contract.
- 1.2 CUHKMC reserves the right in its absolute discretion to cancel this Tender at any time.
- 1.3 CUHKMC will not be responsible for or liable to any Tenderer for any cost or expense incurred in relation to (i) the preparation or submission of the Tender; or (ii) any communication between the Tenderer and CUHKMC in relation to the Tender, under any circumstances (including the cancellation of this Tender by CUHKMC).
- 1.4 The Tenderer acknowledges and agrees that CUHKMC is not responsible for the accuracy of any information provided in this Tender, and the Tenderer has made its own independent evaluation of the business potential of the Tender Brief and it has submitted its tender submission based solely on the result of such independent evaluation.
- 1.5 The Tenderer is required to fill in the information indicated in “Offer To Be Bound” (Part IV).

2. Tender

- 2.1 This Tender relates to the supply of all (or any part) of the Goods and/ or Services whose details and specifications are set out in the Tender Brief.
- 2.2 Tenderer must note that its offers in its tender submission must comply with the requirements of this Tender in every respect. Tender submission which does not comply with requirements shall not be considered.
- 2.3 The Tender documents are to be completed in English (except where certain Supporting Documents are expressly required to be in Chinese) and in permanent ink or typescript and submitted in the manner stipulated. Tenderer is required to stamp and initial next to any corrections made.
- 2.4 The Schedule issued with this Tender must not be altered by the Tenderer. Any modification of the Schedule considered necessary by the Tenderer should be the subject of a separate letter accompanying the Tender. 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 above the original figures. All such amendments should be initialled by the Tenderer in ink.
- 2.5 Tender is to be completed in permanent ink or typescript; Tender not so completed may not be considered.

- 2.6 Tender may not be considered if complete information is not given with the Tender or if any particulars and data asked for in the Schedule are not furnished in full. Where appropriate, descriptive and technical literature should be submitted with the Tender. CUHKMC Representative may request clarification of particulars and data supplied, or additional particulars and data, and if so the Tenderer shall have 5 working days or such further period as CUHKMC Representative may specify to submit such further information. Failure to do so within the time period shall result in the Tender being considered incomplete.
- 2.7 CUHKMC Representative is not bound to accept the lowest or any Tender and reserves the right to accept all or any part of any Tender at any time within the Tender Validity Period.

3. Tender Validity Period

Tender shall, unless otherwise indicated by the Tenderer, remain open for **one-hundred-and-eighty (180) days** after the Tender Closing Date and the Tenderer agrees not to withdraw the offer constituted by such Tender for this period (“Tender Validity Period”).

4. Tender Prices

- 4.1 The prices to be quoted by the Tenderer are to be in Hong Kong currency and must only be shown on the Schedule. Such prices shall be net prices allowing for all trade and cash discounts and inclusive of all cost and expense to be incurred by the Tenderer in the performance of the Contract. Prices must remain valid for the duration of the Contract and for the supply of all of the Goods and/ or Services.
- 4.2 Prices quoted in other currencies will be considered and if accepted, payment will be made in the quoted currency. All bank charges incurred by the Successful Tenderer will be borne by the Successful Tenderer.
- 4.3 For price comparison purposes, any prompt payment discount offered by the Tenderer will not be taken into consideration in assessment of tender prices.
- 4.4 Tenderer is reminded to ensure the accuracy of its tender prices quoted in the Price Proposal. Under no circumstance will CUHKMC accept any request for price adjustment on grounds that a mistake has been made in the tender prices quoted by a Tenderer.
- 4.5 CUHKMC reserves the right to negotiate with any Tenderer on the terms of the offer.

5. Acceptance and Award of Contract

The Successful Tenderer will receive a letter of acceptance from CUHKMC as an indication of acceptance of offer submitted by the Tenderer. The letter of acceptance in accordance with terms and conditions of the Tender and submitted proposal of the Tenderer shall constitute a binding contract between CUHKMC and the Successful Tenderer. Tenderer who does not receive any notification within one-hundred-and-eighty (180) days from the Tender Closing Date may assume that its Tender has not been accepted.

6. Presentation

Tenderer may be invited to provide a brief presentation.

7. Product / Service Information

Tenderer shall submit with the Tender sufficient and valid product/service information, e.g. catalogues, technical specifications, brochures, etc. Additional copies may be requested from CUHKMC to facilitate easy reference and ordering.

8. New Information Relevant to Qualified Status

Tenderer shall inform CUHKMC in writing immediately of any circumstance or information which may affect its qualification to tender in this Tender. CUHKMC reserves the right to review its qualified status in the light of any new information relevant to its qualification.

9. Cancellation of Tender

Without prejudice to CUHKMC's right to cancel the Tender, where there are changes of requirements after the Tender Closing Date, for operational or any other reasons, CUHKMC is not bound to accept any conforming Tender and reserves the right to cancel the Tender.

10. Destruction of Unsuccessful Tender

10.1 CUHKMC will return the unsuccessful Tender submission upon one-hundred-and-eighty (180) days of Tender closing. The unsuccessful Tenderer(s) should contact CUHKMC to collect tender submission. If the Tenderer fails to collect the Tender submissions within ten (10) days after the one-hundred-and-eighty (180) days of Tender closing, CUHKMC will dispose the Tender document without notifying the Tenderer.

10.2 Where a Tender is cancelled, all Tender submission under that Tender can be destroyed any time after cancellation.

11. Microsoft Windows Support

- 11.1 Tenderer has the responsibility to plan and take appropriate actions on the equipment or system to safeguard against the risks of Window desktop Operating System obsolescence, including to upgrade the computers to a supported Windows desktop Operating System version to ensure the continued support and avoid security risks of the equipment or system provided to CUHKMC.

12. Personal Data

- 12.1 Tenderer's Personal Data may be requested for purposes related to evaluation of offer. When Personal Data is provided, please make sure that the data is accurate and complete. If Tenderer fails to provide with the information required or if the information provided is inaccurate or incomplete, the evaluation of the Tenderer's offer will be affected.
- 12.2 Personal Data may be made available to:
- a. CUHKMC Representative.
 - b. Any other relevant parties who require it for matters related to evaluation of Tenderer' offer.
- 12.3 CUHKMC Representative will only use, disclose or transfer the Tenderer's Personal Data provided:
- a. For the purposes relating to evaluation of offer or directly related purposes; or
 - b. Where permitted by law.
- 12.4 CUHKMC Representative will obtain the Tenderer's consent before using its Personal Data for any other purposes.

13. Commitment to Environmentally Responsible Purchasing

- 13.1 CUHKMC is sensitive to the environmental impact of purchasing decisions and takes account of legitimate environmental concerns while continuing to achieve best value for money in its purchasing functions.
- 13.2 CUHKMC identifies products which present environmental concerns and addresses these concerns in the approval of the Tender specifications and in the Tender evaluation process.

14. Environmental Friendly Measure

The following environment friendly measures are recommended in the preparation of the Tender documents:

- 14.1 All documents should preferably be printed on both sides and on recycled paper. Papers exceeding eighty (80) gsm are not recommended.

- 14.2 Excessive use of plastic laminates, glossy covers or double covers should be avoided as far as possible. Use of recyclable non-glossy art board paper as document covers is recommended.
- 14.3 Single line spacing should be used and excessive white space around the borders and in between the paragraphs should be avoided.

15. Consent to Disclosure

CUHKMC shall have the right to disclose whenever it considers appropriate, or upon request (verbal or written) by any third party (including unsuccessful Tenderer(s)) information of the Contract, such as the name and address of the Successful Tenderer, product description/ brand/ model/ country of origin (if applicable), description of the relevant services (if applicable) and the value of the Contract, without reference to or consent from the Successful Tenderer. Unsuccessful tenderer may also enquire as to the reason for the rejection of its Tender submissions.

16. Offering Gratuities

Tenderer shall not, and shall assure that its employees, agents and sub-contractors shall not, offer, solicit or accept an advantage as defined in the Prevention of Bribery Ordinance (Cap. 201 of the laws of Hong Kong) in connection with this Tender.

17. Tender Submission

- 17.1 The documents attached herewith should only be used for the submission of a Tender in response to this invitation. The “Schedules of Submissions” should be completed by Tenderer with signature and company chop. The submission may be accompanied by documents containing additional explanations, amplifications or specifications, which should be stapled securely to the form.
- 17.2 This tender shall be conducted in a two-envelope bidding process. **Technical Proposal and Price Proposal should be submitted separately.**
- 17.3 The Tenderer shall submit its Tender submission in two separate sealed plain envelopes including one set of original, three sets of duplicate documents and one soft copy in CD-ROM/ USB. Both envelopes for Technical and Price Proposal should clearly state the subject of this tender and tender reference number. In the event of conflict between the version of hardcopy and softcopy, the original hardcopy version shall prevail.

- 17.4 The Tender submission, properly completed and enveloped, must be placed in Tender Box **by 12:00 noon on 8 February 2023 (HK Time)**. The Tender box is situated at the following address:

Address: CUHK Medical Centre Limited Tender Board
12/F, CUHK Medical Centre
9 Chak Cheung Street,
Shatin New Territories,
Hong Kong

The office hours of CUHKMC are 9:00 a.m. to 12:30 p.m. and 2:30 p.m. to 5:00 p.m., Monday to Friday (except public holidays). **Late Tender will not be considered.**

- 17.6 The tender closing time and tender closing date will be extended to 12:00 noon on the next working day in Hong Kong (i.e. any day from Monday to Friday which is not a public holiday) under the following situations:
- a. A black rainstorm signal or tropical cyclone warning signal No. 8 or above issued by the Hong Kong Observatory is still in force between 9:00 a.m. and 12:00 noon on the tender closing date; or
 - b. A black rainstorm signal or tropical cyclone warning signal No. 8 or above is announced to be hoisted shortly by the Hong Kong Observatory between 9:00 a.m. and 12:00 noon on the tender closing date.

18. Tenderer's Enquiries

- 18.1 All enquiries relating to the Tender must be made before **2:30 p.m. on 19 January 2023 (HK Time)** in written by email to procurement@cuhkmc.hk.
- 18.2 The Questions with the answers will be posted on the website of CUHK Medical Centre (www.cuhkmc.hk) before Tender closing date.

PART III
CONDITIONS OF CONTRACT

1. Conditions of Supply

These conditions shall apply to the supply of the Goods and/ or Services by the Successful Tenderer under the Contract.

2. General Requirements

- 2.1 The Successful Tenderer shall be responsible for providing, in accordance with the provisions of this Contract, the Services for the duration of the term, including outbreak and infectious diseases, and CUHKMC shall pay to the Successful Tenderer all sums due to the Successful Tenderer for the performance of the Services.
- 2.2 The Successful Tenderer shall diligently, promptly and properly provide and co-ordinate the provision of the Services to CUHKMC and comply with its duties and obligations in this Contract to the satisfaction of CUHKMC.
- 2.3 The Successful Tenderer shall exercise in the performance of the Services the same reasonable skill, care and diligence expected of a professional consultant who is qualified, competent and experienced in carrying out the duties and services of the nature described in this Contract for projects of a similar size, type, scope, complexity and purpose of the work at all relevant times.
- 2.4 The Successful Tenderer shall ensure that at all times it has, and assign, adequate staff, tools and equipment to efficiently and properly fulfil its obligations under this Contract.
- 2.5 The Successful Tenderer will provide the Services in a satisfactory and skilful manner and shall meet to the satisfaction of CUHKMC.
- 2.6 The Successful Tenderer shall comply with: -
 - a. all laws, rules and regulations applicable to its provision of Services; and
 - b. the most current version or edition of all codes and standards that are relevant and applicable to its provision of Services.
- 2.7 The Successful Tenderer shall provide all necessary assistance and all information on all matters in relation to the Services requested by CUHKMC and/ or CUHKMC Representative.
- 2.8 The Successful Tenderer shall obey all instructions and comply with all reasonable requests that may be put forth by CUHKMC and/ or CUHKMC Representative.
- 2.9 CUHKMC may issue warnings to the Successful Tenderer on all matters relating to the provision of the Services and the Successful Tenderer shall immediately take all remedial action which may reasonably be required.

- 2.10 The Successful Tenderer and its staff shall not perform any duties and obligations under this Contract in such a way that may cause disturbance to patients, staff or visitors of CUHKMC or disruption to the normal routines and operations of CUHKMC.
- 2.11 The Successful Tenderer shall not use any materials in the provision of the Services in any way that may cause harm, discomfort or detriment to the health of the patients, staff or visitors of CUHKMC.
- 2.12 The Successful Tenderer acknowledges that the time, dates and period shall be of the essence with respect to the performance of the Services specified to be subject to such requirement under this Contract as well as any times, dates or periods that may by agreement between the parties be substituted for any of them.
- 2.13 CUHKMC reserves the right to reject any part of the Services which does not comply with the specification, and the Successful Tenderer must carry out the necessary remedial work or replacement without extra charge or delay.

3. Successful Tenderer's Acknowledgement

The Successful Tenderer acknowledges it has been supplied with sufficient information to enable it to provide/ supply, install, commission and maintain each System/ Services which complies fully with the requirements set out in the Tender specifications and the requirements of this contract. The Successful Tenderer shall not be entitled to any additional payment nor be excused from any liability under this Contract as a consequence of any misinterpretation by the Successful Tenderer of any matter or fact relating to the specifications, the said requirements or any other provisions of this Contract.

4. Liability and Indemnities

- 4.1 CUHKMC and its employees or agents shall not be under any liability whatsoever for or in respect of:
 - a. Any loss of or damage to any of the Successful Tenderer's property or that of its employees or agents however caused (whether by any negligence of CUHKMC or any of its employees or agents or otherwise).
 - b. Any injury to or death of any of the Successful Tenderer's employees or agents save and except any such injury or death was caused by the negligence of CUHKMC or any of its employees or agents.
- 4.2 The Successful Tenderer shall indemnify CUHKMC and its employees or agents against any claim or demand made against or liability incurred (including all costs, charges or expenses whatsoever) by CUHKMC or any of its employees or agents in respect of:
 - a. Any loss, damage, injury or death referred to in 4.1 (save and except injury or death caused by the negligence of CUHKMC or any of its employees or agents).

- b. Any loss or damage sustained by or any injury to or death of any third party in consequence of any negligence of the Successful Tenderer or any of its employees or agents.
- 4.3 In the event of any of the Successful Tenderer's employees or agents suffering any injury or death in the course of or arising out of this Contract and whether there be a claim for compensation or not, the Successful Tenderer shall within seven (7) clear working days give notice in writing of such injury or death to CUHKMC Representative.
- 4.4 Where required by CUHKMC, the Successful Tenderer shall take out and maintain insurance with a reputable insurer in such manner as it is agreed with CUHKMC to cover its legal liabilities for loss or damage to property and injury or death to persons as a result of the performance of this Contract.
- 4.5 For the purpose of this clause "negligence" shall have the same meaning as that assigned to it in Section 2(1) of the Control of Exemption Clause Ordinance.

5. Corrupt Gifts

If the Successful Tenderer or any employee or agent of the Successful Tenderer is found to have committed an offence under the Prevention of Bribery Ordinance for the time being in force or any subsidiary legislation made thereafter or under any law of a similar nature in relation to this Contract or any other CUHKMC contract, CUHKMC Representative may, on behalf of CUHKMC, terminate this Contract, without entitling the Successful Tenderer to any compensation and therefore the Successful Tenderer shall indemnify CUHKMC against all costs, claims, damages, losses and expenses necessarily incurred or suffered as a result by CUHKMC.

6. Applicable Law

- 6.1 The validity and interpretation of this Contract shall be governed in all respects by the laws of Hong Kong and the parties shall submit to the exclusive jurisdiction of the courts of Hong Kong in the event of dispute.
- 6.2 The Successful Tenderer shall comply with all applicable international and local laws, rules and regulations pertinent to its obligations under this Contract.

7. Commitment to Environmentally Responsible Purchasing

- 7.1 CUHKMC is sensitive to the environmental impact of purchasing decisions and takes account of legitimate environmental concerns while continuing to achieve best value for money in its purchasing functions.
- 7.2 CUHKMC identifies products which present environmental concerns and addresses these concerns in the approval of the tender specifications and in the tender evaluation process.

8. Publicity

- 8.1 The Successful Tenderer shall submit to CUHKMC all advertising or other publicity material relating to the Contract or the Goods and/ or Services supplied or other work done in connection with the Contract wherein the name of CUHKMC is mentioned or from which a connection with CUHKMC can reasonably be inferred or implied.
- 8.2 The Successful Tenderer shall not publish or use any advertising or other publicity material relating to CUHKMC or mention the name of CUHKMC for any promotion or marketing purposes without the prior written consent of CUHKMC.
- 8.3 Nothing in this Contract expressly or impliedly constitutes an endorsement of any goods and/ or services and each party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

9. Confidentiality and Protection of Personal Data

- 9.1 The Successful Tenderer undertakes that the Successful Tenderer and its servants, sub-contractors and agents will keep in confidence and not disclose to any third party, use or reproduce without CUHKMC's prior written consent any materials, drawings, design or information (whether of a commercial or technical nature or otherwise) acquired from CUHKMC in connection with this Tender other than disclosure to those persons to whom it is necessary to supply such information or such use necessary to enable performance of this Tender. The Successful Tenderer shall not use the expertise evident therein in any manner detrimental to the interests of CUHKMC. The Successful Tenderer is required to sign the Confidentiality Undertaking to CUHKMC.
- 9.2 Nothing contained above shall apply to prevent the Successful Tenderer from disclosing any information:
 - a. in its possession (with full right to disclose) prior to receiving it from CUHKMC; or
 - b. which is or later becomes public knowledge other than by breach of this Clause; or
 - c. which it may independently develop or receive from a third party (with full right to disclose).
 - d. which it is compelled to disclose by applicable law; rules or regulations or directors of CUHKMC or any supervisory authority exercising control over it.
- 9.3 This Clause shall survive the expiry or early termination of this tender.
- 9.4 Upon the completion, expiry or termination of this Tender, the Successful Tenderer shall return to CUHKMC all the documents and materials covered by this Clause which have been supplied by CUHKMC to the Successful Tenderer to enable performance of this Tender.
- 9.5 The Successful Tenderer shall procure that all its staff and appointed sub-contractors and agents involved in the performance of the Services sign a confidentiality undertaking prior to commencing any work in accordance with this Tender.

9.6 Personal Data Privacy

- a. The Successful Tenderer shall and shall procure its employees, agents or representatives to comply with the provisions of the Personal Data (Privacy) Ordinance (the “Ordinance”) (including any amendments thereon from time to time), and any applicable codes of practice, guidance notes or regulations in the handling of personal data (as defined in the Ordinance from time to time) (“Personal Data”) collected by and provided to the Contractor for the purpose of this Agreement.
- b. The Successful Tenderer shall not keep Personal Data longer than is necessary for the fulfilment of the purpose (including any directly related purpose) for which the same are or to be used. The Successful Tenderer shall:
 - i. return, destroy or permanently erase all such Personal Data;
 - ii. destroy or permanently erase all copies of such Personal Data made by the Successful Tenderer; and
 - iii. use all reasonable endeavours to ensure that anyone who has received any such Personal Data destroys or permanently erases such Personal Data and any copies made by it or him, in each case, save to the extent that the Successful Tenderer or the recipients are required to retain any such Personal Data by any applicable law, rule or regulation or by any competent judicial, governmental, supervisory or regulatory body.
- c. The Successful Tenderer shall take all practical steps and have in place and maintain appropriate security measures to prevent unauthorized or accidental access, processing erasure, loss or use of Personal Data collected by or transferred to it having particular regard to:
 - i. the kind of Personal Data and the harm that could result if any of those things should occur;
 - ii. the physical location where the Personal Data are stored;
 - iii. any security measures incorporated (whether by automated means or otherwise) into any equipment in which the Personal Data are stored;
 - iv. any measure taken for ensuring the integrity, prudence and competence of persons having access to Personal Data; and
 - v. any measures taken for ensuring the secure transmission of Personal Data.

10. Performance Monitoring

- 10.1 CUHKMC Representative will monitor the performance of the Successful Tenderer from time to time including without limitation the following specific aspects of its performance:
 - a. Quality of the management;
 - b. Standard of services provided by the Successful Tenderer;

- c. Customer, visitor and staff satisfaction of the Successful Tenderer, its staff and service.
- 10.2 The Successful Tenderer shall establish, document, implement and maintain a quality assurance programme, associated performance plan and procedures throughout the contract period.
- 10.3 The Successful Tenderer shall report to CUHKMC any incidents including but not limited to complaints, criminal damage to CUHKMC properties, and theft cases.
- 10.4 CUHKMC shall have the right to conduct periodic and annual appraisal on the performance of the Successful Tenderer and request the Successful Tenderer for any improvements as deemed necessary by CUHKMC.

11. Occupational Safety and Health (“OSH”)

- 11.1 The Successful Tenderer shall, so far as reasonably practicable, take all reasonable steps to ensure the health and safety at work of all its employees performing the Successful Tenderer's obligations under this Contract. The Successful Tenderer shall, for the purpose of this Contract where applicable:
 - a. Provide and maintain plant and systems of work that are safe and without risks to health;
 - b. Conduct regular work safety risk assessment exercises and make arrangements to ensure the safety and absence of risks to staff's health in connection with the use, handling, storage and transportation of plant or substances;
 - c. Provide adequate information, instructions, resources, training and supervision to its employees on work safety and infection control (NB must comply with CUHKMC's PPE requirements and standards for different work locations based on infection risk perceived during infection outbreak);
 - d. Maintain the workplace, including ingress and egress thereto, as far as is within its control, safe and without risks to health;
 - e. Comply with CUHKMC's infection control policy guidelines and procedures, CUHKMC's house rules and emergency procedures;
 - f. Conduct and monitor OSH compliance;
 - g. Keep and provide proper documentation of training records, duty rosters, incident reports, audit and inspection records and personal particulars of staff, if required by CUHKMC; and
 - h. Ensure its employees take care of the safety and health of other persons who may be affected by their act of omission and co-operate with CUHKMC Representative and such other persons to ensure compliance with any applicable statutory requirements.

- 11.2 The Successful Tenderer shall fully indemnify CUHKMC from and against all claims, actions, proceedings, demands and suits brought against and/ or fines and penalties imposed on CUHKMC arising directly or indirectly out of or in connection with the failure of the Successful Tenderer to comply with part or any other obligations imposed under any applicable statutory requirements, including the Occupational Safety and Health Ordinance (Cap 509) and all costs and expenses in connection therewith.

12. Contracts (Rights of Third Parties) Ordinance

The application of the Contracts (Rights of Third Parties) Ordinance is expressly excluded and no person who is not a party to this Contract shall be entitled to enforce any right or term of this Contract pursuant to the Contracts (Rights of Third Parties) Ordinance.

13. Wages Paid to the Staff by the Tenderer

- 13.1 CUHKMC looks to the Successful Tenderer to ensure that the working hours of its staff and the wages that they get from working in Hong Kong align with market practice on working hours and at least meet the statutory minimum wage levels. The Successful Tenderer shall refer to the latest legislation enacted by the Government of HKSAR regarding minimum wage.
- 13.2 The Successful Tenderer must also note that if there is an upward adjustment in the minimum wage level before the commencement date of the Contract, the Successful Tenderer must pay its staff wages which align with the latest statutory minimum wage level. However, such adjustment to staff wages does not apply if there is any downward adjustment in the minimum wage level.
- 13.3 Tender submission which does not comply with the requirements in Clause 13.1 and 13.2 above shall not be considered. The wages set out in the corresponding Schedule/ specification, if agreed with CUHKMC, shall be referred to as "Wages for Contractor's Employees" under this Contract, as the case may be.
- 13.4 Tenderer shall be noted that wages for the Successful Tenderer's staff are exclusive of allowances payable by the Successful Tenderer. Tenderer must pay the wages to its staff either in the form of direct bank transfer or cheque payment. CUHKMC reserves the right to ask the Successful Tenderer to show proof of salary payment to the staff for inspection under the Contract.
- 13.5 Tenderer shall be responsible for the costs of all operational and administrative expenses, as well as the depreciation of all assets and equipment. No fee or deposit, under whatever title, shall be collected from its staff.
- 13.6 The Successful Tenderer shall ensure that the monthly wages rate payable to its staff henceforth shall not be lower than the average monthly wage rates for the equivalent post published in the latest edition of the Census and Statistics Department's Quarterly Report of Wage and Payroll Statistics, or the latest legislation enacted by the Hong Kong Government of HKSAR regarding minimum wage if applicable and whichever is higher.

14. IT and Equipment

- 14.1 The importance and success to an efficient, safe, accurate, and cost-effective operations, shall be heavily driven by the equipment and information systems that support the integrated facility services.
- 14.2 The Successful Tenderer shall ensure that there is a “track and trace” and location tracking system with real-time monitoring capability to manage the security services.
- 14.3 In light of the interfacing of the IT systems between the Successful Tenderer and CUHKMC, precautionary and proactive measures shall be adopted to ensure that CUHKMC’s IT system will not be comprised, weakened, corrupted or become vulnerable to unauthorised access due to the interfacing with the Successful Tenderer, if any.
- 14.4 The Successful Tenderer shall be able to provide system resilience and disaster recovery to ensure that the specified service levels can be maintained in case of a localised failure of system components, and to ensure basic survival of vital business processes in a disaster situation.

15. Declaration on Convictions to Hong Kong Ordinances

The Tenderer has to make declaration on its convictions to the Hong Kong Ordinance as listed in Schedule 21 (Declaration on Convictions to Hong Kong Ordinance) of Part VII (Schedules of Submissions). This declaration is a mandatory requirement for the Tender assessment. The Tender offer shall not be considered, if prior to the Tender Closing Date, the Tenderer had any conviction under the aforesaid Ordinances.

Convictions will be counted for both the Government and private Contracts and by the numbers of Summons convicted. CUHKMC will not consider the tender further or terminate the Contract if the tenderer is subsequently found to have made a false declaration at the tendering stage.

16. Warranties

- 16.1 The Successful Tenderer warrants that it has been issued with a current permit which has not been withdrawn, cancelled, modified or suspended and which authorises the Successful Tenderer to perform the Services and any matters incidental to the performance of the Services and further warrants that it shall maintain and renew such permit during the term.
- 16.2 The Successful Tenderer warrants that the Services will be performed by competent persons who shall hold all necessary and valid permits and licences as may be required by law to perform such Services. Relevant proof should be provided to CUHKMC to facilitate the periodic random checking.
- 16.3 The Successful Tenderer warrants that no announcement or publicity concerning this Contract or any matter ancillary thereto shall be made by the Successful Tenderer without the prior consent of CUHKMC.
- 16.4 The Successful Tenderer undertakes to forthwith remedy free of charge to CUHKMC any failure or defect in the Services.

- 16.5 The Successful Tenderer undertakes to rectify any faulty or inadequate Services forthwith by appropriate action as determined at CUHKMC option.
- 16.6 The Successful Tenderer's liability under this clause shall be in addition to any warranty or condition, express or implied, statutory or otherwise as to the merchantability or fitness for a particular purpose of the Services or any part thereof or relating to the supply of services generally.

17. Assignment and Sub-Contracting

- 17.1 The Successful Tenderer shall not assign this Contract or any part thereof without the prior written consent of CUHKMC. Any assignment or subcontract made without such consent shall be of no effect.
- 17.2 Unless otherwise agreed with CUHKMC, the Successful Tenderer shall bind each permitted assignee to the terms and conditions of the Contract in any such assignment or subcontract.
- 17.3 The Successful Tenderer shall not be relieved from any of its obligations hereunder by entering into any sub-contract for the performance of any part of the Contract and it shall be responsible for the acts, defaults or neglect of any sub-contractor as if they were the acts, defaults or neglect of the Contractor. CUHKMC may require any or all details of any sub-contract to be divulged to him prior to granting its consent above.

18. Termination

- 18.1 CUHKMC shall have the right to terminate the Contract at any time upon written notice of one (1) month to the Successful Tenderer, if: -
- a. the Successful Tenderer becomes subject to an Insolvency Event;
 - b. the Successful Tenderer has committed a breach of the Contract which cannot be rectified or, if such breach is rectifiable, it has failed to rectify the breach within thirty (30) days of receiving a notice of the breach;
 - c. the Successful Tenderer, its affiliates or the Successful Tenderer Personnel breach the agreement in accordance to Confidentiality, Personal Data or Anti-bribery;
 - d. the Successful Tenderer has failed to achieve the Key Performance Indicators six (6) or more times in any six (6) consecutive months;
 - e. the Successful Tenderer has breached any applicable Law, or has failed to obtain or maintain any licence, certificate, authorisation or approval required in order to provide the Services;
 - f. any personal injury, property damage or death arising out of or in relation to the Successful Tenderer, the Successful Tenderer Personnel or its affiliates actions or omissions;
 - g. any third party claim, action or proceedings made against CUHKMC or the Successful Tenderer, that arises out of or in relation to the Services or the actions or omissions of the Successful Tenderer, the Successful Tenderer Personnel or its affiliates;

- h. the Successful Tenderer misappropriate, misuse or make any unauthorised use of CUHKMC Materials, Developed Materials or any other Intellectual Property Rights of CUHKMC;
 - i. the applicable Law or any change in the applicable Law or the practice of the Government Authorities causes or shall cause this Agreement to be in breach of the applicable Laws or requirements of the Government Authority; and
 - j. a Government Authority directs, orders, instructs or issues a notice requiring the termination of this Agreement, or the Successful Tenderer to cease its business activities (in whole or in part), or informs either Party that this Agreement (in whole or in part) is or will be a breach of any applicable Laws.
- 18.2 Notwithstanding anything in this Agreement to the contrary, if a failure of performance on the part of the Successful Tenderer caused by a Force Majeure Event exceeds thirty (30) days, CUHKMC may terminate this Agreement immediately on written notice to the Successful Tenderer.
- 18.3 For the delay of the delivery of products/ services of the agreed timeline to CUHKMC due to the responsibility of the Successful Tenderer, CUHKMC may consider issuing written warning. Upon receiving three (3) times of the written warning, CUHKMC shall reserve the right to terminate the Contract.
- 18.4 Upon the termination of the Contract, the Successful Tenderer shall immediately deliver to CUHKMC all documents and information held by the Successful Tenderer relating to the Goods and/ or Services.
- 18.5 Upon the termination of the Contract, CUHKMC shall not be liable to the Successful Tenderer for any loss or damages arising out of or in connection with such termination.

19. Insurance

- 19.1 The Successful Tenderer shall effect and maintain the following insurances, in each case with international and reputable insurers, each with an insurer financial strength rating of at least A- by Standard and Poors' and/ or A by AM Best and licensed to undertake insurance business in Hong Kong: -
- a. employer's liability insurance in the amount of not less than two-hundred million dollars (HK\$200,000,000) for each event;
 - b. general third party/ public liability insurance, in the amount of not less than three- hundred million dollars (HK\$30,000,000) for each occurrence and unlimited during the period of policy, such insurance to cover personal injury, bodily injury (including death), property damage liability inclusive of coverage for all premises and operations, independent contractor's liability and contractual liability for this tender; and
 - c. any other appropriate insurance cover in a sum which would be effected by a prudent service provider providing substantially the same services as those provided under this Agreement in respect of third party and public liability.
- 19.2 The Successful Tenderer shall ensure that each insurance policy listed in Clause 19.1 shall name CUHKMC as the additional insured party.

- 19.3 As and when requested by CUHKMC, the Successful Tenderer shall provide reasonable evidence to CUHKMC (as soon as reasonably practicable) that such insurance as specified in Clause 19.1 has been effected in accordance with the corresponding agreement. Furthermore, CUHKMC may again request, and the Successful Tenderer must again provide, such reasonable evidence at any time thereafter.
- 19.4 The Successful Tenderer shall give CUHKMC not less than thirty (30) calendar days' notice of any cancellation or restrictive modification of the insurances.
- 19.5 The Successful Tenderer shall be solely responsible for any retentions, deductibles and exclusions in the insurance policies referred to in Clause 19.1.

20. Order of Precedence

In the event that there is any conflict, contradiction or ambiguity between any documents which form part of the Contract, the following order of precedence shall be applied in order to resolve any such conflict, contradiction or ambiguity:

- 20.1 Conditions of Contract
- 20.2 Tender Brief
- 20.3 Schedule of Submissions
- 20.4 Terms of Tender

PART IV
OFFER TO BE BOUND

1. I/ We, do hereby bind myself/ ourselves to execute orders for any or all of the goods and/ or services specified in the Schedule, which may during the period or periods specified in the Schedule be placed by CUHKMC Representative at the prices quoted in the Schedule free of all other charges, subject to and in accordance with the Terms of Tender and Conditions of Contract.

2. I/ We, also certify that the particulars given by me/ us below, are correct:

2.1 The number of my/ our/ the Company's Business Registration Certificate is

2.2 The date of expiry of my/ our/ the company's Business Registration Certificate is

2.3 I/ We/ the Company is/ are covered by an Employees' Compensation Insurance Policy, the particulars of which are as follows:

Policy No. _____

Name of Insurance Company _____

Period covered by the Policy is from _____

Brief particulars of the cover provided and any special conditionals are as follows:

3. I am the Secretary/ Managing Director of the Limited company hereinafter mentioned and duly authorised to bind the said Company by my signature.

I am a partner/ We are partners in the firm hereinafter mentioned and duly authorized to bind the said firm and the partners therein for the time being.

The Tender is submitted with CUHKMC and on behalf of _____

Company Limited whose registered office is situated at _____ Hong Kong.

— or —

This Tender is submitted on behalf of myself/ ourselves and the firm known as

_____ of _____

Hong Kong and other hereof namely; (state names and residential addresses of all other partners):

4. In the event of any queries relating to our offer please contact _____ at Tel. No. _____.

5. Name(s) and address(es) of person(s) signing

Signature (s):

Dated this _____ day of _____

Notes (i) All the particulars required above must be provided. (ii) Strike out clearly alternatives which are not applicable.

PART V
TENDEREES'S BRIEF

This Tenderer's Brief aims at providing tenderers with general understanding of CUHKMC and should be read in conjunction with the Tender Invitation issued by CUHKMC. The information contained herein is prepared to the best of our knowledge and should not be seen as binding.

The CUHKMC at a Glance

CUHK Medical Centre Limited (“**CUHKMC**”), which operates CUHK Medical Centre (“**the Hospital**”), a non-profit, private teaching hospital, is indirectly wholly owned by The Chinese University of Hong Kong (“**CUHK**”).

CUHKMC is committed to providing innovative and patient-centered healthcare services, with package prices offered for inpatient services. This will bridge the service gap between private and public healthcare sectors by providing high-quality medical services with transparent and affordable pricing to middle-class families, so alleviating the pressure on the public healthcare system.

Situated adjacent to the University MTR station, CUHKMC will offer convenience to our patients and families. A full range of medical services will be provided through dedicated teams of healthcare professionals, including doctors of all major specialties, nurses and allied health professionals. The hospital is planned to provide 516 in-patient beds, 90 day-beds, 28 operating rooms and 38 consultation rooms. Apart from the in-patient services, the hospital also provides a 24-hour clinic, an integrated specialist outpatient clinic and day services in 8 specialized medical centres. Each area is carefully designed to be user-friendly for all ages including patients, visitors and staff. Services and work flows are streamlined to match patient needs and to eliminate unnecessary waiting and transfers. The hospital's model of care is developed with emphases on personal interactions, patient engagement, healthcare innovations, seamless flows and teamwork. As a smart hospital built for the future, state-of-the-art technologies will be used to enhance clinical outcomes of patient care and operational efficiency.

For more information about CUHK Medical Centre, please click into the hospital website: www.cuhkmc.hk

PART VI
TENDER BRIEF

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- 1 Purpose
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1. Purpose

The CUHK Medical Centre Limited (CUHKMC) invites Tenderer to submit a tender proposal for the Provision of Integrated Facility Management Services (IFS) for CUHKMC.

2. Background

Integrated Facility Management is a crucial component in healthcare facility's maintenance. The image, service quality and hygiene of the hospital will be directly affected by the provision of IFS. Thus, CUHKMC intends to engage a facility management service provider to carry out the best methodology to achieve the mission of enhancing the hygiene level and the service standard with the greatest efficiency. In addition, as a smart hospital located in Hong Kong, CUHKMC aims to integrate the overall facility management services with the application of Internet of Things (IoT) and other advanced technologies if applicable, in order to facilitate the workflow and to reduce the manpower required.

3. Term

3.1 The Contract shall be for a period of thirty-six (36) months tentatively commencing from 1 September 2023 to 31 August 2026.

3.2 Subject to the agreement by the other Party, either Party may by notice to the other Party, not less than six (6) months before the end of 31 August 2026, renew this Contract for a further term of twenty-four (24) months upon the same terms and condition of this Contract.

3.3 The Successful Tenderer shall provide comprehensive services including cleansing & domestic, patient & material transportation (portering), customer escort services, waste management and pest control during the contractual periods for an initial term of three (3) years under this tender.

The tentative timeline related to the Integrated Facility Management Services is as follows:

Activity	Tentative Timeline
Invitation to Tender	9 December 2022
Submission deadline of the Tender	8 February 2023
Tender evaluation (Tender presentation and site visit)	February to April 2023
Award of Tender	April 2023
Formulate workflow, KPI, Standard of Procedures (SOP), duty arrangement, operational schedule and application of IoT on various services with the Successful Tenderer	April to August 2023

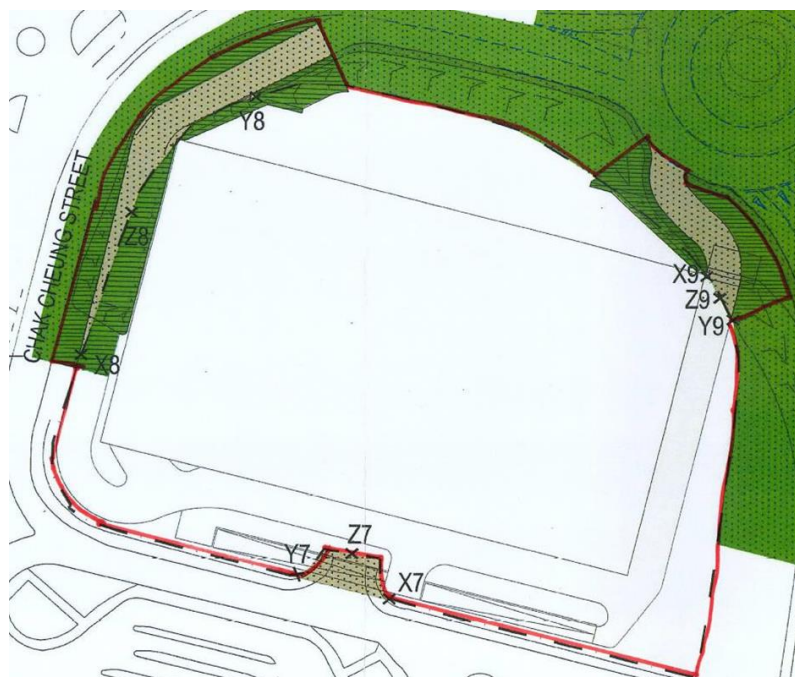
Activity	Tentative Timeline
Submission of equipment list and uniform sample for approval	June 2023
Testing of Integrated Facility Services system and automated equipment	July 2023
Confirmation of operation guideline, workflow and checklist	July 2023
Submission of management team list, monthly staff duty roster with relieving mechanism, equipment and materials list	July 2023
Readiness for launch of services	August 2023
Commissioning of services	1 September 2023

4. Scope of Services

4.1 Integrated Facility Management Services (IFS)

The scope of the IFS includes cleansing & domestic, patient & material transportation (portering), customer escort services, waste management, and pest control. Successful Tenderer shall provide staff with management and coordination of work for the corresponding services. Job rotation for staff among duties of cleansing & domestic, waste management, patient & material transportation and customer escort services may be required due to operational needs.

CUHKMC is located at No. 9 Chak Cheung Street (Provisional); its area bounded in red is shown in the following map.



Detailed requirements of the provision of the IFS for CUHKMC are described in Section 6 (Tender Specifications) of Part VI (Tender Brief). It shall serve as guidelines for the services required.

Tenderer is required to submit proposals including the completion of the listed Schedules under Part VII (Schedules of Submissions) for CUHKMC's consideration and/ or assessment that will be implemented by the Tenderer in achieving the requirements set out in this Tender.

4.2 Provision of Cleansing & Domestic Services

The Successful Tenderer shall provide the cleansing services along with the domestic service to CUHKMC. Additional project and ad-hoc cleansing services shall also be provided upon the request of CUHKMC.

4.3 Provision of Patient & Material Transportation (Portering)

The Successful Tenderer shall provide distribution and collection services for the items listed according to the actual situation of CUHKMC. The itineraries shall be designed and implemented by the Successful Tenderer with the approval of CUHKMC. The Patient & Material Transportation service shall include but not limited to the following:

- Patient transportation
- Document and medical record
- Drug and CSSD items
- X-ray film, laboratory specimen
- Oxygen cylinder
- Swill
- Garbage
- Clean/ soiled linen
- Repaired items
- All kinds of wastes from various clinical areas/ wards
- Corpse
- Furniture and equipment
- Stock replenishment
- Recycled materials
- Other portable items to and from other hospitals/ locations outside CUHKMC

4.4 Provision of Customer Escort Service

The Successful Tenderer shall provide directory, guidance and escort service for patients and visitors according to the actual situation of CUHKMC. The itineraries and service locations shall be designed and implemented by the Successful Tenderer with the approval of CUHKMC.

4.5 Provision of Waste Management

The Successful Tenderer shall provide waste management service according to the operation needs of CUHKMC.

The Successful Tenderer shall follow the instructions of CUHKMC Waste Management Policy. It shall also be responsible for obtaining and maintaining the permit and licences to comply with all the regulations associated with the waste collection. The Successful Tenderer or its subcontractor is registered as a valid/licenced waste disposal handler.

4.6 Provision of Pest Control

The Successful Tenderer shall be responsible in providing integrated pest control programmes to the entire CUHKMC area. It is expected that the hospital area can be free from insects and pests like cockroaches, mosquitoes, rodents, etc. In addition, CUHKMC shall be free from any kind of termite at any time. Other animals like cats, stray dogs, squirrels and monkeys shall also be considered as pests in the perspective of pest control.

4.7 Application of Internet of Things (IoT)

The Successful Tenderer shall be able to provide IoT application to the IFS, which may require system interface with the systems and/ or IT infrastructure provided by CUHKMC, in order to facilitate the location tracking and job assignment of portering and cleansing. Tenderer is required to submit the Innovative Plan and Proposal to Meet CUHKMC's IFS Services Improvement Needs in Schedule 15.

4.8 Automation for IFS

The Successful Tenderer is encouraged to provide automation measures to IFS. Those applications are expected to bring efficiency and effectiveness on IFS, in terms of cost and time.

5. Pricing Models and Payment Mechanism

- 5.1 Tenderer shall submit tender prices with a detailed and itemized breakdown as specified. Such submission will be included as Schedule 1 (Price Schedule) of Part VII (Schedules of Submissions). The tender prices shall include all other costs incurred by the Tenderer in performance of the service.
- 5.2 Payment shall be made in Hong Kong Dollars unless otherwise specified by the Successful Tenderer and agreed with CUHKMC.
- 5.3 The payment shall be made monthly. The Successful Tenderer shall submit invoice to CUHKMC with supporting documents for the services performed during the preceding month for CUHKMC to arrange payment of the services charge. The payment by CUHKMC will be subject to the Successful Tenderer's compliance with its duties and obligations.
- 5.4 Payment for the Successful Tenderer shall be made against the invoice addressed to CUHKMC Representative and should be the subject of all the copies of IFS bill accompanying the invoice. Unless otherwise agreed with the CUHKMC Representative, no payment for goods and/ or services delivered will be made until the same are deemed to have been accepted. Once accepted, payment will be made within thirty (30) days of receipt of invoices with the supporting documents.
- 5.5 The Successful Tenderer shall ensure the sufficient manpower to be provided to the CUHKMC. CUHKMC will confirm the manpower requirement forty-five (45) days in advance. The Successful Tenderer shall submit monthly roster thirty (30) days in advance for CUHKMC's approval. In addition, the Successful Tenderer shall also ensure effective relieving mechanism in place.
- 5.6 In any case the Successful Tenderer provide less than ninety percent (90%) of the daily required manpower, CUHKMC reserves the right to deduct twenty percent (20%) of the daily manpower payment on that day regardless of the man-hours provided, if any. An example is illustrated as follows.

Example:		1. Required manpower = 100 staff 2. Man-hour provided per day = 8 hours 3. Hourly rate per man-hour = \$50		
Scenario	Manpower provided	Original <u>daily</u> manpower cost (HKD)	20% deduction (HKD)	Total amount to be paid by CUHKMC (HKD)
A	100 staff (100%)	100 staff x \$50 x 8 hours = \$40,000	Nil	\$40,000
B	90 staff (90%)	90 staff x \$50 x 8 hours = \$36,000	Nil	\$36,000
C	89 staff (89%)	89 staff x \$50 x 8 hours = \$35,600	\$7,120	\$28,480
D	70 staff (70%)	70 staff x \$50 x 8 hours = 28,000	\$5,600	\$22,400

- 5.7 The pricing model shall be input-based (also known as headcount-based) for this Tender.
- 5.8 Input-based model refers to the service provisions based on the specifications, in which the service provider essentially delivers some predetermined resources within the contract period at an agreed price.

6. Specifications

All specifications are classified as mandatory. The tender submissions will NOT be considered unless the Tenderer fully meets the following mandatory requirements.

Tenderer is required to provide the Statement of Compliance with this Tender in **Schedule 2**.

CUHKMC reserves the right to ask the Tenderer to provide supporting documents to demonstrate the compliance of the specifications.

Please note that some documents are only available for viewing after signing the Confidentiality Non-Disclosure Agreement with CUHKMC, please contact CUHKMC at procurement@cuhkmc.hk to obtain the agreement for signature. The Tenderer shall take note that the layout plan is still subject to amendment due to site constraints and/ or statutory approval requirements during the course of construction.

6.1 Overall Requirements for All Services

General

- A1 The specifications in this part shall apply to **ALL** areas of the services provided by the Successful Tenderer.
- A2 The Successful Tenderer shall fulfil the requirements of the corresponding standards on support services mentioned in “Code of Practice for Private Hospitals” issued by Department of Health of Hong Kong Special Administrative Region Government.
- A3 The Successful Tenderer shall comply with CUHKMC’s policy, guidelines, procedures and house rules at all time.
- A4 For different scopes of service provided by the Successful Tenderer, the service area shall be referred to the layout plan as found in Appendix 1.
- A5 The Successful Tenderer shall be responsible for the provision of the scope of services as described in the Tender Brief to CUHKMC for a period of three (3) years commencing tentatively on 1 September 2023 to 31 August 2026.
- A6 The Tenderer shall provide the information in the Schedule 1 (Price Schedule) based on 8 or 9-hour shift, excluding meal break, for all types of staff, where the total contractual sum of the value shall be accepted **within** twenty percent (20%) variance.

- A7 The Successful Tenderer shall ensure that at any time supplying adequate staff in accordance with the requirement of CUHKMC. Corresponding measures will be taken by CUHKMC if insufficient manpower is provided in accordance with the Pricing and Payment Mechanism.
- A8 CUHKMC reserves the right to reschedule or cancel any scheduled jobs by giving advanced notice to the Successful Tenderer.
- A9 The Successful Tenderer shall ensure that at all time it will supply adequate consumables, tools, equipment and other materials to efficiently and properly fulfil its obligations under this contract.
- A10 The Successful Tenderer can find the list of the equipment and apparatus provided by CUHKMC in Appendix 2 and Schedule 5.
- A11 Uniform of all the staff performing IFS shall be provided by the Successful Tenderer. Production sample of the uniform shall be provided by the Successful Tenderer for CUHKMC's approval.
- A12 Uniform laundering shall be provided at no extra cost to CUHKMC. The Successful Tenderer shall submit proposal for the laundering of uniforms for recording purpose by CUHKMC.
- A13 For all the work which may require cooperation with other parties, the Successful Tenderer shall coordinate for the details with the parties involved, which include but not limited to: -
- CUHKMC
 - Fire Services Department
 - Electrical and Mechanical Services Department (EMSD)
 - CLP Group
- A14 The Successful Tenderer shall be responsible for taking safety precautions for all works to eliminate danger to any person or property of others.
- A15 The Successful Tenderer shall ensure compliance with regulatory requirements (where applicable), to maintain standard of performance and to safeguard safety of users on all areas of the services provided.
- A16 At the CUHKMC's discretion, CUHKMC's staff or other assigned personnel shall attend the cases and execute all the work necessary to maintain the standard of any services, while the cost will be recovered from the Successful Tenderer.
- A17 The Successful Tenderer shall provide at its own cost for the equipment and tools not provided by CUHKMC, and repair/ replace once they are found faulty or unusable.
- A18 The Successful Tenderer shall be responsible for removing any disposable apparatus or tool properly.
- A19 The Successful Tenderer shall advise CUHKMC for continuous quality improvement in terms of IFS.
- A20 All scopes of services shall be provided at any time after the commencement of CUHKMC unless otherwise specify.

- A21 The Successful Tenderer is required to provide trial service or demonstration when necessary.
- A22 Corresponding ad-hoc duties in **ALL** areas shall be carried out upon requested by CUHKMC.
- A23 In the event of discrepancies between English and Chinese versions of the files, the English version shall prevail.
- A24 The Successful Tenderer shall maintain proper records and reports including those of cleansing, portering, staff training, inspection and equipment maintenance as required by CUHKMC. Equipment list (e.g. wet/ dry tank vacuums, automatic scrubbers, blowers, etc.) with specification shall be submitted to CUHKMC for record.
- A25 In case any deficiency be revealed in the course of the view, the Successful Tenderer shall be responsible for providing additional technically competent staff as required by CUHKMC to make up such deficiency at no extra cost to CUHKMC and within reasonable period of time as mutually agreed with both parties.
- A26 The Successful Tenderer shall submit monthly duty roster at least one (1) month in advance for CUHKMC's approval.

Staff

- A27 CUHKMC will review the strength of the Successful Tenderer's staff regularly.
- A28 Upon being required by CUHKMC, the Successful Tenderer shall immediately remove and not use any staff in the provision of the Services who in the opinion of the CUHKMC are guilty of behaviour prejudicial to the conduct of CUHKMC or to the interests of CUHKMC. Without prejudice to the generality of the foregoing, if any of the Successful Tenderer's staff is habitually failed in these duties under this Tender, he may be subject to immediate removal under this clause. Suitable and competent replacements forthwith shall be provided in such circumstances.
- A29 Whenever any of the reviewed staff's performance is below standard, the Successful Tenderer shall be responsible for the provision of extra competent staff.
- A30 The Successful Tenderer shall suggest its relieving mechanism for the replacement to fill up the absentees.
- A31 The Successful Tenderer shall provide on-site training for replacement staff prior to the commencement of their duties at the cost of the Successful Tenderer, in order to ensure the staff employed are fully familiarized with the duties of the posts.
- A32 The Successful Tenderer shall nominate one person to act as the contact point who shall be accepted by CUHKMC.

A33 The Successful Tenderer shall also provide the management staff for the coordination of the service which shall be responsible for: -

- Supervision of the staff provided by its own
- Coordination and assignment of jobs for IFS staff
- Clerical work including submitting minutes of meeting with CUHKMC
- Submission of corresponding reports to CUHKMC timely

A34 The following is the requirement of the above posts: -

Posts	Requirement
Facility Manager (24-hour contact point)	As the main contact point with CUHKMC
On-site Supervisor – Cleansing & Domestic Services	Lead the workmen to provide satisfying cleansing service
On-site Supervisor – Patient & Materials Transportation	Lead the workmen to provide satisfying patient & material transportation
On-site Supervisor – Customer Escort Service	Lead the workmen to provide customer escort service
On-site Supervisor – Night	In-charge of the overnight scheduled and ad-hoc service
On-site Operator	Coordinate various scopes to provide efficient IFS to CUHKMC
On-site Clerk	Assist in clerical work of IFS provided to CUHKMC

A35 The Successful Tenderer shall send representative to attend regular meetings with CUHKMC to review the field of work and the work performance.

A36 The Successful Tenderer shall provide adequate safety training and supervision to the staff. Successful Tenderer shall conduct risk assessment for the above captioned duties by Registered Safety Officer, and shall periodically provide safety instructions/ guidelines/ reports & OSH trainings to staff.

A37 The Successful Tenderer's staff shall provide the service in a prompt and efficient manner, and in compliance with all hospital in-house rules and guidelines. The Successful Tenderer shall ensure all the necessary action would be taken to maintain the service at the agreed and specified service standards at all times.

A38 The Successful Tenderer's staff shall remain good personal and environmental hygiene practice.

A39 The Successful Tenderer's staff shall be courteous, and put on non-slippery safety shoes and clean uniform during on duty.

- A40 For identification, the Successful Tenderer shall provide its staff for this contract staff cards, which shall be worn at visible position on the uniform. Sample of the staff card shall be submitted in advance prior to the commencement of the contract to the Hospital for approval.
- A41 The Successful Tenderer's staff shall ensure smooth and effective communication with the Hospital and shall: -
- Be able to process Chinese and English words
 - Have basic computer knowledge
 - Be able to speak fluent Cantonese and basic English
- A42 The Successful Tenderer shall provide the relevant documents of the organizational structure and line of authority.
- A43 The staff provided by the Successful Tenderer shall be responsible for keeping his/ her own working station and the Hospital clean and tidy, including all the tools to be used by the staff.
- A44 All the tools and equipment shall be stored at proper locations in order not to cause obstruction.
- A45 All the staff provided by the Successful Tenderer shall not: -
- Arrive late or leave early;
 - Enter any area of CUHKMC premises other than those necessary for the performance of the Services;
 - Cause wilful damage to CUHKMC's property or misuse any facilities;
 - Gamble, steal, fight or commit any criminal offence;
 - Use foul language;
 - Be absent without approval or good cause;
 - Sleep or consume alcohol whilst on duty;
 - Smoke anywhere within CUHKMC premises;
 - Be negligent in the performance of his/ her duties;
 - Commit fraud or dishonest acts;
 - Refuse to obey lawful and reasonable order from CUHKMC;
 - Not wear full uniform whilst on duty; and
 - Not comply with requirements and infection control guidelines of CUHKMC.
- A46 The Successful Tenderer shall be responsible for the good conduct of its staff whilst on CUHKMC premises and shall ensure that its staff do not solicit or accept any money or gifts or, unless approved by CUHKMC, perform any other work or employment (whether paid or unpaid) whilst deployed to provide the Services at CUHKMC. The Successful Tenderer shall further ensure that its staff shall not use any part of CUHKMC area for any purpose unrelated to its duties hereunder.
- A47 The Successful Tenderer shall provide insurance coverage to his staff or his equipment for performing duty under any weather conditions.

Key Performance Indicators (KPI)

- A48 KPI shall be developed in order to maintain the quality of the IFS provided by the Successful Tenderer, which shall be referred to Schedule 22 (KPI of Input-based Pricing Model) about the compliance of KPI.
- A49 CUHKMC reserves the right to terminate the contract with cumulative failure to achieve the KPI six (6) times or above over consecutive six (6) months, details shall be referred to the corresponding schedule.

Manpower provided by the Successful Tenderer

- A50 The Successful Tenderer shall provide the required manpower to CUHKMC. Any insufficient manpower provided shall lead to the deduction of the manpower cost.
- A51 The Successful Tenderer shall refer to the manpower requirement to provide sufficient manpower to CUHKMC on daily basis.

Emergency Services

- A52 The Successful Tenderer shall provide a contact person to liaise with CUHKMC's Emergency Call Centre.
- A53 Unless otherwise specified, the Emergency Service shall be provided at any time.
- A54 Any unattended appointment, including missed appointment and inaccessibility to the premises, shall be reported to CUHKMC.

Application of IoT or Other Innovative Applications

- A55 The Successful Tenderer shall include IoT application in CUHKMC's Patient & Material Transportation and Customer Escort services.
- A56 The Successful Tenderer shall introduce automated equipment to improve efficient and reliability of the cleansing service.
- A57 The Successful Tenderer shall set up a job dispatch system and staff location tracking system to ensure efficient job scheduling, job allocation and real-time monitoring of job status and movement of staff. Monthly report with key performance data shall be provided for record and inspection.
- A58 The Successful Tenderer shall be able to track and position the relevant staff within indoor hospital area with nearly real-time capabilities, and compliance tracking and recording location data.
- A59 The Successful Tenderer shall manage the applications in order to support the corresponding IFS.
- A60 The Successful Tenderer shall offer a work order management system that enables automatic or manual assignment of work orders based on a number of factors, such as the number of work order per staff, indoor geolocation, etc.
- A61 The Successful Tenderer shall be able to share online dashboard or reporting generated by the IoT applications and may have to create operation level dashboards for hospital review purpose.

A62 The Successful Tenderer is encouraged to bring in any other innovative systems or equipment to facilitate the overall IFS.

6.2 Cleansing & Domestic Services

General

- B1 The Successful Tenderer shall provide service in accordance with the service standard as stated in Appendix 4.
- B2 The Successful Tenderer shall provide service in accordance with the item description as stated in Appendix 5.
- B3 The Successful Tenderer shall ensure the equipment, supplies and materials used for the service are complied with relevant safety and hazard standards.
- B4 Safety precaution must be followed and provided to the staff to avoid any accidents, e.g. work at height, use of gondola when performing cleansing on high levels.
- B5 The staff shall wear gloves for all cleansing duties, and when necessary, safety goggles shall also be worn.
- B6 All the cleansing and disinfecting agents shall be placed at the appropriate cabinets or racks. All cleaning and disinfecting agents must be correctly labelled with the product names and different purposes of use as specified by the manufacturer.
- B7 The Successful Tenderer shall develop a list of the Material Safety Data Sheet, which clearly states the ingredients of all chemicals used.
- B8 To avoid cross contamination, colour code cleaning system shall be applied to the cleansing service including but not limited to the usage of cloths, gloves, etc.
- B9 Caution/ wet floor cleaning in progress signs must be positioned and visible on the floor of the area being treated.
- B10 Upon request by CUHKMC, the Successful Tenderer shall arrange to shift staff in between the services as following: -
- Patient & Material Transportation
 - Customer Escort Service
 - Waste Management
- B11 The Successful Tenderer shall provide locked-in arrangements for the cleansing service in clinical areas/ wards, which is referred to as the deployment of some of the Successful Tenderer's staff to some specific clinical areas/ wards to perform such services during time slots agreed between the CUHKMC and the Successful Tenderer.
- B12 The Successful Tenderer shall follow the updated cleansing requirement during infection outbreak, under other alert condition or upon operation needs.

- B13 The number of locked-in staff shall be agreed with CUHKMC. Other staff from the Successful Tenderer's central pool, including relieving staff, must be trained and be competent for the performance of the Services in those areas with locked-in arrangements.
- B14 The Successful Tenderer shall submit report to CUHKMC after finishing any urgent cleansing.
- B15 The Successful Tenderer shall submit the reports of each area after each time of the cleansing job to CUHKMC monthly. A sample of the report can be referred to Appendix 10. Similar types of the reports for cleansing tasks in other areas shall also be submitted monthly by the Successful Tenderer.
- B16 The cleansing frequency shall be revised and followed under various alert situations.
- B17 Cleansing method of common equipment/ environmental items is shown in Appendix 17.
- B18 The Successful Tenderer shall provide ad-hoc services upon CUHKMC's request.

Floor

- B19 The loose soil and the rubbish shall be removed by dry suction cleaner machine qualifying BS 5415 filtration standard (or equivalent).
- B20 This process includes the entire floor surface, floor edges, corners, underneath furniture, stairs and indentations in floors.
- B21 Any dust, dirt, litter from floor/ ground surfaces shall be removed using appropriate machines, antistatic synthetic mops or disposable mops.
- B22 Under no circumstances shall sweeping brushes be used in CUHKMC's indoor area.
- B23 For some areas which are difficult to access, high pressure jet wash shall be applied.
- B24 Flat mop head cloth shall be detachable and sent to laundry/disinfection after use.
- B25 Flat mop heads, buckets and receptacles shall be washed, cleaned, dried and stored after use.
- B26 Spray cleaning is only to be carried out on non-porous floors such as PVC but not terrazzo, concrete, non-slip flooring or anti-static flooring. The solution of spray cleaning shall be removed after each cleaning.
- B27 High-speed polisher with an appropriate pad shall be used over the hard floor until the surface is clean, dry and dust free.
- B28 After re-polishing, no polish shall be left and the floor shall be kept dry. The surface of floor shall be even, streak and bubble free.

B29 Floor soil, ingrained dirt and scuff marks shall be removed by mechanical scrubbing machine, with appropriate pad/ brush and appropriate cleaning agent in solution with hand-hot water. The floor shall be mopped dry afterwards.

B30 Stagnant water shall be checked and removed.

Fixtures, Fittings & Seating, Furniture, Paintwork, Walls, Tiles, Signage, Ceilings, Doors, Control Panels

B31 Correct dilution of neutral detergent shall be used. The cloths used for cleaning shall be immersed into hot water before cleansing start.

B32 Wheels, castors, lower parts of bed frames shall be washed carefully. Special attention shall be paid to heavy soiling areas e.g. fixtures near toilets, etc.

B33 All the Fixtures, Fittings & Seating, Furniture shall be kept neat and tidy.

B34 The cleansing procedure shall be done by appropriate cloths and dried afterwards. Any marks, spillage and dust shall be removed.

High Touch Area (HTA)

B35 Dust damping shall be done from the areas of high to low.

B36 Clear all necessary items on/ in the area listed in Appendix 6 (Definition of High Touch Areas (HTA)).

B37 Wash the surfaces of the listed items with damp towel soaked with appropriate solution in Appendix 6 (Definition of High Touch Areas (HTA)).

B38 Surfaces of the door handles, call bell, soap dispenser, handrail, washing basins, urinals and commodes in toilets shall be cleansed with disposable towel soaked with 1:49 hypochlorite solution, and dried afterwards.

B39 Interior parts of the urinals, washing basins and toilet bowls shall be cleansed with appropriate tools with 1:49 hypochlorite solution and rinsed with water afterwards.

B40 Special attention shall be given to the toilet seats, bottom side and the water tank of the commode and urinals.

B41 The workflow for cleaning the high touch areas at patient bedside is illustrated in Appendix 18.

Escalator

B42 The preferred schedule of the escalator cleaning service shall be at the slowest traffic time of CUHKMC upon agreement.

B43 All cleansing process shall be carried out in accordance with manufacturer's instruction.

B44 The cleaning shall be finished by specialized escalator-cleaning tools and cleaning solution.

Rubbish Collection of Bin Holders

- B45 For outdoor area, the ashtray, if any, shall be emptied when performing the rubbish collection. The ashtray shall be washed thoroughly.
- B46 Perform cleansing and disinfection of the waste bin after each waste clearance.
- B47 All the holders and the sacks shall be checked seal and fit. The holders of the rubbish bin shall be washed accordingly.

High Level Surfaces Horizontal and Vertical Surfaces, Air Grill

- B48 Removal of dust and soil on high surfaces, lights, pipes and tops of partitions shall be done periodically by using dry suction equipment fitted with appropriate tools, synthetic high dusting mops or disposable mops.

Ultra High Level Surfaces Horizontal and Vertical Surfaces, Air Grill

- B49 The Successful Tenderer should conduct ultra high level surfaces cleansing with focus on air-conditioning vents and skylights (Sky Garden, carpark, lobby ceilings of LG, and G/F, and ceiling of auditorium etc.) with the use of elevation, hydraulic system or scaffolding work whichever appropriate based on the site assessment by the Successful Tenderer, upon CUHKMC's request with prior notice.

Glass Windows (both sides)

- B50 Window cleaners shall pay special attention to the fingerprints and the spills.
- B51 Cleansing on the curtain walls shall be performed by qualified cleaners, who obtain the relevant certificates or attend the relevant courses.

Soft Floor

- B52 The carpets shall be washed by designated detergent with the corresponding instruction as stated in Appendix 8 (Cleansing Method for Areas with Carpet).
- B53 Suction clean shall be done prior to deep cleaning.
- B54 All the soft floors shall not be damaged by the apparatus/ chemicals for cleansing.
- B55 Prior discussion with the CUHKMC is required if the cleansing is too lengthy for appropriate arrangement.

Sanitary Fittings and Toilet Supplies

- B56 Debris shall be removed from the plugholes.
- B57 Surfaces shall be rinsed/ dried and metal surfaces shall be polished.
- B58 The inside of bowls and "U" bends of the urinals and pans shall be thoroughly scrubbed.
- B59 Water levels of the urinals and pans shall be observed during cleansing.
- B60 Neutral detergent shall be used for all parts, while acid cleaners shall be used for descaling purpose.

Dirty Linen Room & Refuse Collection Depot

- B61 In addition to general cleansing specification, staff shall also pay attention to the pest control practice.
- B62 The Successful Tenderer shall provide staff to change the refuse bin timely in the Automated Refuse Collection System (ARCS) room to prevent overfilling.
- B63 The Successful Tenderer shall provide staff to change the dirty linen cart timely in the dirty linen room on LG to prevent overfilling.

Ward/ Clinical Areas

- B64 The following areas/ parts shall be cleaned by using the appropriate apparatus and cleansing solution: -
- Bed curtains
 - Windows curtains/ blinds
 - All high touch areas
 - Pantry
 - Electric fan
 - Bed pan
 - Others as required
- B65 For the consideration of infection control, bedside and window curtains must be changed simultaneously after patient with infectious diseases discharged from clinical areas and isolation rooms.
- B66 The Successful Tenderer shall provide terminal disinfection to the ward if requested by nurse. The cleansing shall include the following work: -
- change all curtains
 - comprehensive disinfection to the ward
 - toilet disinfection
- B67 For the areas having customised specification of cleansing, the Successful Tenderer shall organize training for the specific staff to provide such services.

Dishwashing for Catering Services

- B68 The Successful Tenderer shall provide cleansing and dishwashing services in accordance with the requirement stated in Appendix 12 (Catering Cleansing and Meal Delivery Service Standards).

Cleansing Service for Areas not in Operation

- B69 The Successful Tenderer is required to carry out regular Cleansing Service for areas not in operation according to the requirements of CUHKMC.

Ad-hoc General Cleansing

- B70 The Successful Tenderer is required to carry out ad-hoc general cleansing in required areas of the hospital upon CUHKMC's request with prior notice. Extra manpower should be deployed for this ad-hoc general cleansing according to Part A of Schedule 1 (Price Schedule).

Project Cleansing

B71 The Successful Tenderer is required to carry out project cleansing in required areas of the hospital upon CUHKMC's request with prior notice. Extra manpower should be deployed for this project cleansing according to Part K of Schedule 1 (Price Schedule).

Project Cleansing – Crystallization Maintenance / Polishing Service for Floor Tiles

B72 The Successful Tenderer should provide crystallization maintenance / polishing service for floor tiles upon CUHKMC's request with prior notice.

B73 The Successful Tenderer should provide adequate and necessary manpower, supervisory and managerial personnel, equipment, materials, chemicals and detergent for floor crystallization maintenance / polishing service for the following areas:-

- LG/F and G/F lobbies
- All foyers
- All lift lobbies
- All lifts
- All public area corridors

B74 The work shall be carried out at the specific schedule as agreed with the hospital management.

B75 The Successful Tenderer shall propose a safety plan of work with all necessary safety precautions in compliance with the Government laws and regulations to hospital management for approval.

B76 The Successful Tenderer shall responsible for all damages of hospital assets including all equipment, facilities, fixtures and furniture, etc caused by this work.

B77 Crystallization standard: all floor tiles shall be well cleaned and shiny, free from dusts/ smears/grit/lint/streaks/smudges.

Project Cleansing – Cleansing Service for External Walls and Canopies

B78 The Successful Tenderer should provide cleansing service for external walls and canopies upon CUHKMC's request with prior notice.

B79 The cleansing service for external walls and canopies should be conducted during non-rainy seasons (i.e. autumn and winter period).

B80 The Successful Tenderer should provide labour, materials, machinery, double scaffolding, elevator, lifting truck or other accesses methods as appropriate to carry out the job. The gondola system will be provided by CUHKMC.

B81 The Successful Tenderer should provide all necessary protection to the Hospital premises.

B82 The Successful Tenderer should provide insurance cover on labour and public liability.

- B83 All fees relating to training, surveying, examination certification and setting should be included.
- B84 No corrosive chemicals are allowed and suitable cleaning agents are required.
- B85 The Successful Tenderer shall provide, upon request, a copy of all statutory requirements under the Government Safety Regulations.
- B86 The Successful Tenderer shall provide, upon request, a copy of all effective working permissions from relevant department.
- B87 The Successful Tenderer shall propose a safety plan of work with all necessary safety precautions in compliance with the Government laws and regulations to hospital management for approval.
- B88 Cleansing method: Wash, wipe dry leaving glass transparent and free of streaks and smudges.
- B89 Cleansing standard: All dirt, grease, insects and foreign material shall be cleaned from slashed, sills, jambs and mullions.
- B90 The operator and machinery equipment such as lifting platform must get valid license/ certificates issued by the related Government Department.
- B91 The Successful Tenderer should provide adequate road diversion signage and manpower for traffic control.
- B92 All workers must be well trained in working at high and holding valid license/ certificates issued by the related Government Department.
- B93 The Successful Tenderer should provide the service in a prompt and deficient manner, and in compliance with hospital' in-house rules and follow the work instructions given by the hospital management.

Vehicle Cleansing

- B94 The Successful Tenderer is required to carry out Vehicle Cleansing services (if any).

Other Domestic Duties

- B95 The Successful Tenderer shall provide Beverage Services and Conference Set-Up as stipulated in Appendix 12.
- B96 The Successful Tenderer shall provide other domestic duties assigned by CUHKMC Representative.

Frequency of Cleansing Schedule

- B97 The Successful Tenderer shall provide cleansing service with the minimum cleansing frequency and manpower requirement at various areas required by CUHKMC for the following tables: -

Table 1. Clinical Areas**Table 1.1 Wards/ clinical centres**

Item Description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean		1			
	Dust control	2				
	Damp mop	2				
	Spot mop					As requested
	Spray clean					As requested
	Scrub/ re-polish				2	
	Wash		1			
Furniture/ fixtures & fittings	Damp dust	1				
	Wash		1			
	Oil		1			
	Check clean	3				For patient bed tables
	High dust			1		For blinds and windows
	Wash				1	For blinds and windows
Discharge patients bed	Wash					As requested
Low level surfaces	Damp dust		1			
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	2				Depends on actual needs
Supplies	Replenish	4				And as requested
Rubbish collection	Empty/ dispose	3				
	Damp dust	2				
	Wash	3				
	Fit sack	3				
	Seal/ segregate	3				And as requested

Item Description	Activity	Frequency				Remarks
		D	W	M	Y	
Linen Curtain	Change					Per CUHKMC's request
	Remove hooks			1		
	Send to dirty utilities room			1		And as requested
	Re-hang			1		

Table 1.2 Offices/ interview rooms/ meeting rooms/ patient lounges

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean		1			
	Dust control	1				
	Damp mop	1				
	Spot mop					As requested
	Spray clean					As requested
	Scrub/ re-polish				2	
	Wash		1			
Furniture/ fixtures & fittings	Suction clean	1				
	Spot clean	1				
	Shampoo				2	For edges and corners
	Suction clean		1			For edges and corners
	Damp dust	1				
	Wash		1			
Low level surfaces	Damp dust	1				
	Wash		1			
High level surfaces	High dust		1			
	High dust		1			For blinds and windows
	Wash			1		For blinds and windows
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	1				
Supplies	Replenish	4				And as required
Rubbish collection	Empty/ dispose	2				
	Wash	2				

Table 1.3 Clean utility rooms/ treatment rooms/ medication rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean		1			
	Dust control	1				
	Damp mop	1				
	Spot mop	1				
	Spray clean		1			
	Scrub/ re-polish				2	
	Wash		1			
Furniture/ fixtures & fittings	Damp dust	1				
	Check clean	1				
	Wash		1			
	High dust		1			For blinds and windows
	Wash			1		For blinds and windows
Low level surfaces	Damp dust	1				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	1				
Supplies	Replenish	4				
Rubbish collection	Empty/ dispose	2				
	Damp dust	3				
	Wash	1				
	Fit sack	3				
	Seal/ segregate	3				
Linen Curtain	Change			2		
	Remove hooks			2		
	Send to laundry			2		
	Re-hang			2		

Table 1.4 Sanitary areas

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop	2				
	Spot mop	2				
	Spray clean		1			
	Scrub/ re-polish				1	
	Scrub			1		
	Clean		1			
Furniture/ fixtures & fittings	Damp dust	1				
	Check clean	2				
	Wash		1			
Low level surfaces	Damp dust	1				
	Check clean	2				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash	1				
Sanitary fittings	Clean	3				
	Check clean	2				
	Descale			1		for toilet pans & urinals
Supplies	Replenish	4				
Rubbish collection	Empty/ dispose	2				
	Check clean	3				
	Wash	2				
	Fit sack	3				
	Seal/ segregate	3				

Table 1.5 Storerooms/ linen rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop		1			
	Spray clean				1	
	Scrub/ re-polish				1	
	Wash		1			
Furniture/ fixtures & fittings	Damp dust	1				
	Wash		1			
Low level surfaces	Damp dust	1				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
Glass	Wash		1			

Table 1.6 Dirty utility rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop	1				
	Spot mop	1				
	Scrub				2	
	Wash		1			
Furniture/ fixtures & fittings	Damp dust	1				
	Check clean	1				
	Wash		1			
Low level surfaces	Damp dust	1				
	Check clean	1				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	1				
Supplies	Replenish	4				
Rubbish collection	Empty/ dispose	2				
	Damp dust	3				
	Wash	2				
	Fit sack	3				
	Seal/ segregate	3				

Table 2 Non-clinical areas or areas common in clinical areas

Table 2.1 Nurse stations/ receptions/ counters/ entrance halls/ waiting areas/ concierges

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean/ dust control	1				
	Damp mop/ auto-scrub	1				
	Spot mop	1				
	Scrub/ re-polish				3	
Furniture/ fixtures & fittings	Damp dust	1				
	Wash		1			1 time/ day for all electrical appliances
	Check clean	1				
Low level surfaces	Check clean	1				
	Damp dust	1				
	Wash			1		
High level surfaces	High dust			1		
Ultra high level surfaces	High dust				1	Including but not limited to lobby ceilings of LG and G/F
Paintwork	Check clean		1			
	Wash			2		And as required
Sanitary fittings	Clean	2				Depends on actual needs
Supplies	Replenish	4				
Rubbish collection	Empty/ dispose	2				And as required
	Check clean	1				
	Damp dust	2				
	Wash	2				
	Fit sack	2				
	Seal/ segregate	2				
Entrance mats	Suction clean/ damp mop	1				And as required
	Shampoo/ wash			1		And as required

Table 2.2 Corridors/ lobbies/ lift lobbies/ entrances/ staircases

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean/ dust control	1				
	Damp mop/ auto-scrub		1			3 times/ week for staircases
	Spot mop	1				
	Spray clean				6	And as required
	Scrub/ re-polish				2	
Furniture/ fixtures & fittings	Damp dust	1				
	Check clean	1				
	Wash			1		
	Suction clean/ damp mop	1				For mats and as required
	Shampoo/ wash			1		For mats and as required
Low level surfaces	Check clean	1				
	Damp dust			1		
	Wash			1		
High level surfaces	High dust			1		
Ultra high level surfaces	High dust				1	Including but not limited to lobby ceilings of LG and G/F
Paintwork	Check clean		1			
	Wash			2		And as required
Glass	Check clean	1				
	Wash				4	
Rubbish collection	Empty/ dispose	2				And as required
	Check clean	1				
	Damp dust	2				
	Wash	2				
	Fit sack	2				
	Seal/ segregate	2				

Table 2.3 Lift cars

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Check clean	4				Including lift grooves and corners/ doors and control panels
	Dust control	4				
	Damp dust	4				
	Damp mop	4				
	Spray clean				2	
	Scrub		1			
	Wash			1		
Furniture/ fixtures & fittings	Check clean	4				
	Damp dust	4				
High level surfaces	High dust	1				

Table 2.4 Fire escape stairs

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean/ dust control		1			
	Damp mop/ auto-scrub	1				
Furniture/ fixtures & fittings	Damp dust		3			
	Wash				6	
Low level surfaces	Damp dust		1			
	Wash				2	
High level surfaces	High dust			1		
Paintwork	Check clean		2			
	Wash				4	
Glass	Wash				6	

Table 2.5 Plants/ air-conditioning rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control				2	Including edges & corners
	Scrub				2	Including edges & corners
Low level surfaces	Damp dust				4	
High level surfaces	High dust				2	
Furniture/ fixtures & fittings	Wash			1		

Table 2.6 Carparks/ loading bays/ driveways/ external pavements/ gardens/ outdoor staircases/ roofs of various blocks/ roof-gardens/ other outdoor areas

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Paved areas Litter and spillage	Remove	1				
	Check clean	1				
	Sweeping	1				
	Weeding			1		Can be performed by gardeners
	High pressure jet wash (min. 90 bar)				1	
Furniture/ fixtures & fittings	Check clean	1				1 time/ month for signage
Open drainage	Check clean & any blockage	1				
	Remove of rubbish and mud	1				And as required
Road gutters with grids and or surface channels with concrete covers/ grids	Check clean	1				And as required
High level surfaces	Check clean				4	
Ultra high level surfaces	High dust				1	Including but not limited to Sky Garden, carpark, and lobby ceilings of LG and G/F
Paintwork	Remove	1				Remove graffiti as it occurs
Rubbish collection	Empty/ dispose	2				And as required
	Check clean	1				
	Damp dust	2				
	Wash	2				
	Fit sack	2				
	Seal/ segregate	2				

Table 2.7 Public/ disabled toilets

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop	7				
	Scrub		1			
Furniture/ fixture & fittings	Check clean	1				
	Damp dust	7				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Damp dust	7				
	Wash		1			Including tiles and walls
Glass	Check clean	1				
	Damp dust	7				
Low level surfaces	Wash				6	Both sides for windows
Sanitary fittings	Check clean	1				
	Clean	7				
	Descale				4	
Rubbish collection	Empty/ dispose	4				
	Seal & fit sack	1				
	Damp dust	1				
	Wash	4				
Supplies	Replenish	4				

Table 2.8 Breastfeeding rooms/ lactation rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Floor & low level surfaces hard	Dust control	1				
	Damp mop	1				
	Scrub		1			
Furniture/ fixture & fittings	Check clean	2				
	Damp dust	1				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	2				
	Damp dust	1				
Tiles Walls	Check clean	1				
	Wash		1			
Sanitary fittings	Check clean	2				
	Clean	1				
Rubbish Bin	Empty/ dispose	1				
	Seal & fit sack	1				
	Damp dust	1				
	Wash		1			
Supplies	Replenish	2				

Table 2.9 Staff accommodation/ guest rooms/ respective housekeeping rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor & Low level surfaces	Dust control	1				
	Damp mop	1				
	Scrub				1	
Soft floor	Suction clean	1				
	Spot clean	1				
Furniture/ fixture & fittings	Damp mop	1				
High level surfaces	High dust				4	
Paintwork	Check clean	1				
	Damp dust				2	
Tiles walls	Check clean	1				
	Wash				4	
Glass	Check clean	2				
	Wash				6	
Sanitary fittings	Clean	2				
	Descale				4	
Rubbish collection	Empty/ dispose	2				
	Seal & fit sack	2				
	Damp dust	2				
	Wash	2				
Supplies	Replenish	2				And as required
Bedding	Removal of dirty bedding	1				And as required
	Replace of clean bedding	1				And as required

Table 2.10 Changing rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor & Low level surfaces	Dust control	4				
	Damp mop	4				
	Scrub				1	
Furniture/ fixture & fittings	Check clean	1				
	Wash			1		
High level surfaces	High dust				4	
Paintwork	Check clean	1				
	Damp dust				4	
Tiles	Check clean	1				
	Wash				4	
Glass	Check clean	1				
	Wash				6	
Sanitary fittings	Clean	4				
	Descale				4	
Rubbish collection	Empty/ dispose	4				
	Seal & fit sack	4				
	Damp dust	4				
	Wash	4				
Supplies	Replenish	4				And as required
Uniform	Collection of used uniform	4				

Table 2.11 Storerooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Suction clean/ dust control	1				
	Check clean	1				
	Damp mop		1			
	Scrub/ re-polish				1	
Furniture/ fixture & fittings	Damp dust	1				
Low level surfaces	Damp dust				2	
High level surfaces	High dust				2	
Paintwork	Check clean			1		
	Wash				2	
Glass	Wash				4	

Table 2.12 Refuse collection points/ clinical waste rooms/ refuse chute rooms/ linen chute rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Damp mop	1				
	Scrub dry	1				
Furniture/ fixtures & fittings	Damp dust		1			
Low level surfaces	Damp dust		1			
High level surfaces	High dust				4	
Paintwork	Check clean	1				
	Wash				4	
	Clean	1				Including shutters of the chutes
Collection of cardboard boxes and packaging	Breaking down & securing ready for collection	1				Storage must be under cover and protected from rain

Table 2.13 Soiled linen rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Damp mop	1				
	Scrub/ re-polish	1				
Furniture/ fixtures & fittings	Damp dust		1			
Low level surfaces	Damp dust		1			
High level surfaces	High dust				4	
Paintwork	Check clean	1				
	Wash	1				
Doors	Clean	1				

Table 2.14 Clean linen room

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Check clean	1				
	Damp mop	1				
	Scrub				1	
Furniture/ fixture & fittings	Check clean	1				
	Damp dust	1				
Low level surfaces	Check clean		1			
	Damp dust		1			
High level surfaces	High dust				4	
Paintwork	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	1				
Rubbish collection	Empty/ dispose	1				
	Seal & fit sack	1				
	Damp dust	1				
	Wash	1				
Supplies	Replenish	1				And as required

Table 2.15 Offices/ classrooms/ seminar rooms/ meeting rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor & low level surfaces hard	Dust control	1				
	Damp mop	1				
	Spray clean				4	
	Scrub/ re-polish				4	
Soft floor	Suction clean	1				
	Spot clean	1				
Furniture/ fixture & fittings	Damp mop	1				
High level surfaces	High dust				2	
Paintwork	Check clean	1				
	Damp dust				2	
	Wash				4	
Glass	Check clean	1				
Rubbish collection	Empty/ dispose	1				
	Seal & fit sack	1				
	Damp dust	1				
	Wash	1				

Table 2.16 Auditorium

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor & low level surfaces hard	Dust control	1				
	Damp mop	1				
	Spray clean				2	
	Scrub/ re-polish				2	
Soft floor	Suction clean	1				
	Spot clean	1				
	Shampoo				3	
Furniture/ fixture & fittings	Damp dust			1		
	Suction clean		1			For mats and as required
	Shampoo			1		For mats and as required
	Wash				2	
High level surfaces	High dust			1		
Ultra high level surfaces	High dust				1	Including but not limited to ceilings of auditorium
Paintwork	Check clean	1				
	Damp dust				2	
Glass	Check clean	1				
Rubbish collection	Empty/ dispose	1				
	Seal & fit sack	1				
	Damp dust	1				
	Wash	1				

Table 2.17 Staff common rooms/ pantries

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop	1				
	Spot mop	1				
	Scrub			1		
	Wash		1			
Furniture/ fixtures & fittings	Check clean	1				Including all the utilities
	Wash		1			
	Remove spoilt food	1				For refrigerator
	Defrost		1			For refrigerator
	Clean	1				
	Wash/ rinse & dry	1				Including all the utilities
	Wash rinse/ dry & refill	1				For water containers and flasks
	Prepare hot water and drinks trolley	2				
Low level surfaces	Damp dust	1				
	Wash		1			
High level surfaces	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Glass	Check clean	1				
	Wash		1			
Sanitary fittings	Clean	1				
Rubbish collection	Empty/ dispose	2				
	Seal & fit sack	1				
	Damp dust	1				
	Wash	2				

Table 2.18 Cleaners rooms

Item description	Activity	Frequency				Remarks
		D	W	M	Y	
Hard floor	Dust control	1				
	Damp mop	1				
	Wash		1			
	Scrub				1	
Furniture/ fixtures & fittings	Damp dust	1				
	Check clean	1				
	Wash		1			
	Wash & dry	1				For the cleaning equipment
Low level surfaces	Damp dust	1				
	Check clean	1				
	Wash		1			
High level	High dust		1			
Paintwork	Check clean	1				
	Wash		1			
Supplies	Replenish	1				And as required
Sanitary fittings	Clean	1				
Glass	Wash				6	
Rubbish collection	Empty/ dispose	1				
	Damp dust	1				
	Wash	1				
	Fit sack	1				
	Seal/ segregate	1				

6.3 Patient & Material Transportation (Portering)

General

- C1 The Successful Tenderer shall provide the Patient & Material Transportation Services and the corresponding management in compliance with all applicable laws and regulations, all hospital in-house rules and guidelines, and follow the work instructions given by CUHKMC's site in-charge.
- C2 The Successful Tenderer shall provide adequate and prompt support services to CUHKMC at any time.
- C3 With the prior approval by CUHKMC, the Successful Tenderer shall design and implement Standard Operational Procedures for performance of the Services. Such procedures shall be designed to meet the requirements and standards set out in this Contract as well as the basic requirements that a safe, clean hospital environment is achieved in a cost-effective manner.
- C4 The Successful Tenderer shall provide sufficient staff to perform the materials distribution/ collection services by hand or pneumatic tube system and requested by end-users for the items listed but not limited to below: -
- X-ray films and reports
 - Medical records
 - Medical equipment
 - Wheelchairs and stretchers
 - Patient labels and bracelets from admission office
 - Medical gas cylinders
 - Precious specimen (such as biopsy, marrow, etc.)
- C5 The Successful Tenderer shall respond promptly to change of service needs and advise CUHKMC of any actions or any amendments to the agreed transportation schedules required to cope with such change.
- C6 The Successful Tenderer shall respond to urgent requests within 10 minutes and non-urgent requests within 20 minutes respectively, from the time such job order is placed by user department.
- C7 Patient & Material Transportation Services and the corresponding ad-hoc services shall be remained at any time.
- C8 All the staff providing the patient & material transportation services shall be equipped with the communication devices provided by the Successful Tenderer.
- C9 Upon mutual agreement of the Successful Tenderer and CUHKMC, locked- in staff shall be provided for Patient & Material Transportation services for respective units.

Requirement for Provision of Services

- C10 The Successful Tenderer shall provide sufficient staff per day to perform office hour services to CUHKMC according to the requests via system, fax or phone call by the end-users. Such Material Transportation services shall include but not limited to the following:
- Document and medical records

- Drug and CSSD items
- X-ray film, laboratory specimen
- Oxygen cylinder
- Uniforms
- Swill
- Garbage
- Repaired items
- All kinds of wastes from various clinical areas/ wards
- Furniture and equipment
- Monthly stock
- Recycled materials
- Other portable items

Patient Transportation Services

- C11 The Successful Tenderer shall provide sufficient staff per day to perform the patient transportation services to all wards and clinical units within CUHKMC compound as by the end-users. All scheduled and ad-hoc patient transportation services including infectious disease patients shall be covered and provided by the Successful Tenderer. Such Patient Transportation services shall include but not limited to the following:
- Patient admission to clinical areas/ wards
 - Patient discharging from CUHKMC
 - Inter-unit patient transportation
 - Corpse delivery from clinical areas/ wards to Farewell Room (Mortuary)
- C12 The Successful Tenderer shall appoint at least two porters to transport each bedbound patient in complying with Occupational Safety and Health requirement.

Materials Distribution/ Collection Services

- C13 The Successful Tenderer shall provide material distribution/ collection services according to fixed schedules for the items listed below. The Successful Tenderer shall design and implement with CUHKMC's prior approval on effective itineraries, service frequencies and schedules for such service in accordance with the requirements of CUHKMC. Such transportation service, with fixed schedule, include but not limited to the following: -
- Domestic wastes
 - Clinical wastes (both red bag and yellow bag)
 - Recycling items including waste paper, plastic bottles, cans, milk bottles, batteries from collection boxes
 - Confidential waste paper from wards and offices
 - Carton boxes
 - Specimens (mainly by CUHKMC's Pneumatic tube system and boxveyor, by hand when necessary)
 - Removal of bulky items
 - Collection and delivery of equipment required for repair/ maintenance
 - Sterile Supplies Unit (SSU) trolley delivery
 - Furnitures
- C14 The Successful Tenderer shall provide services in accordance with the requirement and frequency.

- C15 The refrigerators for clinical waste shall be cleaned after each collection by the licensed clinical waste collector.
- C16 The Successful Tenderer shall provide sealable envelopes or carriers for transit of confidential documents/ medical records and the collection bags for confidential waste paper shall be sealed before moving out the storage area.
- C17 The Successful Tenderer shall liaise with different units and end-users at the CUHKMC to ascertain their needs and to plan appropriate schedules for the provision of the Material Transportation Services in order to ensure that the requirements of the different units and end-users are met.
- C18 The Successful Tenderer shall provide services for hanging and removal of decorative and propaganda material at height or on ceilings inside hospital area upon the request by CUHKMC.

Ad-hoc Materials and Furniture Transportation Services

- C19 The Successful Tenderer shall provide the corresponding ad-hoc service in accordance to the items as requested by CUHKMC.
- C20 The Successful Tenderer shall provide services in accordance with the requirement and frequency.

Transportation of Soiled/ Clean linen

- C21 The Successful Tenderer shall provide sufficient number of staff in the transportation of soiled/ clean linen services.
- C22 The Successful Tenderer shall be responsible for the loading and unloading of linen and uniform from the truck to Linen Room, or vice versa, at specific time of the day and clear the soiled linen bags at the exit of linen chutes regularly throughout the day in the soiled linen room.
- C23 The Successful Tenderer shall be responsible for the collection of soiled linen from linen chutes, clinics, clinical areas/ wards to designated collection depots and loading to the trucks from Laundry.
- C24 The Successful Tenderer shall be responsible for the delivery of clean linen and uniform to wards, clinics, clinical units and changing rooms at a specific time or whenever requested
- C25 The Successful Tenderer shall provide the Transportation of soiled/ clean linen services in accordance with the requirement and frequency.

Drug Delivery Service from Pharmacy to Clinical Units

- C26 The Successful Tenderer shall provide daily drug delivery services in accordance with the requirement and frequency.

Meal Delivery Service

- C27 The Successful Tenderer is required to provide services for the collection and delivery of meal trolleys in accordance with the requirement stated in Appendix 13 (Catering Cleansing and Meal Delivery Service Standards).

C28 The Successful Tenderer is required to collect soiled dish trolleys from clinical areas/wards.

Frequency for Material Delivery

C29 All the delivery services shall be provided as ad-hoc jobs upon request by CUHKMC.

C30 The Successful Tenderer shall provide material delivery service as the following table:

-

Table 3 Frequency of Material Delivery

Item	Service Description	Frequency
Domestic wastes	Collection from refuse bins in the CUHKMC to Refuse Chutes and Refuse Collection Room	Four (4) times per day
Clinical wastes (both red bags and yellow bags)	From clinical areas/ wards to the collection depot	Twice (2) per day
Recycling items	From wards, offices & recycling bins in communal area of the CUHKMC to the designated depot	Weekly
Confidential paper / plastic wastes	From clinical areas/ wards and offices	Weekly
Carton boxes	From clinical areas/ wards and offices to the designated depot	Daily
Specimens	From clinical areas/ wards and offices to the Pathology Services	Four (4) times per day
Removal of bulky items including wooden pallets and condemned furniture & equipment to the landfill sites	From various locations of the CUHKMC	As requested
Collection and delivery of equipment required for repair/ maintenance	From various locations	Daily
SSU trolley delivery	To and from SSU with various wards	Daily

Item	Service Description	Frequency
Clean linen	Clean linen delivery and top up to changing rooms and clinical areas/ wards	Two (2) times per day
Clean linen	Ad-hoc request for clean linen delivery to clinical areas/ wards	As requested
Linen and uniform	Loading and unloading the soiled/ clean linen and uniform to and from the trucks of Laundry	Two (2) times per day
Soiled linen	Collection of soiled linen from dirty linen room	Throughout the day
Soiled uniform	Collection of soiled uniform from uniform collection cabinet in various locations	Two (2) times per day
Drug delivery	Delivery of drugs and related documents in sealed reusable bags	Three (3) times per day (under operation with boxveyor)

6.4 Customer Escort Services

General

- D1 The Successful Tenderer shall provide the Customer Escort Services and the corresponding management in compliance with all applicable laws and regulations, all hospital in-house rules and guidelines, and follow the work instructions given by CUHKMC's site in-charge.
- D2 The Successful Tenderer shall provide adequate and prompt support services to CUHKMC at any time.
- D3 With the prior approval by CUHKMC, the Successful Tenderer shall design and implement Standard Operational Procedures for performance of the Services. Such procedures shall be designed to meet the requirements and standards set out in this Contract as well as the basic requirements that a safe, clean hospital environment is achieved in a cost-effective manner.
- D4 The Successful Tenderer shall respond promptly to change of service needs and advise CUHKMC of any actions or any amendments to the agreed transportation schedules required to cope with such change.
- D5 Customer escort services and the corresponding ad-hoc services shall be remained at any time.
- D6 All the staff providing the customer escort services shall be equipped with the communication devices provided by the Successful Tenderer.
- D7 Upon mutual agreement of the Successful Tenderer and CUHKMC, locked- in staff shall be provided for customer escort services for respective units.

Requirement for Provision of Services

- D8 The Successful Tenderer shall provide sufficient staff per day to perform the customer escort services, and directory and guidance services to all wards and clinical units within CUHKMC compound as by the end-users. All scheduled and ad-hoc patient transportation services including infectious disease patients shall be covered and provided by the Successful Tenderer. Such customer escort services (person with wheelchair or with other disability in aid) shall include but not limited to the following:
- Patient admission to clinical areas/ wards
 - Patient discharging from CUHKMC
 - Inter-unit patient transportation
 - Lobby of main entrance of CUHKMC
 - Community Vaccination Centre of CUHKMC
- D9 The Successful Tenderer shall provide services in accordance with the requirement and frequency.

6.5 Waste Management

General

- E1 The Successful Tenderer shall dispose of the municipal waste from corresponding refuse rooms or designated location of clinical waste of CUHKMC to the Strategic Landfills under EPD.
- E2 The Successful Tenderer shall provide Fully Enclosed Refuse Collection Vehicle or vehicles with the installation of a metal tailgate cover and a waste water sump tank for the waste collection procedures.
- E3 Domestic waste collection to landfills frequency shall be at least once per calendar day, where that of clinical waste shall be followed as those in Clinical Waste Management Plan (CWMP) issued by CUHKMC.
- E4 The Successful Tenderer shall use environmental-friendly vehicles Euro IV or above, or any other models recommended by EPD.
- E5 All waste must be kept covered, segregated and handled according to EPD's Code of Practice for Clinical Waste, hospital waste management guidelines and infection control recommendations.
- E6 Definition of clinical waste and non-clinical waste shall strictly follow the definition of the Waste Disposal Ordinance.
- E7 The Successful Tenderer shall provide removal service of bulky items including wooden pallets and condemned furniture & equipment to the landfill sites without additional cost upon requested by CUHKMC.

Clinical Waste

- E8 The Successful Tenderer shall provide service in accordance with the service standard and item description as stated in CWMP.
- E9 The Successful Tenderer shall pay attention to the latest version of CWMP which is reviewed by CUHKMC from time to time.
- E10 Clinical waste shall be segregated from other waste types.
- E11 The clinical waste shall be packed and labelled with designated tags from CUHKMC. Staff of the Successful Tenderer shall fill in all the required information on tags and using colour-coded bags with biohazard signs.
- E12 Clinical waste shall be provided with a safe and secure storage facility.
- E13 Sufficient training, support and appropriate personal protective equipment shall be provided to the corresponding staff handling clinical waste.
- E14 Disposal record must be kept to demonstrate that clinical wastes have been properly disposed. The record of the designated staff, responsibilities and contacts shall be kept in the CWMP with the following information necessary: -
- Staff name
 - Staff designation
 - Contact number
 - Duties/ responsibilities

E15 The following procedures or any rules of the treatment of clinical waste shall be followed the instruction found in CWMP: -

- Handling of clinical waste
- Segregation of clinical and non-clinical waste
- Packaging of clinical waste
- Containers labelling
- Internal collection of clinical waste
- Storage of clinical waste to disposal facility
- Plan with licensed clinical waste collector
- Contingency plan for emergencies
- Training of staff on clinical waste handling
- Quality assurance
- Administrative procedures and record keeping

Chemical Waste

E16 The Successful Tenderer shall assign licensed chemical waste collector to collect all kinds of chemical waste for CUHKMC.

E17 The Successful Tenderer shall provide waste drums for storage of chemical waste.

E18 The drums provided for storage of chemical waste must be in good condition, free of leaks, safe for transport with non-leaking screw-on caps, and compatible with various types of chemical waste.

E19 The Successful Tenderer shall arrange the collection of chemical waste according to the request of CUHKMC Representative. Each waste container is accompanied with a chemical waste log sheet filled by CUHKMC. The log sheet specifies the waste component, concentration, process of waste arising, quantity, pH, colour, viscosity and appearance.

E20 The Successful Tenderer is required to collect loaded chemical waste drums from designated places in CUHKMC.

E21 The Successful Tenderer shall provide service in accordance with the service standard and item description as stated in the latest version of “A Guide to the Chemical Waste Control Scheme” and “Code of Practice on the Packaging, Labelling and Storage of Chemical Wastes” issued by EPD.

Confidential Waste

E22 The Successful Tenderer shall provide the designated collection bags provided by the confidential waste collectors and replenish empty collection bags to units or ward at no additional cost.

E23 The Successful Tenderer shall assign qualified confidential waste collector to collect all kinds of confidential waste for CUHKMC. The confidential waste collector to be assigned by the Successful Tenderer is subject to prior approval of CUHKMC.

E24 The Successful Tenderer shall store the confidential wastes in designated locked store or room.

- E25 The Successful Tenderer shall have a defined process in place to prevent leakage of the confidential waste during collection, transportation, shredding and disposal processes.
- E26 Confidential Waste shall be shredding and disposed with the followings: -
- To shred and dispose the confidential waste within one (1) working day after arrival at the shredding site
 - The shredding should be in cross-cut or irregular shape or strip-cut with width of maximum 4mm. Other shredding method shall be specified in quotation for CUHKMC's consideration and written approval shall be sought from CUHKMC before the start of the Services
- E27 Once the confidential materials are collected by the Tenderer at CUHKMC's premises, the tenderer shall take entire responsibility for the security of the confidential waste.
- E28 Sufficient training, support and appropriate personal protective equipment shall be provided to the corresponding staff handling confidential waste.
- E29 Collection and disposal records must be kept to demonstrate that confidential wastes have been properly disposed. The record of the designated staff, responsibilities and contacts shall be kept with the following information necessary: -
- Staff name
 - Staff designation
 - Contact number
 - Duties/ responsibilities

Recyclable Waste

- E30 The Successful Tenderer shall assign qualified recyclable waste collector to collect all kinds of recyclable waste for CUHKMC upon the request from CUHKMC Representative. The recyclable waste collector to be assigned by the Successful Tenderer is subject to prior approval of CUHKMC.
- E31 The Successful Tenderer shall provide service in accordance with the service standard and item description issued by EPD
- E32 The Successful Tenderer shall provide appropriate containers for storage of recyclable waste.
- E33 The containers provided for storage of recyclable waste must be in good condition, free of leaks, safe for transport with non-leaking screw-on caps, and compatible with various types of recyclable waste.
- E34 The Successful Tenderer is required to collect loaded recyclable waste bags from designated places in CUHKMC.
- E35 Collection records must be kept to demonstrate that recyclable wastes have been properly handled.

Ordinance

- E36 All the work or related procedures shall comply with the latest version of Code of Practice and legal requirement includes but not limited to the following:

- Waste Disposal Ordinance (Cap.354)
- Waste Disposal (Clinical Waste) (General) Regulation
- Waste Disposal (Charging for Municipal Solid Waste) (Amendment) Ordinance 2021
- Code of Practice on the Operation of Refuse Collection Vehicles (RCVs), The Government of the Hong Kong Special Administrative Region, August 2012
- Personal Data (Privacy) Ordinance (Cap. 486)

Staff

- E37 Driver must have the appropriate driving licences.
- E38 Staff must be provided with appropriate personal protective equipment and receive appropriate training on handling of chemical waste.

6.6 Pest Control

General

- F1 The term “Pests” shall include animals and insects (except guide dogs) detrimental to humans or properties in all living stages.
- F2 Pest Control shall cover areas of CUHKMC as indicated in Appendix 1 (Layout Plan of CUHKMC) includes the hidden space under the furniture. A brief list of the indoor areas includes but not limited to the followings: -
- Administration areas/ offices
 - All wards
 - All staff quarters/ changing rooms & lockers
 - Kitchens & staff canteens
 - Rubbish chambers/ dirty utility room
 - All store rooms/ warehouse
 - Corridors, staircases & fire hose reel box
 - Lifts & shafts
 - Washrooms
 - Meter/ plant/ machine rooms
 - Cable duct rooms
 - Non-emergency ambulances and hospital owned vehicles
 - Workshops
 - Beyond false ceiling
 - Other areas as required by CUHKMC
- F3 For the outdoor areas covered shall include but not limited to the following: -
- Manholes
 - Drainages & sewers
 - Courtyards
 - Gardens & plant beds & roof top
 - Car park & loading bay
 - Driveway & pavement
 - Ramp & hill slope
 - Other areas as required by CUHKMC
- F4 The Successful Tenderer shall only use the authorized pesticides under Pesticides Ordinance from the Agriculture, Fisheries and Conservation Department (AFCD) in Hong Kong.
- F5 The list of the pesticide used shall be recorded with the following details: -
- Type of the pest to be controlled
 - Name of the product
 - Product registration no.
 - Formulation
 - Antidote
- F6 The Successful Tenderer shall propose the pest control plan upon inspection and document accordingly as agreed with CUHKMC.

- F7 The Successful Tenderer is required to conduct the Pest Surveys, including the inspection, as soon as possible upon granted access to the hospital.
- F8 The integrated pest control scheme shall consist of at least: -
- Pest Survey
 - Pest Management
 - Record Management
- F9 The Successful Tenderer shall provide ad-hoc services upon request from CUHKMC at no additional costs **within** the next working day, depending on the urgency decided by CUHKMC whenever appropriate.
- F10 CUHKMC shall appoint professional pest control company if the result is not satisfactory accepted by CUHKMC at the cost of successful Tenderer.
- F11 The material safety data sheets and any antidote required to chemicals used for Pest Control shall be submitted to CUHKMC.

Pest Survey

- F12 The Successful Tenderer shall conduct the Pest Survey with the corresponding reports to CUHKMC annually or upon requested by CUHKMC to observe the condition of existing or potential pests.
- F13 The inspection shall be conducted with the presence of CUHKMC Representative.
- F14 The report of the Pest Survey shall include the following: -
- Locations where pests are active or potential pest problem.
 - Locations where pest problem showing significant worse trend.
 - Obstacles for the implementation.
 - Recommended changes for building structures.
 - Recommended changes for improvement in sanitation.
 - Recommended changes in control program with reasons (if any).

Pest Management

- F15 Regular Pest Management shall include but not limited to the following: -
- Ants control
 - Cockroaches control
 - Flea control
 - Mosquitoes control
 - Flies & insects control
 - Rodents control
 - Termites control
 - Snake control
 - Removal of honeycomb
 - Replacement of broken apparatus
 - Fogging

- F16 The Successful Tenderer shall provide free adequate warning and precautionary measures including but not limited to: -
- the use of warning dyes (in baits)
 - protective bait boxes, labels, markings
 - putting up notice before spraying/ fogging to open areas
- F17 The Successful Tenderer shall provide the equipment and materials (e.g. disposable cockroach traps, rodent traps and drain meshes) at its own cost and maintain the cleanliness and hygiene of those apparatus.
- F18 The Successful Tenderer shall gain CUHKMC's permission in prior to the usage of aerosol, smoke, dust or fogging formulations in the hospital area.
- F19 The Successful Tenderer shall instruct and coordinate with the staff responsible for all IFS related staff for some general handling of pests whenever necessary.
- F20 Biological and mechanical approaches shall first be considered in prior to chemical approach as follows: -
- Sanitation
 - Trapping
 - Screening
 - Physical Control
- F21 When chemical approach is inevitably conducted in the clinical areas, the following shall be followed: -
- Room ventilation system shall be turned off
 - All patients, visitors and staff shall be evacuated
 - Never perform space spraying or dusting
- F22 Exact locations of rat-baits set in the Hospital shall be agreed with CUHKMC.
- F23 The chemicals/equipment used in rodents control shall never put the rats to death or with unnecessary suffering but get rid of them (e.g. avoid using rodent glue trap).
- F24 Any chemicals or pesticides deemed to be unnecessary or chemical waste produced shall be removed by the Successful Tenderer according to the relevant ordinances such as Pesticides Ordinance (Cap. 133)

Record Management

- F25 The service record for each such service of Pest Survey and Pest Management shall be conducted, in which the record shall include in the following information for record and audit purpose: -
- date and time
 - types of services provided
 - details of the pesticide used with location, formulation, method, etc. (if any)
 - name of service staff

Emergency Services

- F26 The Successful Tenderer shall provide emergency service out of the normal working hour agreed with CUHKMC upon requested by CUHKMC within four (4) hours.

F27 In case of chemicals spillage or other emergent incidents, removal of the spillage shall be done as soon as possible in accordance of the relevant ordinances.

6.7 Tentative Manpower Requirement

This part is only available for viewing after signing the Confidentiality Non- Disclosure Agreement with CUHKMC.

7. Property

If any of CUHKMC's property has been provided to the Successful Tenderer for use under this Tender, the Successful Tenderer shall be responsible for the due return of all such property. Should any such property be lost or damaged from any cause whatsoever while in the possession or control of Successful Tenderer or his servants, workmen or agents, the Successful Tenderer shall pay for the same total original cost. A count of CUHKMC's property which has been provided by CUHKMC to the Successful Tenderer for use may be made at any time by CUHKMC and the Successful Tenderer shall render such assistance as is necessary this purpose.

8. IT and Equipment

- 8.1 The importance and success to an efficient, safe, accurate, and cost-effective operations, shall be heavily driven by the equipment and information systems that support the IFS, especially facilitating the service of portering, customer escort services and cleansing.
- 8.2 The Successful Tenderer shall ensure that there is a "track and trace", location tracking and job assignment system with real-time monitoring capability to manage the IFS.
- 8.3 In light of the interfacing of the IT systems between the Successful Tenderer and CUHKMC, precautionary and proactive measures shall be adopted to ensure that CUHKMC's IT system will not be comprised, weakened, corrupted or become vulnerable to unauthorised access due to the interfacing with the Successful Tenderer, if any.
- 8.4 The IFS system shall support and comply with all requirements described in "CUHKMC IT Security Requirements", which can be found in Appendix 19. Tenderer shall review the document thoroughly, and then fill out the "Security Requirements Compliance Table" near the end of the document accordingly for submission of tender.
- 8.5 The Successful Tenderer shall be able to provide system resilience and disaster recovery to ensure that specified service levels can be maintained in case of a localised failure of system components, and to ensure the basic survival of vital business processes in a disaster situation.

9. Key Performance Indicators (KPI)

The Key Performance Indicators (KPI) shall be developed to appraise the IFS's performance on areas of efficiency and responsiveness, accuracy and reliability and overall management. The Successful Tenderer shall ensure the parameters of the following KPI is in satisfaction in order to promote the quality of the IFS provided. CUHKMC and the Successful Tenderer shall hold meetings at agreed intervals to review the performance of the IFS. Failure to achieve KPI may lead to the entitlement of termination for CUHKMC with the corresponding details as found in "Termination" in Part III (Conditions of Contract).

Table 4 Key Performance Indicators (KPI)

Description	Key Performance Indicator
1. Complaints	a) \leq four (4) hours report to CUHKMC Representative b) \leq two (2) complaints every month
2. Incidents	a) \leq four (4) hours report to CUHKMC Representative b) Investigation reports to be submitted \leq two (2) working days
3. Injury on Duty	a) \leq four (4) hours report to CUHKMC Representative b) Investigation reports to be submitted \leq two (2) working days
4. Scheduled tasks	\geq ninety-five percent (95%) completion of the scheduled service according to service requirements
5. Non-scheduled tasks (Portering) – Urgent request	Urgent request: \geq ninety-five percent (95%) of total urgent requests attended within 10 minutes
6. Non-scheduled tasks (Portering) - Non-urgent request	Non-urgent request: \geq ninety percent (90%) of total non-urgent requests attended within 20 minutes
7. Joint Inspection	\geq eighty-five percent (85%) satisfactory results in joint inspection round
8. Work Performance	\leq four (4) cases of violations of hospital guideline or under performance of requirements in daily operation per month
9. Staff Behaviour and Grooming	\leq two (2) cases of violations of staff rule and grooming policy per month
10. Extreme Weather Management	Conduct full hospital patrol and apply preventive measure with report before and after each typhoon
11. Manpower	Provision of at least ninety percent (90%) of the required manpower
12. Annual User Satisfaction	Satisfaction rate \geq eighty-five percent (85%)
13. Property and Equipment	a) \leq four (4) hours report to CUHKMC Representative if any damage or non-serviceable of any CUHKMC's property or equipment found b) Investigation reports to be submitted \leq two (2) working days

10. Assessment Criteria

The Tender will be evaluated by a Tender Assessment Panel set up by CUHKMC. A marking scheme with weighting of 60% on Technical Assessment and 40% on Price Assessment will be adopted.

Tender specifications are all mandatory requirements. Full compliance with the mandatory requirements specified in Section 6 (Tender Specifications) of Part VI (Tender Brief) is required. Tender proposals will not be considered further if the mandatory tender requirements cannot be fully satisfied.

Table 5 Assessment Criteria

Assessment Criteria		Weighting
1. Technical Assessment		60%
1.1	Tenderer's operational experience and capability:	35%
	(a) Proven track record, experience of IFS in hospitality service, in the immediate past 3 years (e.g. list of clientele/ contract with the same service nature and scale/ similar scope, clients' assessment/ feedback)	25%
	(b) Management experience and the structure of the team to undertake the assignment	
	(c) Capacity in terms of the normal and emergency operations and future expansion plans (e.g. people, IT and infrastructure support, etc.)	10%
	(d) Capital investment (e.g. equipment, facilities and tools, etc.)	
1.2	Quality	25%
	(a) Quality of work plan including methodology, approaches, products, ranges and depth of services, and resources allocated to IFS services	20%
	(b) Quality management and assurance system	
	(c) Crisis management (i.e. risk management, contingency plan and incident management procedures)	
	(d) Compliance of KPI	
	(e) Staff training and development programme, occupational health and safety programme	
	(f) Innovative Suggestions to meet hospital's IFS improvement needs	5%
2.	Price Assessment	40%

10.1 Technical Assessment

The weighted technical assessment score of a proposal shall be determined in accordance with the following formula:

$$60 \times \frac{\text{Total technical score of the conforming proposal being assessed}}{\text{The highest total technical score among all the conforming proposals}}$$

Any offer which scores less than 30 marks in the Technical Assessment will be considered disqualified and shall not proceed to Price Assessment.

10.2 Price Assessment

The price assessment is calculated as follows:

$$40 \times \frac{\text{Lowest Tender price among the conforming proposals}}{\text{Tender price of the proposal being assessed}}$$

10.3 The Tender proposal obtained the highest combined score, i.e. technical score plus price score, would be recommended for acceptance.

11. Submission Requirement

Tender submissions without full submission of the following requirements may not be considered.

Two-Envelope Bidding

This Tender shall be conducted in a two-envelope bidding process. Tenderer must submit the technical and price information in **two separate sealed envelopes**, one marked with the word “Technical Proposal” and the other with “Price Proposal” in the following manner:

Technical Proposal: contains Part IV Offer to be Bound and Schedules of Part VII, **EXCEPT Schedule 1 Price Schedule and Schedule 14 Guaranteed Wages for Tenderer’s Employees Paid by the Tenderer and all any supplementing quotations.**

Price Proposal: contains Schedule 1 Price Schedule and Schedule 14 Guaranteed Wages for Tenderer’s Employees Paid by the Tenderer of Part VII (Schedules of Submissions) and all supplementing quotations.

Information to be submitted: -

Schedule 1	Price Schedule
Schedule 2	Statement of Compliance
Schedule 3	Company/Business Organisation Status
Schedule 4	Tenderer’s Experience and Proven Track Records
Schedule 5	Facilities and Equipment to be Provided by CUHKMC
Schedule 6	Company’s Infrastructure Support and Capital Investment
Schedule 7	Quality Management and Assurance Programme
Schedule 8	Staff Qualification, Training and Uniform
Schedule 9	Emergency Staff Support and Contingency Plan
Schedule 10	Occupational Safety and Health, Green Management and Risk Management

Schedule 11	Manpower Plan & Operational Schedule
Schedule 12	Transition Plan
Schedule 13	Staff Rules & Grooming Policy
Schedule 14	Wages for Contractor's Employees
Schedule 15	Innovative Plan and Proposal to Meet CUHKMC's IFS Improvement Needs
Schedule 16	Details of Infection Control Measures
Schedule 17	Compliance of Infection Control Checklist
Schedule 18	Declaration on Convictions to Hong Kong Ordinance
Schedule 19	(Supplementary Notes on 'Declaration on Convictions to Hong Kong Ordinances')
Schedule 20	Consent to Disclosure
Schedule 21	Non-Collusion Certificate
Schedule 22	KPI of Input-based Pricing Model
Schedule 23	Cleansing Report Template (With reference to Appendix 10)
Schedule 24	Insurance
Schedule 25	Declaration of Conflict of Interest by Tenderer
Schedule 26	Security Requirement Compliance Table
Schedule 27	Personal Data (Privacy) (Amendment) Ordinance
Part IV	Offer to be Bound

PART VII
SCHEDULES OF SUBMISSIONS

The Tenderer is required to submit details of its proposals below, including those information and documentation required under this Tender. If the Tenderer's proposals depart from any term in this Tender, the Tenderer shall specify a list of those departures and reference each departure to the appropriate paragraph(s) and part(s) of the Tender and each shall be fully explained and discussed, including the effect of the departure.

SCHEDULE 1

Price Schedule

The Successful Tenderer shall provide the price as stated in the table below. The estimated quantity specified below is given for guidance and assistance of Tenderer. The Successful Tenderer shall accept any variance of twenty percent (20%) of the total contractual value in this Tender.

The duration of each phase and the manpower required may be revised upon the actual commissioning of CUHKMC.

The cost as provided in the tables below shall include ALL necessary costs including the equipment, IoT applications and their related deployment & maintenance costs, consumables, system costs and wages, etc.

Part A - Pricing for Workers

(i) From 1 September 2023 to 31 August 2024 (12 months)

Scope of Service	Post	Estimated No. of Man-hours ¹ Required	Service Charges Per Man-hour (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Cleansing and portering services	Workman (daytime ²)	329,684		
	Workman (overnight ³)	29,280		
Customer escort service	Customer service ambassador (daytime ²)	26,352		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(ii) From 1 September 2024 to 31 August 2025 (12 months)

Scope of Service	Post	Estimated No. of Man-hours ¹ Required	Service Charges Per Man-hour (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Cleansing and portering workers	Workman (daytime ²)	365,088		
	Workman (overnight ³)	35,040		
Customer escort service	Customer service ambassador (daytime ²)	26,280		

(iii) From 1 September 2025 to 31 August 2026 (12 months)

Scope of Service	Post	Estimated No. of Man-hours ¹ Required	Service Charges Per Man-hour (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Cleansing and portering workers	Workman (daytime ²)	379,204		
	Workman (overnight ³)	40,880		
Customer escort service	Customer service ambassador (daytime ²)	26,280		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 months)

Scope of Service	Post	Estimated No. of Man-hours ¹ Required	Service Charges Per Man-hour (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Cleansing and portering workers	Workman (daytime ²)	393,125		
	Workman (overnight ³)	46,720		
Customer escort service	Customer service ambassador (daytime ²)	26,280		

(v) From 1 September 2027 to 31 August 2028 (12 months)

Scope of Service	Post	Estimated No. of Man-hours ¹ Required	Service Charges Per Man-hour (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Cleansing and portering workers	Workman (daytime ²)	407,835		
	Workman (overnight ³)	52,704		
Customer escort service	Customer service ambassador (daytime ²)	26,352		

¹ The estimated quantity specified above is given for the guidance and assistance of Tenderer. The contract would be drawn up for the total contractual value so as to allow a mix draw. The Successful Tenderer shall be prepared to accept any variance of 20% of the total contractual value.

² Definition of daytime refers to **within** 0700-2300.

³ Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part B - Pricing for Management Staff

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Facility Manager (24-hour contact point)	24 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Customer Escort Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift	8 hours (7-day services)	1		12	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift	8 hours (7-day services)	1		12	
Operator – A shift	8 hours (7-day services)	1		12	
Operator – P shift	8 hours (7-day services)	1		12	
Clerk	8 hours (7-day services)	1		12	

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Facility Manager (24-hour contact point)	24 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Customer Escort Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift	8 hours (7-day services)	1		12	
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift	8 hours (7-day services)	1		12	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Operator – A shift	8 hours (7-day services)	1		12	
Operator – P shift	8 hours (7-day services)	1		12	
Clerk	8 hours (7-day services)	1		12	

¹ Definition of daytime refers to within 0700-2300.

² Definition of overnight refers to within 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Facility Manager (24-hour contact point)	24 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Customer Escort Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift	8 hours (7-day services)	1		12	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift	8 hours (7-day services)	1		12	
Operator – A shift	8 hours (7-day services)	1		12	
Operator – P shift	8 hours (7-day services)	1		12	
Clerk	8 hours (7-day services)	1		12	

¹ Definition of daytime refers to within 0700-2300.

² Definition of overnight refers to within 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Facility Manager (24-hour contact point)	24 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Customer Escort Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift	8 hours (7-day services)	1		12	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift	8 hours (7-day services)	1		12	
Operator – A shift	8 hours (7-day services)	1		12	
Operator – P shift	8 hours (7-day services)	1		12	
Clerk	8 hours (7-day services)	1		12	

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Facility Manager (24-hour contact point)	24 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Customer Escort Services – A shift	8 hours (7-day services)	1		12	
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift	8 hours (7-day services)	1		12	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Post	Daily Service Hours	Shift Required	Monthly Service Charges (HKD)	Service Period (Month)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C]	[D] = [A] x [B] x [C]
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift	8 hours (7-day services)	1		12	
Operator – A shift	8 hours (7-day services)	1		12	
Operator – P shift	8 hours (7-day services)	1		12	
Clerk	8 hours (7-day services)	1		12	

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part C - Pricing for Collection Service of Domestic Waste (as specified in Section 6.5 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Estimated Collection Frequency	Estimated No. of 660L-Skips Per Day	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per day	32	366 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Estimated Collection Frequency	Estimated No. of 660L-Skips Per Day	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per day	38	365 Jobs		

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Estimated Collection Frequency	Estimated No. of 660L-Skips Per Day	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per day	46	365 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Estimated Collection Frequency	Estimated No. of 660L-Skips Per Day	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per day	55	365 Jobs		

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Estimated Collection Frequency	Estimated No. of 660L-Skips Per Day	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per day	66	366 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part D - Pricing for Collection Service of Clinical Waste (as specified in Section 6.5 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Description of Services	Required Collection Frequency	Estimated Waste Volume (kg) Per Visit	Estimated Quantity	Service Charges Per Transit Skip (HKD)	Estimated Total Service Charges (HKD)
			[A]	[B]	[C] = [A] x [B]
Non-Group 3 clinical waste	6 times per week	91	314 Jobs		
Group 3 clinical waste	Once per week	14	52 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Description of Services	Required Collection Frequency	Estimated Waste Volume (kg) Per Visit	Estimated Quantity	Service Charges Per Transit Skip (HKD)	Estimated Total Service Charges (HKD)
			[A]	[B]	[C] = [A] x [B]
Non-Group 3 clinical waste	6 times per week	109	312 Jobs		
Group 3 clinical waste	Once per week	17	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Description of Services	Required Collection Frequency	Estimated Waste Volume (kg) Per Visit	Estimated Quantity	Service Charges Per Transit Skip (HKD)	Estimated Total Service Charges (HKD)
			[A]	[B]	[C] = [A] x [B]
Non-Group 3 clinical waste	6 times per week	130	313 Jobs		
Group 3 clinical waste	Once per week	20	52 Jobs		

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Description of Services	Required Collection Frequency	Estimated Waste Volume (kg) Per Visit	Estimated Quantity	Service Charges Per Transit Skip (HKD)	Estimated Total Service Charges (HKD)
			[A]	[B]	[C] = [A] x [B]
Non-Group 3 clinical waste	6 times per week	156	313 Jobs		
Group 3 clinical waste	Once per week	24	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Description of Services	Required Collection Frequency	Estimated Waste Volume (kg) Per Visit	Estimated Quantity	Service Charges Per Transit Skip (HKD)	Estimated Total Service Charges (HKD)
			[A]	[B]	[C] = [A] x [B]
Non-Group 3 clinical waste	6 times per week	188	313 Jobs		
Group 3 clinical waste	Once per week	29	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part E - Pricing for Collection Service of Chemical Waste (as specified in Section 6.5 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Required Collection Frequency	Estimated No. of 20L Plastic Pail Per Collection	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per week	3	52 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Required Collection Frequency	Estimated No. of 20L Plastic Pail Per Collection	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per week	4	52 Jobs		

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Required Collection Frequency	Estimated No. of 20L Plastic Pail Per Collection	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per week	4	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Required Collection Frequency	Estimated No. of 20L Plastic Pail Per Collection	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per week	5	52 Jobs		

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Required Collection Frequency	Estimated No. of 20L Plastic Pail Per Collection	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
		[A]	[B]	[C] = [A] x [B]
Once per week	6	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part F - Pricing for Shredding and Disposal Services of Confidential Waste (as specified in Section 6.5 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Required Collection Frequency	Estimated Waste Volume (kg) Per Month	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per week	1500	[A]	[B]	[C] = [A] x [B]
		52 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Required Collection Frequency	Estimated Waste Volume (kg) Per Month	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per week	1800	[A]	[B]	[C] = [A] x [B]
		52 Jobs		

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Required Collection Frequency	Estimated Waste Volume (kg) Per Month	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per week	2160	[A]	[B]	[C] = [A] x [B]
		52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Required Collection Frequency	Estimated Waste Volume (kg) Per Month	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per week	2592	[A]	[B]	[C] = [A] x [B]
		52 Jobs		

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Required Collection Frequency	Estimated Waste Volume (kg) Per Month	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per week	3110	[A]	[B]	[C] = [A] x [B]
		52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part G - Pricing for Collection and Recycling Services of Recyclable Materials (as specified in Section 6.5 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Required Collection Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
	[A]	[B]	[C] = [A] x [B]
Once per week	52 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Required Collection Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
	[A]	[B]	[C] = [A] x [B]
Once per week	52 Jobs		

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Required Collection Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
	[A]	[B]	[C] = [A] x [B]
Once per week	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Required Collection Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
	[A]	[B]	[C] = [A] x [B]
Once per week	52 Jobs		

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Required Collection Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
	[A]	[B]	[C] = [A] x [B]
Once per week	52 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part H - Pricing for Pest Control Service (as specified in Section 6.6 of Part VI)

(i) From 1 September 2023 to 31 August 2024 (12 Months)

Estimated Service Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per month	[A]	[B]	[C] = [A] x [B]
	12 Jobs		

(ii) From 1 September 2024 to 31 August 2025 (12 Months)

Estimated Service Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per month	[A]	[B]	[C] = [A] x [B]
	12 Jobs		

(iii) From 1 September 2025 to 31 August 2026 (12 Months)

Estimated Service Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per month	[A]	[B]	[C] = [A] x [B]
	12 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(iv) From 1 September 2026 to 31 August 2027 (12 Months)

Estimated Service Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per month	[A]	[B]	[C] = [A] x [B]
	12 Jobs		

(v) From 1 September 2027 to 31 August 2028 (12 Months)

Estimated Service Frequency	Estimated Quantity	Service Charges Per Job (HKD)	Estimated Total Service Charges (HKD)
Once per month	[A]	[B]	[C] = [A] x [B]
	12 Jobs		

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part I – Total Cost of Required Services

Please provide the total cost of each scope of the services, the cost in the table below **shall be the same as the breakdown of the above** without the consideration of the cost of additional manpower in his Price Schedule.

Service/Position	Cost (HKD)				
	From 1 September 2023 to 31 August 2024	From 1 September 2024 to 31 August 2025	From 1 September 2025 to 31 August 2026	From 1 September 2026 to 31 August 2027	From 1 September 2027 to 31 August 2028
Cleansing and portering services					
Customer escort service					
Subtotal (Part A)					
Facility Manager (24-hour contact point)					
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift					
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift					
Supervisor (daytime ¹) for Customer Escort Services – A shift					

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Service/Position	Cost (HKD)				
	From 1 September 2023 to 31 August 2024	From 1 September 2024 to 31 August 2025	From 1 September 2025 to 31 August 2026	From 1 September 2026 to 31 August 2027	From 1 September 2027 to 31 August 2028
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift					
Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift					
Operator					
Clerk					
Subtotal (Part B)					
Collection Service of Domestic Waste					
Collection Service of Clinical Waste					

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Service/Position	Cost (HKD)				
	From 1 September 2023 to 31 August 2024	From 1 September 2024 to 31 August 2025	From 1 September 2025 to 31 August 2026	From 1 September 2026 to 31 August 2027	From 1 September 2027 to 31 August 2028
Collection Service Chemical Waste					
Shredding and Disposal Services Confidential Waste					
Collection and Recycling Services of Recyclable Waste					
Subtotal (Parts C, D, E, F & G)					
Pest Control Service					
Subtotal (Part H)					
Total Contractual Value (Parts A, B, C, D, E, F, G & H)					

¹ Definition of daytime refers to within 0700-2300.

² Definition of overnight refers to within 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part J – Pricing Information for Schedule 15 (Innovative Plan and Proposal to Meet CUHKMC’s IFS Services Improvement Needs)

Please be noted that the prices in the table of Part J shall be already **INCLUDED** in the previous parts.

Type of Cost	Set-up Cost (HKD)	Software Cost (HKD)	Hardware Cost (HKD)	Maintenance Cost (HKD)
Automated Cleansing Plan				
Integrated Facility Management System (includes IoT application for Portering)				

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Part K - Pricing for Other Optional Services

1. Pricing for Provision of Additional Manpower for Contingency/ Tightening Infection Control Requirement

(a) From 1 September 2023 to 31 August 2024 (12 Months)

Description of Services	Service Charges Per Man-hour (HKD)
Provision of additional manpower for contingency/ tightening Infection Control Requirement for cleaning service	
Provision of additional manpower for contingency/ tightening Infection Control Requirement for portering service	

(b) From 1 September 2024 to 31 August 2025 (12 Months)

Description of Services	Service Charges Per Man-hour (HKD)
Provision of additional manpower for contingency/ tightening Infection Control Requirement for cleaning service	
Provision of additional manpower for contingency/ tightening Infection Control Requirement for portering service	

(c) From 1 September 2025 to 31 August 2026 (12 Months)

Description of Services	Service Charges Per Man-hour (HKD)
Provision of additional manpower for contingency/ tightening Infection Control Requirement for cleaning service	
Provision of additional manpower for contingency/ tightening Infection Control Requirement for portering service	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(d) From 1 September 2026 to 31 August 2027 (12 Months)

Description of Services	Service Charges Per Man-hour (HKD)
Provision of additional manpower for contingency/ tightening Infection Control Requirement for cleaning service	
Provision of additional manpower for contingency/ tightening Infection Control Requirement for portering service	

(e) From 1 September 2027 to 31 August 2028 (12 Months)

Description of Services	Service Charges Per Man-hour (HKD)
Provision of additional manpower for contingency/ tightening Infection Control Requirement for cleaning service	
Provision of additional manpower for contingency/ tightening Infection Control Requirement for portering service	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

2. Pricing for Special Pest Control Services

(a) From 1 September 2023 to 31 August 2024 (12 Months)

Description of Services	Service Charges Per Job (HKD)
Ants Control	
Cockroaches Control	
Flea Control	
Mosquitoes Control	
Flies and Insects Control	
Rodents Control	
Termites Control	
Snake Control	
Removal of Honeycomb	
Replacement of broken apparatus	
Fogging	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(b) From 1 September 2024 to 31 August 2025 (12 Months)

Description of Services	Service Charges Per Job (HKD)
Ants Control	
Cockroaches Control	
Flea Control	
Mosquitoes Control	
Flies and Insects Control	
Rodents Control	
Termites Control	
Snake Control	
Removal of Honeycomb	
Replacement of broken apparatus	
Fogging	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(c) From 1 September 2025 to 31 August 2026 (12 Months)

Description of Services	Service Charges Per Job (HKD)
Ants Control	
Cockroaches Control	
Flea Control	
Mosquitoes Control	
Flies and Insects Control	
Rodents Control	
Termites Control	
Snake Control	
Removal of Honeycomb	
Replacement of broken apparatus	
Fogging	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(d) From 1 September 2026 to 31 August 2027 (12 Months)

Description of Services	Service Charges Per Job (HKD)
Ants Control	
Cockroaches Control	
Flea Control	
Mosquitoes Control	
Flies and Insects Control	
Rodents Control	
Termites Control	
Snake Control	
Removal of Honeycomb	
Replacement of broken apparatus	
Fogging	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(e) From 1 September 2027 to 31 August 2028 (12 Months)

Description of Services	Service Charges Per Job (HKD)
Ants Control	
Cockroaches Control	
Flea Control	
Mosquitoes Control	
Flies and Insects Control	
Rodents Control	
Termites Control	
Snake Control	
Removal of Honeycomb	
Replacement of broken apparatus	
Fogging	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

3. Pricing for Project Cleansing (as specified in Section 6.2 of Part VI)

(a) From 1 September 2023 to 31 August 2024 (12 Months)

Description of Services	Service Charges Per Job (HKD)
i. Crystallization Maintenance / Polishing Service for Floor Tiles	
ii. Cleansing Service for External Walls and Canopies	

(b) From 1 September 2024 to 31 August 2025 (12 Months)

Description of Services	Service Charges Per Job (HKD)
i. Crystallization Maintenance / Polishing Service for Floor Tiles	
ii. Cleansing Service for External Walls and Canopies	

(c) From 1 September 2025 to 31 August 2026 (12 Months)

Description of Services	Service Charges Per Job (HKD)
i. Crystallization Maintenance / Polishing Service for Floor Tiles	
ii. Cleansing Service for External Walls and Canopies	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(d) From 1 September 2026 to 31 August 2027 (12 Months)

Description of Services	Service Charges Per Job (HKD)
i. Crystallization Maintenance / Polishing Service for Floor Tiles	
ii. Cleansing Service for External Walls and Canopies	

(e) From 1 September 2027 to 31 August 2028 (12 Months)

Description of Services	Service Charges Per Job (HKD)
i. Crystallization Maintenance / Polishing Service for Floor Tiles	
ii. Cleansing Service for External Walls and Canopies	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

4. Pricing for the Innovative Proposal

Other Service Suggested	Charges per Delivery of Service (HKD)
E.g. IoT Application for Cleansing*: -	
<ul style="list-style-type: none"> • Set-up Cost 	
<ul style="list-style-type: none"> • Software Cost 	
<ul style="list-style-type: none"> • Hardware Cost 	
<ul style="list-style-type: none"> • Maintenance Cost 	

**Tenderer can propose the details for the corresponding plan in Schedule 15 (Innovative Proposal to Meet CUHKMC's IFS Services Improvement Needs).*

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 2

Statement of Compliance

We, the Tenderer named below, confirm all Goods/ Services on offer under this Tender (please tick as appropriate):

- confirm all Goods/ Services on offer under this Tender comply with Section 6 (Tender Specifications) of Part VI (Tender Brief); and

- differ from the Tender Specification in the following areas: -

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 3

Company/ Business Organisation Status

Tenderers must provide the followings details to CUHKMC with their Tenders:

- (i) Name and address of the company/business organisation.
- (ii) Length and nature of business experience including without limitation experience in the performance and/ or supply of the services.
- (iii) Shareholders/ partners of the company/ business organization.
- (iv) A copy of its Articles of Association or other documents evidencing its business status.
- (v) Copies of the Organization's Certificates of Incorporation with the companies' registry (if incorporated), its current business registration certificate and its application form for registration of business.
- (vi) Copies of all current licence(s) or permit(s) issued in favour of the Tenderer by the relevant authorities that are required to legally perform and/ or supply the services.
- (vii) Documentary evidence of any agency claimed by the Tenderer in relation to the Tender, whether on a sole or exclusive basis or otherwise.

SCHEDULE 4

Tenderer's Experience

1. Tenderer should provide to CUHKMC with their Tenders a list of a minimum of five (5) clients of the Tenderer (including healthcare setting) for the Tender Subject Matter for the recent 3 years. For each client the following information should be furnished:

- a. Name of client.
- b. Name, address, telephone number and fax number for contact.
- c. Summary of the Tender Brief performed and/ or supplied by the Tenderer and records of past and present serving company or institution supplied by the Tenderer in the following table format.
- d. Reference letter or commendation letter issued by the client in the past 3 years.

Name of client	
Contact person	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Address	
Telephone number	
Fax number	
Serving period	From: _____ To: _____
Contract period	
Contract value (HK\$)	
Description of services	
Reference letter/ appreciation letter attached (mandatory requirement)	Yes / No (<i>*Delete as inappropriate</i>)

Name of client	
Contact person	
Address	
Telephone number	
Fax number	
Serving period	From: _____ To: _____
Contract period	
Contract value (HK\$)	
Description of services	
Reference letter/ appreciation letter attached (mandatory requirement)	Yes / No (<i>*Delete as inappropriate</i>)

Name of client	
----------------	--

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Contact person	
Address	
Telephone number	
Fax number	
Serving period	From: _____ To: _____
Contract period	
Contract value (HK\$)	
Description of services	
Reference letter/ appreciation letter attached (mandatory requirement)	Yes / No (<i>*Delete as inappropriate</i>)

Name of client	
Contact person	
Address	
Telephone number	
Fax number	
Serving period	From: _____ To: _____
Contract period	
Contract value (HK\$)	
Description of services	
Reference letter/ appreciation letter attached (mandatory requirement)	Yes / No (<i>*Delete as inappropriate</i>)

Name of client	
----------------	--

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Contact person	
Address	
Telephone number	
Fax number	
Serving period	From: _____ To: _____
Contract period	
Contract value (HK\$)	
Description of services	
Reference letter/ appreciation letter attached (mandatory requirement)	Yes / No (<i>*Delete as inappropriate</i>)

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

2. Proven track records including experiences in healthcare settings particularly for cleansing and support services for at least 3 years separately for hospital's easy reference. A summary of submission should be provided in the follow table format.

Name of Healthcare Institution	Description of Service	Contract Period (From/ To)	Contract Value (HK\$)	No. of Manpower Deployed to Meet Service Provision	Reference Letter/ Appreciation Letter attached (Yes/ No)

3. Relevant experience, expertise, qualification and training of their managerial and supervisory staff (copies of relevant certificates shall be provided, if any).
Tenderer shall give its consent to its clients for CUHKMC's reference checking upon signing this schedule. And additional pages shall be added if necessary.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 5

Facilities and Equipment to be Provided by CUHKMC

1. Provided that the Successful Tenderer complies with and is not in breach of this Tender, CUHKMC shall provide to the Tenderer without additional charge (unless otherwise provided) during the Term a license to use the following facilities and equipment:
 - i. Facilities
 - Access to designated changing areas and lockers.
 - Storage areas to house the equipment and supplies necessary for the normal day-to-day provision of the Domestic Services.
 - Office space with basic office furniture according to CUHKMC's standard to accommodate the on-site supervisory and management staff of the Successful Tenderer. The office shall only be used by the Successful Tenderer for the provision of the Services hereunder and not otherwise.
 - ii. Equipment, Tools and Materials
 - Toilet paper, paper hand towel, liquid soap, toilet seat cleaner.
 - Wheelchairs and stretchers for transportation of patients.
 - Linen carts and trolleys for linen delivery.
 - Gondola system for external window cleansing of CUHKMC.
 - iii. Personal Protective Equipment (PPE)
 - PPE including gloves, gown/apron, particulate respirator, eye protection and cap.
2. Notwithstanding the following, CUHKMC may in its discretion by notice to the Successful Tenderer vary or reduce the extent of the facilities, equipment and services and the Tenderer shall have no claim against CUHKMC for any such variation or reduction.
3. The Successful Tenderer shall ensure that its staff exercise due care in the use of the equipment and facilities provided. The Contractor shall maintain and replace at its own cost such equipment and facilities save that if any of the equipment or facilities is lost, damaged or destroyed due to the act, omission, misuse, fault, default or negligence of the Tenderer, its employees, agents or contractors, the Tenderer shall promptly notify CUHKMC and shall be responsible for repair or replacement of the same or for the cost of repair or replacement as CUHKMC shall decide in its discretion.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 6

Company's Infrastructure Support and Capital Investment

Except for the facilities and equipment set out in Schedule 5 which shall be provided by CUHKMC to the Successful Tenderer. The Successful Tenderer shall be solely responsible for and shall provide and maintain (where appropriate) at its own cost and expense adequate quantities of all necessary equipment, supplies and materials to perform the Services including but not limited to the items and materials listed in (i) to (iv).

1. All the equipment, chemicals and materials to be used by the Successful Tenderer, if any, in the provision of the Services and any proposed changes are to be subject to prior approval of CUHKMC.
2. The security and safety of all equipment, chemicals and materials to be used by the Tenderer in the provision of the Services shall be the responsibility of the Successful Tenderer.
3. All equipment, chemicals and materials used by the Successful Tenderer, if any, in the provision of the Services shall be safely and securely stored and kept whilst not in use. In particular, all such items shall be locked in public areas.
4. All the equipment, materials and cleansing materials used for the purpose of this Agreement shall comply with appropriate British or equivalent safety and hazard standard applicable to CUHKMC. The type, brand, model and any other details regarding the equipment, materials and cleansing materials to used shall be submitted by the Tenderer and are subject to CUHKMC's approval and acceptance prior to installation and/or use.
5. Tenderers are required to provide full details proposal of capital investment, equipment, facilities, supplies and materials to be used with estimated value including but not limited to the following items: -

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

i. General

	Item Description	Brand & Model No.	Area of Use	Quantity	Cost (HK\$)
1.	Uniforms				
2.	Staff ID card				
3.	Safety Shoes				
4.	(and so on				
5.					

ii. Cleansing Equipment and Chemicals

	Item Description	Brand & Model No.	Area of Use	Quantity	Cost (HK\$)
1	Cleansing equipment (such as vaccum cleaner, carpet cleaner, high-pressure jet, colour-coded cleansing tool, cleaner's trolley...)				
2	Cleansing chemicals and detergents (such as bleach, Antichlor plus, Virex II 256, dishwashing detergent...)				

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

	Item Description	Brand & Model No.	Area of Use	Quantity	Cost (HK\$)
3	Cleansing consumables (such as disposable wipes, flat mops, rubbish bags (black) of all sizes, plastic umbrella bags (short and long sizes)...))				
4	(and so on)				

iii. Materials Transportation

	Item Description	Brand & Model No.	Area of Use	Quantity	Cost (HK\$)
1.	Trolleys for transportation of specimen and drugs				
2.	Trolleys for transportation of medical gas cylinders				
3.	Messenger Trolleys				
4.	Plastic storage boxes				
5.	(and so on.....)				

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

iv. Patient Transportation

	Item Description	Brand & Model No.	Area of Use	Quantity	Cost (HK\$)
1.					
2.					
3.					
4.					
5.					

Remarks:

- Segregated cleaning equipment and tools for different areas must be provided.
- The above proprietary brand names are given only as a guide as to the type of materials to be used and should not be regarded as an exclusive endorsement of any particular product.
- The Tenderer is required to submit a separate Material Safety Data Sheet for all the chemicals listed in this Schedule.
- Please provide additional information on separate sheet and mark the “Tenderer’s Schedule Number” of this Schedule should the space provided be insufficient.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 7

Quality Management and Assurance Programme

1. Tender shall provide and attach the full details of the following with supporting document (if applicable):

A - Quality Management

A1	Hierarchy structure of Quality Management (A simply hierarchy structure to handle quality issue)
A2	Quality assurance program
A3	Proposal of on-site management
A4	Audit plan to ensure the quality level are kept in certain level all the time
A5	Monitoring and reporting mechanism for reporting to CUHKMC
A6	Organization support if any deviation to the quality is found during the tender period
A7	The Successful Tenderer shall provide a managerial contact point (7x24x365) for easy contact by CUHKMC on ad hoc requests and any matter relating to the services

B - Manuals

B1	Procedures & operation manuals of the task to be performed and detailed job description in relating to the required services of this tender
B2	Procedures & operation manuals of the task to be performed and detailed job description particularly to Occupational Safety and Health, work safety and procedures

C – Documentary Proof of ISO Certification or relevant Quality Accreditations

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

2. Tenderer shall confirm compliance to the followings with indication of a tick of each item:

Item	Description	Yes/ No*	Remarks for non-compliance
1.	On a daily basis the Tenderer's supervisor should check the quality of staff's work against the frequencies and quality outcomes set out in the Specification.	Yes/ No*	
2.	Each week the Tenderer's supervisor will complete checklists supplied to him by the Tenderer. These checklists will be selected by the Tenderer or its representative on a random basis for checking.	Yes/ No*	
3.	Without warning the Tenderer or its representative should accompany its supervisor on a monitoring visit to ensure that there is consistency in the standard of marking the pass/ fail ratings.	Yes/ No*	
4.	User departments of CUHKMC/ CUHKMC representative should also be invited to participate in inspections from time to time. It is through contact with them that service may be updated to meet any changing user requirement.	Yes/ No*	
5.	The principle behind quality control is that cleaners should get the service right first time and where they do not, that faults should be rectified and re-checked.	Yes/ No*	
6.	It is also essential that complaints are followed through, rectified short term and in the long term to prevent repetition. A summary on complaints should be submitted to CUHKMC on a monthly basis.	Yes/ No*	
7.	The Tenderer should be required to make monthly quality control reports to CUHKMC. By comparing reports, it is possible to monitor quality improvements or deterioration.	Yes/ No*	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Item	Description	Yes/ No*	Remarks for non-compliance
8.	Customer satisfaction surveys should be conducted by the Tenderer from time to time. Reports on the surveys conducted should be submitted to CUHKMC management at a time agreed by CUHKMC.	Yes/ No*	

**Please delete if appropriate. If "No" is specified, please provide explanations in the "Remarks" column.*

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 8

Staff Qualification, Training and Uniform

Tenderers shall provide and attach details of the following:

1. Qualification and experience of all ranks of on-site staff and off-site management staff (including Curriculum Vitae of staff at supervisor's rank or above).
2. Language proficiency to speak fluent Cantonese of on-site staff.
3. Details of staff training and development plan/ programme.
4. Types of summer/ winter uniform standards and accessories to be supplied to staff (photos shall be attached).
5. Laundering plan for staff uniform.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 9

Emergency Staff Support and Contingency Plan

Tenderers shall provide and attach details of the following:

1. Emergency staff support and contingency plan, including relief staffing, reinforcement during emergencies and accidents such as typhoon, black rainstorm warning, disaster, infectious disease outbreak.
2. Emergency staff mobilization/ deployment plan.
3. Response plans to crisis situations, performance pledge e.g. response time for provision extra or urgent services when requested.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 10

Occupational Safety and Health, Green Management, Risk Management and Safety Plan

1. Tenderer shall provide and attach details of the following:

Initiatives on:

- a. Environmental protection
- b. Occupational safety and health
- c. Green management
- d. Risk management

2. Tenderer is requested to submit with this tender a Safety Plan which shall contain at least the following areas to demonstrate the tenderer's proposal for achieving effective and efficient health and safety for its staff, and for the purpose of tender assessment.

- a. Risk/ hazard Assessment
- b. Safe Inspection
- c. Safety Work Instruction
- d. Accident Reporting and Investigation
- e. Safety Training

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 11

Manpower Plan & Operational Schedule

1. The Tenderer shall be alerted that the mandatory requirement on manpower provision and operational schedule as mentioned in Tender Specifications shall be strictly followed.
2. The Tenderer is required to provide the information of the number of manpower, including reliving staff, assigned in this contract, and other information as follow,

Manpower Allocation Plan (please refer to Section 6.7 in Part VI Tender Brief for details)

Recruitment Plan

Staff Retaining Strategy

Supervising Structure of IFS

Details of Sub-Contractual Work

Training Plan

Operational Schedule

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 12

Transition Plan

For the transit from the current contractor to the new contractor, CUHKMC shall accept no interruption to the services. To achieve this, tenderers are required to propose its transition plan with task to be completed and their milestone dates. The plan shall include, but not limited to, the following key issues:

- Preparation before contract expiry of the existing service contract;
- Detailed proposal on recruitment of staff (including the employment arrangement of the workers from the previous contractor);
- Site handover;
- IFS Services offered immediately after site handover;
- Others (Please specify)

Please provide additional information in separate sheets, if required.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 13

Staff Rules and Grooming Policy

Successful Tenderer shall comply with the Staff Rules and Grooming policy of CUHKMC: -

1. Identification Tags/ Name Badges

- Successful Tenderer's staff are required to wear an identification tag/ name badge while at work. In work event of loss of identification tag, the Tenderer's staff should report this to CUHKMC immediately. A reasonable cost may be charged by CUHKMC for the replacement of the identification tag.

2. Staff Card

- Staff card provided by the Tenderer must be worn for identification at all times unless with clinical considerations.
- It should not be defaced with stickers or altered in any way to change the information on the card.

3. Uniforms

- To meet operational requirements, Successful Tenderer's staff are required to wear tidy and distinguishable full set of uniform (top and trousers, footwear if applicable) whilst at work.
- The working uniform must be clean, neat, tidy and appropriately fit for the employees. It is the responsibility of the staff to take good care of their uniforms and ensure regular cleaning and prompt repair as necessary.
- Visible soiling may present an infection risk and should be changed immediately.
- The Tenderer shall ensure that the uniforms are laundered in bulk by the Successful Tenderer and not by the staff individually.
- Staff should wear working uniform in a professional appearance. Wearing visible or coloured underwear should be avoided.
- Staff wearing short sleeved tops uniform should avoid wearing extra layer of long sleeve underneath, as cuffs at the wrist become heavily contaminated and are likely to come into contact with patients.
- The designated surgical attire that should be worn in the Operating Theatre including the head cover, masks, scrub suit, warm-up jacket, and shoes must be restricted within the Operating Theatre.
- Working uniform should only be worn while on duty and must not be worn for non-work related activities or outside hospital compound.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

3. Mask

- Tenderer’s staff are required to wear qualified surgical mask according to CUHKMC’s requirements.
- Mask should be either on or completely off. They should not be allowed to hang around the neck.
- The masks should be properly worn to completely cover the nose and mouth.

4. Hair

- Hair should be neat and tidy at all times.
- Unkempt hair is not permitted.
- Extreme hairstyles or unnatural hair colours are not permitted.
- Staff working in patient care areas and catering service areas must have their hair either be at a suitable length according to job activity or pulled back and well-secured above shoulder by using hair bands or clips in minimal style.

5. Make-up

- Make-up must not be excessive and should not be a distraction to others.

6. Fragrance

- Recognizing that staff and visitors to the workplace may have sensitivities or allergies to fragrant products, including but not limited to perfumes, colognes, fragrant body lotions or hair products, CUHKMC is a fragrance-free workplace.

7. Nails

- Nails should be clean. Artificial / French decorative nail manicure are not allowed.
- Nails should be trimmed at the shortest length possible as not to interfere with patient care.

8. Jewellery/ Accessories

- Jewellery and adornment such as earrings, rings, necklaces and bracelets of any kinds are not allowed while on duty, except plain wedding ring or; unremovable jade bracelet to be wrapped by water resistant material while on duty.
- Spectacles must be professional looking with frames in minimal style. Colour contact lens is not allowed.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

9. Tattoos

- Visible tattoos are to be discouraged and where present should be appropriately covered.

10. Footwear

- Shoes must be clean, well-maintained and polished.
- Shoes must be appropriate to the work area and to the type of function performed to assure safety and professional appearance. Both black leather or black sports shoes are permitted.
- Closed shoes should be worn to protect from spills and dropped objects, especially in departments where exposure to sharps, blood, and body fluids are at risk, including all mechanical, kitchen and patient care areas.

11. Collections, Advantages and Gifts

- Tenderer’s staff are not allowed to collect, solicit and/or accept money, advantages and gifts from patients, visitors, members of the public, or anyone with whom CUHKMC does or may do business.
- Gifts presented to him on an official occasion should be forwarded to his supervisor for further consideration.

12. Confidentiality of Information

- Unless specially authorised to do so, Tenderer’s staff are not allowed to disclose information obtained in his official capacity to any individual or the public.

13. Conduct

Successful Tenderer’s staff should be courteous and pleasant at all times. The Tenderer shall ensure that their staffs are NOT allowed to commit any of the following acts in CUHKMC in connection with any work carried out under this Contract:

- Arrive late or leave early.
- Enter any area of the Building premises other than those necessary for the performance of the Services.
- Cause wilful damage to CUHKMC’s property or misuse any facilities.
- Gamble, steal, fight or commit any criminal offence.
- Use foul language.
- Be absent without approval or good cause.
- Sleep or consume alcohol whilst on duty.
- Smoke anywhere within CUHKMC compound.
- Be negligent in the performance of his duties.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

- Commit fraud or dishonest acts.
- Refuse to obey a lawful and reasonable order from CUHKMC.
- Not wear full uniform whilst on duty.
- Not comply with the requirements of CUHKMC.
- Solicit or accept any money, gift or advantages from CUHKMC’s staff or members of the public.
- Use the Laundry or anywhere in CUHKMC compound as sleeping quarters or as domestic premises.
- Remain in the Laundry overnight unless with CUHKMC prior approval in writing.
- Place or hang personal belongings (e.g. cloths, handbags or towels) in public areas such as toilet, back staircase and pantry etc.;
- Keep the fireproof doors open during works.

14. Handle with Care

Successful Tenderer’s staff are required to handle all goods with due care.

15. Infection Control

Successful Tenderer must ensure all staff complies with the Infectious Control Standard of CUHKMC especially at the outbreak of infectious diseases.

16. Attendance Register

In order to ensure that the Contractor shall employ sufficient workforce required under the Contract, an attendance register shall be maintained by the Successful Tenderer.

a. The following details are required to be filled in by the Successful Tenderer: -

- location of the site
- date
- name and signature of the supervisor
- name and signature of the workers
- time-in and time-out of the worker

b. The record shall be subject to check by the Contractor or his representative daily and upon the completing of each periodic service. It shall be presented to CUHKMC’s Representative for checking as and when required.

Person Authorized to Sign Tender	
Name of Company:	Name and Title:
Tel:	E-mail:
Signature:	Company Chop:
Date:	

SCHEDULE 14
Guaranteed Wages for Tenderer's Employees Paid by the Tenderer

Tenderer is requested to provide the monthly/hourly wage and working hours it is prepared to offer to employ the staff for the delivery of the Services for the contract period.

(1) For 1 September 2023 – 31 August 2024

<i>(A) Management Staff</i>						
Position	Basic Monthly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Facility Manager (24-hour contact point)						
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift						
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift						
Supervisor (daytime ¹) for Customer Escort Services – A shift						
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift						

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift						
Operator						
Clerk						
(B) Cleansing, Waste Management, Patient & Material Transportation, Customer Escort						
Position	Basic Hourly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Workman (daytime ¹) - A shift						
Workman (daytime ¹) - P shift						
Workman (overnight ²) N shift						
Customer service ambassador (daytime ¹) - A shift						

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(2) For 1 September 2024 – 31 August 2025

(A) Management Staff						
Position	Basic Monthly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Facility Manager (24-hour contact point)						
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift						
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift						
Supervisor (daytime ¹) for Customer Escort Services – A shift						
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift						

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift						
Operator						
Clerk						
(B) Cleansing, Waste Management, Patient & Material Transportation, Customer Escort						
Position	Basic Hourly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Workman (daytime ¹) - A shift						
Workman (daytime ¹) - P shift						
Workman (overnight ²) N shift						
Customer service ambassador (daytime ¹) - A shift						

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(3) For 1 September 2025 – 31 August 2026

(A) Management Staff						
Position	Basic Monthly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Facility Manager (24-hour contact point)						
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift						
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift						
Supervisor (daytime ¹) for Customer Escort Services – A shift						
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift						

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift						
Operator						
Clerk						
<i>(B) Cleansing, Waste Management, Patient & Material Transportation, Customer Escort</i>						
Position	Basic Hourly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Workman (daytime ¹) - A shift						
Workman (daytime ¹) - P shift						
Workman (overnight ²) N shift						
Customer service ambassador (daytime ¹) - A shift						

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(4) For 1 September 2026 – 31 August 2027

(A) Management Staff						
Position	Basic Monthly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Facility Manager (24-hour contact point)						
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift						
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift						
Supervisor (daytime ¹) for Customer Escort Services – A shift						
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift						

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift						
Operator						
Clerk						

(B) Cleansing, Waste Management, Patient & Material Transportation, Customer Escort

Position	Basic Hourly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Workman (daytime ¹) - A shift						
Workman (daytime ¹) - P shift						
Workman (overnight ²) N shift						
Customer service ambassador (daytime ¹) - A shift						

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

(5) For 1 September 2027 – 31 August 2028

(A) Management Staff						
Position	Basic Monthly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Facility Manager (24-hour contact point)						
Supervisor (daytime ¹) for Cleansing & Domestic Services – A shift						
Supervisor (daytime ¹) for Patient & Material Transportation Services – A shift						
Supervisor (daytime ¹) for Customer Escort Services – A shift						
Supervisor (daytime ¹) for Cleansing & Domestic Services and Patient & Material Transportation Services – P shift						

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Supervisor (overnight ²) for Cleansing & Domestic Services and Patient & Material Transportation Services – N shift						
Operator						
Clerk						

(B) Cleansing, Waste Management, Patient & Material Transportation, Customer Escort

Position	Basic Hourly Wages (HKD)	Working Hours Per Day (hr)	Working Days Per Week (day)	Wages included Paid Rest Day (Yes/No)	Wages included Paid Meal Hours (Yes/No)	Meal Break Duration (hr)
Workman (daytime ¹) - A shift						
Workman (daytime ¹) - P shift						
Workman (overnight ²) N shift						
Customer service ambassador (daytime ¹) - A shift						

¹ Definition of daytime refers to **within** 0700-2300.

² Definition of overnight refers to **within** 2300-0700.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Mandatory Requirements

1. The initial Statutory Minimum Wage (“SMW”) rate at \$37.5 per hour has come into force on 1 May 2019. Tenderer whose service contracts engaging mainly non- skilled staff after 1 May, 2011 must undertake to set the monthly wages under the relevant service contracts by making reference to the prevailing SMW rate plus rest days and meal break or the average monthly wage of equivalent/ similar posts in equivalent/ similar trade/ industry as published in the December 2010 edition of the Census & Statistics Department Quarterly Report of Wage and Payroll Statistics (“Average Monthly Wage”), if applicable and whichever is the higher, at any time during the Term. The proposed monthly wages for each post as mentioned above shall not be less than the Average Monthly Wage or the minimum monthly wage calculated based on the SMW and on the basis of 31 days (27 working days plus 4 paid rest days) per month and 8 normal hours of work per day.
2. If the proposed monthly wage offered by the Tenderer is less than the Average Monthly Wage, such wage will be deemed to be not less than the Average Monthly Wage for the purpose of evaluation of its Tender Submission. Such presumption will be revoked immediately if the Tenderer fails to confirm its abidance by the Average Monthly Wage upon request by the Hospital Representative at any time before the Contract is awarded. If the Tenderer offers an amount higher than the Average Monthly Wage in subsequent clarification in writing, its Tender Submission will only be assessed on the basis that the monthly wage offered by the Tenderer is same as the Average Monthly Wage. However, the higher wage offered by this Tenderer shall become binding if the Contract is subsequently awarded to this Tenderer.
3. Though the SMW level will be reviewed at least once every two years, CUHKMC would provide no top-up in the subsequent SMW rate review adjustment exercises hence the Tenderer must take into account the possible impact of the subsequent SMW reviews on wage costs in future.
4. In the event when there are upward changes in the minimum wage level when the Contract is awarded and prior to the commencement of the Contract, the Contractor shall agree to adjust the wage levels to not lower than the statutory minimum wage level plus paid rest days or the Average Monthly Wage, if applicable and whichever is the higher. No adjustment is required should there is downward change in the minimum wage level.

Note: During the Term, the monthly wage payable to each non-skilled staff shall not be less than (i) the monthly wage committed by the Tenderer; or (ii) any adjusted wage level brought about by future revisions of the SMW plus paid rest days and paid meal break, or (iii) the Average Monthly Wage, if applicable and whichever is the higher.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 15

Innovative Plan and Proposal to Meet CUHKMC's IFS Services Improvement Needs

Tenderer is required to propose an innovative plan for using automated method or equipment to facilitate cleaning service, and to develop an Integrated Facility Management system with jobs dispatch and staff location checking functions for patient & material transportation service to enhance efficient, reliability and safety of operation.

A. Innovative Plan - Automated Cleansing Method/Plan

	Items	Details
1.	Name of the system/ equipment	
2.	Function of the system	
3.	Equipment's information and quantity required	
4.	Advantages of the system (e.g. manpower saved)	
5.	Maintenance cost	
6.	Others	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

B. Innovative Plan - Integrated Facility Management System* (includes IoT application and inspection programme for Cleansing and Portering services)

	Items	Details
1.	Name of the system/ equipment	
2.	Function of the system	
3.	Equipment's information and quantity required	
4.	Advantages of the system (e.g. manpower saved)	
5.	Maintenance cost	
6.	Others	

**Please disclose pricing information for the above Innovative Plan in part J of the Price Schedule (Schedule 1)/ The disclosed pricing should be embedded in the Unit Price in part A & B, and total cost in part J.*

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

C. Innovative Proposal to Meet CUHKMC’s IFS Services Improvement Needs

Tenderer shall submit the below information:

Provision of innovation technology or idea(s) to meet hospital’s IFS services improvement needs, if any should be specified. The “innovative technology or idea(s)” include:

- (a) Technology related innovation, meaning the use of new technology or innovative application of existing technology
- (b) Suggestions that are directly relevant to the services and are considered effective and practicable in improving service delivery or operations will be given marks for innovation. Their benefits/positive values may be reflected in terms of:
 - i. Economical use of resources e.g. electricity, water
 - ii. Saving of manpower resources
 - iii. Higher operational efficiency/ performance reliability
 - iv. Shortening of gearing-up period
 - v. Better service quality
 - vi. Improved or greater flexibility to adapt to operational changes
 - vii. Boosting of staff morale / user satisfaction/ service utilization, etc.
- (c) Technology’s information and estimated quantity
- (d) Please disclose the eestimated costs, including setting up and maintenance costs for the above Innovative Proposal in the Price Schedule (Schedule 1).

Tenderers may be requested to provide supporting documents or a demonstration to prove the practicability of their innovative suggestions. All proposed innovative suggestions will be assessed on the basis of the information provided in the tender submissions and factual supporting documents (e.g. test reports/ certificates) provided by the Tenderers upon request by CUHKMC. The supporting documents and/or demonstration serve as a means to enable CUHKMC to have a better understanding of the innovative suggestions proposed by the Tenderers. During the demonstration, Tenderers are also not allowed to provide additional information not contained in the original tenderer submission.

Please provide additional information in separate sheets, if required.

Person Authorized to Sign Tender	
Name of Company:	Name and Title:
_____	_____
Tel:	E-mail:
_____	_____
Signature:	Company Chop:
_____	_____
Date:	

SCHEDULE 16

Details of Infection Control Measures

Tenderer is required to provide infection control measures in this schedule, such as details of infection control procedure guideline and infection control training record.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 17

Compliance of Infection Control Checklist

CUHKMC has drawn up an infection control compliance checklist as a risk management programme for the Successful Tenderer to safeguard the safety and health of the Successful Tenderer's employees. This will renew from time to time by CUHKMC.

Please indicate the compliance by putting a "√" on the appropriate box.

Item	Infection Control Checklist	Yes	No*	N/ A	Remarks
1.	Other staff should receive basic infection control training, refresher or right-on-time training as requested by CUHKMC. Training records should be kept by their supervisors and produced upon request.				
2.	Other staff should follow CUHKMC Response Level for health advice and enhanced infection control measures.				
3.	Other staff are not allowed to work in the high-risk patient areas unless with mutual consent in special circumstances (such as emergency situations requiring tenderers' assistance).				
4.	Other staff should maintain good personal hygiene (e.g. wash their hands before eating or serving food, after touching eyes, nose, mouth, and after using the toilet etc.)				

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Item	Infection Control Checklist	Yes	No*	N/ A	Remarks
5.	Other staff should follow CUHKMC guidelines and practice hand hygiene during their work, including before and after contacting the patient, after contacting the contaminated environment/ equipment/ wastes, and before entry and exit the patient care areas/ wards, and when hands are visibly soiled.				
6.	Other staff should keep their uniform/ working clothes cleaned and neat.				
7.	Other staff should follow standard precautions at all times and apply the transmission-based precautions (i.e. contact, droplet, or airborne precautions) according to the precautions signs or as instructed by the supervisors/ hospital staff.				
8.	Other staff who are required to use personal protective equipment (PPE) should be trained on how and when to use the PPE, including surgical mask, N95 respirator, eye protection, disposable gloves and gown.				
9.	Supervisors should conduct N95 respirator fit tests for all new joiners prior to onboard, while the model is subject to CUHKMC standard requirement.				
10.	Other staff should maintain good environmental hygiene. Equipment/ tools should be properly cleaned and/ or disinfected after use.				

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Item	Infection Control Checklist	Yes	No*	N/ A	Remarks
11.	Other staff should report any symptoms of fever, chills, unexplained muscle aches, sore throat, running nose, cough, chest infection, shortness of breath, diarrhoea, vomiting and rashes to their supervisors before commencing duty, and seek medical attention immediately.				
12.	Supervisors should keep records of body temperature, sickness and other infectious diseases of their workers (e.g. chickenpox, hand-foot-mouth disease, etc.) and report to CUHKMC infection control team promptly for any necessary actions.				
13.	Supervisor should record the duty rosters and work locations of other workers and document incident reporting with proper time logs and produce without delay upon request by CUHKMC.				

Remarks:

- i. "Other staff" means Contractors/ Sub-contractors/ Term Contractors and their employees working in CUHKMC.
- ii. If the "No" box is ticked, please provide explanations at the "Remarks" column, and provide course of action.
- iii. PPE guidelines as stated in Appendix 3.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 18

Declaration on Convictions to Hong Kong Ordinance

I, (Name of Company responsible, Title) hereby declared on (Date) that my company (Name of Company) has convicted/ not convicted to the following Ordinance within a five (5)-year period immediately preceding the tender closing date.

Item	Ordinance	Content	Please "√" where appropriate		Details of Conviction
			No Conviction	Conviction (No. of times)	
1.	Employment Ordinance (Cap. 57) and Employers Compensation Ordinance (Cap. 282)	Any convictions which individually carry maximum fines corresponding to Level 5 or higher within the meaning of Schedule 8 to the Criminal Procedure Ordinance			
2.	Immigration Ordinance (Cap. 115) Section 17I(1)	Offence to be employer of a person who is not lawfully employable			
3.	Immigration Ordinance (Cap. 115) Section 41 and (Cap. 221) Section 89	Offence of aiding and abetting another person to breach his condition of stay			
4.	Immigration Ordinance (Cap. 115) Section 38A(4)	Offence of the construction site controller if a person not lawfully employable takes employment on a construction site.			

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Item	Ordinance	Content	Please “√” where appropriate		Details of Conviction
			No Conviction	Conviction (No. of times)	
5.	Mandatory Provident Fund Schemes Ordinance (Cap 485)	Section 7 (employer to arrange for employees to become Scheme members), Section 7A (employer and relevant employees required to contribute to registered scheme) and section 43E (making false or misleading statement)			
6.	Minimum Wage Ordinance (Cap 608)	Offence to be employer of a person who fails to pay minimum wage amounts to a breach of the wage provisions and wilfully and without reasonable excuse fails to pay wages to an employee when it becomes due.			

Remarks:

- i. Tenderer shall note that this declaration is a mandatory requirement for the tender assessment. The information contained above shall be correct and genuine, if the Tenderer is subsequently found to have made a false declaration, the Tender will not be considered and the contract awarded will be terminated.
- ii. The Successful Tenderer shall report this declaration to CUHKMC in every six (6) months’ interval throughout the contract period.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 19

(Supplementary Notes on ‘Declaration on Convictions to Hong Kong Ordinances’)

1. For the purpose of tender evaluation, if the Tenderer concerned has obtained any conviction under the relevant sections of the Ordinances mentioned in this Declaration form (hereinafter referred to “relevant Ordinances”), its Tender offer shall not be considered for a period of five (5) years from the date of conviction.
2. Convictions will be counted irrespective of whether they are obtained in respect of a government or private contract and irrespective of the type of services offered under the contract. Convictions will be counted by the number of summonses convicted.
3. Conviction under appeal or review should still be counted for the purpose of tender evaluation until it is quashed by the Court.
4. CUHKMC will not consider the Tender further or terminate the Contract if the Tenderer or Successful Tenderer is subsequently found to have made a false declaration at the tendering stage.
5. If the Tenderer is a partnership or an unincorporated joint venture or incorporated joint venture, the Tender will not be considered if any participant of the partnership or unincorporated joint venture or shareholder of the incorporated joint venture has obtained any conviction under the relevant Ordinances during the period mentioned in paragraph 1 above. In the present context, shareholder or participant means the company holding the share or participating in the partnership or unincorporated joint venture.
6. Tenderer shall note that convictions under the relevant Ordinances after the tender closing date will be taken into account. That is, if a Tenderer, to whom the Contract is intended to be awarded after tender evaluation, has obtained any conviction under the relevant Ordinances before the letter of acceptance of the offer is issued, CUHKMC will not award the contract to the concerned Tenderer.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 21

Non-Collusion Certificate

We certify that this is a bona fide tender, and that we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangements with any other person. We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this Tender any of the following acts:

- (a) Communicate to any person other than the person calling for those Tenders the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender was necessary to obtain insurance premium quotations required for the preparation of the Tender;
- (b) Enter into agreements or arrangements with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted;
- (c) Offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done in relation to any other tender or proposed Tender any act or thing of the sort described above.

In this certificate, the word “person” includes any person and anybody or association, corporation or unincorporated, and “any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

We expressly acknowledge and agree that, without prejudice to any other rights of CUHKMC, if this certification is in anyway incorrect, or becomes incorrect prior to the award of this Tender, CUHKMC may:

- (i) disqualify our Tender from consideration;
- (ii) withdraw any confirmation of award of tender already made, without penalty or liability;
- (iii) disqualify us, our holding company and subsidiaries from participation in any future tenders issued by CUHKMC for such period as CUHKMC may in its entire discretion consider appropriate;
- (iv) take such other actions, including reporting us to the government or regulatory authorities in Hong Kong or elsewhere, as CUHKMC considers appropriate.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 22

KPI of Input-based Pricing Model

The Tenderer shall read and check for the compliance of the KPI as stated below. Amendment or recommendation of the KPI shall be suggested for CUHKMC's consideration if "No" is replied. Additional page can be added by the Tenderer to make recommendation on any change.

Description	Key Performance Indicator	Compliance (Yes/No)
1. Complaints	a) ≤ four (4) hours report to CUHKMC Representative b) ≤ two (2) complaints every month	
2. Incidents	a) ≤ four (4) hours report to CUHKMC Representative b) Investigation reports to be submitted ≤ two (2) working days	
3. Injury on Duty	a) ≤ four (4) hours report to CUHKMC Representative b) Investigation reports to be submitted ≤ two (2) working days	
4. Scheduled tasks	≥ ninety-five percent (95%) completion of the scheduled service according to service requirements	
5. Non-scheduled tasks (Portering) – Urgent request	Urgent request: ≥ ninety-five percent (95%) of total urgent requests attended within 10 minutes	
6. Non-scheduled tasks (Portering) - Non-urgent request	Non-urgent request: ≥ ninety percent (90%) of total non-urgent requests attended within 20 minutes	
7. Joint Inspection	≥ eighty-five percent (85%) satisfactory results in joint inspection round	

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

Description	Key Performance Indicator	Compliance (Yes/No)
8. Work Performance	≤ four (4) cases of violations of hospital guideline or under performance of requirements in daily operation per month	
9. Staff Behaviour and Grooming	≤ two (2) cases of violations of staff rule and grooming policy per month	
10. Extreme Weather Management	Conduct full hospital patrol and apply preventive measure with report before and after each typhoon	
11. Manpower	Provision of at least ninety percent (90%) of the required manpower	
12. Annual User Satisfaction	Satisfaction rate ≥ eighty-five percent (85%)	
13. Property and Equipment	a) ≤ four (4) hours report to CUHKMC Representative if any damage or non-serviceable of any CUHKMC's property or equipment found b) Investigation reports to be submitted ≤ two (2) working days	

CUHKMC reserves the right to terminate the contract with cumulative failure of the above more than six (6) times over consecutive six (6) months, for the above KPI measures if all of them can be complied.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 23

Cleansing Report Template (With reference to Appendix 10)

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 24

Insurance

Tenderers must indicate the name of the insurance company and whether it is able to take over insurance policy in compliance with Clause 19 of Part III.

Specifically, for the insurance policy under Clause 19 of Part III, the Tenderer must indicate whether the insurance policy covers claim against it arising at common law with a liability limit on an unlimited liability basis.

The Name of Insurance Company:
Contact Person:
Contact Telephone No. & Fax. No.:
Contact Email Address:
Address:
Liability Limit for Insurance Policy under Clause 19 of Part III:

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 25

Declaration of Conflict of Interest by Tenderer

The Tenderer, hereby declares and represents that, having made all reasonable enquiries, either: -

- (a) none of the Tenderer and the Related Persons (as defined below) have any known actual, apparent, potential or perceived conflicts of interest that will, or might arise in respect of the Tenderer, the Tender Submission, the provision of the Services or the performance of the obligations under the Contract (if awarded to the Tenderer); or
- (b) the Tenderer has in this Declaration declared all such actual, apparent, potential or perceived conflicts to the Authority.

The Tender represents that, having made all reasonable enquiries, the following represents all of its actual apparent, potential or perceived conflicts of interest in respect of the Tender, the Tender Submission, the provision of the Services or the performance of the obligations under the Contract (if awarded to the Tenderer): -

(List any conflict details of state “Nil Conflicts”)

The Tender undertakes to advise the Authority in writing and keep the Authority advised of any actual, apparent, potential or perceived conflict of interest which the Tenderer or any Related Persons may have in respect of the Tender, the Tender Submission, the provision of the Services or the performance of the obligations under the Contract (if awarded to the Tenderer) (including all or any facts which may reasonably be considered to give rise to conflict of interest) immediately upon becoming aware of the same.

“Related Persons” means: -

- (a) the directors, employees, agents and sub-contractors of the Tenderer (and if the Tenderer is a partnership, any of the members/ partners of that partnership) who are or will be involved in the Tender, the Tender Submission, the provision of the Services or the performance of the obligations under the Contract (if awarded to the Tenderer); and

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

- (b) any person or entity (i) which has control, directly or indirectly, over the Tenderer; (ii) which is controlled, directly or indirectly, by the Tenderer; or (iii) which is controlled by, or has controlled over, a person/ entity referred to in paragraphs (i) or (ii). For the purposes of this Declaration, “control” means:
 - (aa) the possession by one person, directly or indirectly (through one or more intermediaries) of the power (whether holding office as director or otherwise) to affect, secure, direct and/ or cause the direction of the management, affairs or policies of another person;
 - (bb) with respect to a corporation, partnership or other body corporate, such power in (aa) may be evidenced by (but is not limited to) that person: (i) holding shares or interests or possessing voting power in or in relation to that or any other person such as, but not limited to, the right to exercise, directly or indirectly, more than fifty percent (50%) of the other body corporate; and/ or (ii) having powers conferred on that person by any constitution, memorandum or articles of association, partnership, agreement or arrangement) whether legally enforceable or not); and
- (c) (i) any member of a partnership in which the Tenderer is a member of (ii) any company one or more of whose Directors is in common with one or more of the Directors of the Tenderer.

“Conflicts of interest” shall include (but are not limited to) (a) any situation where the personal, financial, commercial or other interest of the Tenderer or any of its Related Persons, conflict or compete, or maybe expected to conflict or compete, with the Tenderer’s duties to CUHKMC under the Tender; and (b) any situation where the Tenderer or any it its Related Persons may have any personal, financial, commercial or other interests in any potential service, advice, proposals or recommendations made or which may be made by the Tenderer under the Contract.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 26

Security Requirement Compliance Table

(The template can be found near the end of CUHKMC IT Security Requirements listed in Appendix 19)

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

SCHEDULE 27

Personal Data (Privacy) (Amendment) Ordinance

The new provisions on data processors under the Amendment Ordinance had come into effect on 1 October 2012 and as such, I/we certify the following:

- a. I shall/We will and shall/will procure my/our employees, agents or representatives to comply with the provisions of the Personal Data (Privacy) Ordinance (the “Ordinance”) (including any amendments thereon from time to time), and any applicable codes of practice, guidance notes or regulations in the handling of personal data (as defined in the Ordinance from time to time) (“Personal Data”) collected by and provided to me/us for the purpose of this Tender/Agreement.
- b. I/We shall not keep Personal Data longer than is necessary for the fulfilment of the purpose (including any directly related purpose) for which the same are or to be used. I shall/we will:
 - i. return, destroy or permanently erase all such Personal Data;
 - ii. destroy or permanently erase all copies of such Personal Data made by me/us; and
 - iii. use all reasonable endeavors to ensure that anyone who has received any such Personal Data destroys or permanently erases such Personal Data and any copies made by it or him,in each case, save to the extent that I am/we or the recipients are required to retain any such Personal Data by any applicable law, rule or regulation or by any competent judicial, governmental, supervisory or regulatory body.
- c. I shall/We will take all practical steps and have in place and maintain appropriate security measures to prevent unauthorized or accidental access, processing erasure, loss or use of Personal Data collected by or transferred to it having particular regard to:
 - i. the kind of Personal Data and the harm that could result if any of those things should occur;
 - ii. the physical location where the Personal Data are stored;
 - iii. any security measures incorporated (whether by automated means or otherwise) into any Goods in which the Personal Data are stored;
 - iv. any measures taken for ensuring the integrity, prudence and competence of persons having access to Personal Data; and
 - v. any measures taken for ensuring the secure transmission of Personal Data.

Person Authorized to Sign Tender

Name of Company:

Name and Title:

Tel:

E-mail:

Signature:

Company Chop:

Date:

APPENDIXES

Appendix 1	Layout Plan of CUHKMC
Appendix 2	Equipment and Systems Provided by CUHKMC
Appendix 3	Personal Protective Equipment Guideline
Appendix 4	Cleansing and Housekeeping Services Standards
Appendix 5	Items Description
Appendix 6	Definition of High Touch Areas (HTA)
Appendix 7	Ward Cleansing & Domestic Service Responsibilities
Appendix 8	Cleansing Method for Area with Carpet
Appendix 9	Project Cleansing
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Appendix 12	Catering Cleansing and Meal Delivery Service Standards
Appendix 13	Beverages Service and Conference Set-up
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Appendix 15	List of Emergency Responses
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Layout Plan of CUHKMC

This part is only available for viewing after signing the Confidentiality Non- Disclosure Agreement with CUHKMC.

Equipment and Systems Provided by CUHKMC

- Wheelchairs and stretchers for transportation of patients
- Linen carts and trolleys for linen delivery
- Trolleys for delivery of medical records
- Meal trolleys for catering delivery
- Gondola system for external window cleansing of CUHKMC
- Self-propelled elevating platform
- Twin mast aerial work platform
- Pneumatic tube
- Boxveyor system
- ARCS system (Refuse chute)
- IT infrastructure: Ultra-wideband

Personal Protective Equipment Guideline

There is different PPE for infection control purpose, including gloves, gowns/ aprons, mask and respirator, eye protection, cap and footwear.

1. Gloves

- 1.1 Do not wear gloves routinely and indiscriminately as it gives staff a false sense of security leading to decrease in hand hygiene frequency.
- 1.2 Wear gloves if in contact with blood, body fluids, secretions, excretions, mucous membrane and non-intact skin, or items that are contaminated by these materials.
- 1.3 Gloves are not required for routine patient/ resident care activities in which contact is limited to touching the patient/ resident's intact skin.
- 1.4 Put on gloves immediately before the task or procedure and then removed promptly after use.
- 1.5 Change gloves between patients or between procedures performed on dirty and clean body sites in the same patient.
- 1.6 Do not wash, disinfect or reuse worn gloves.

2. Gown/ Apron

- 2.1 Do not use gown routinely.
- 2.2 Wear gowns when:
 - a. anticipating contamination by blood, body fluid, secretion or excretion during procedure to protect the skin and working clothes of the healthcare staff.
 - b. having substantial contact, for examples, bathing, position turning with patients infected or colonized with epidemiologically important microorganisms, e.g. VRE
- 2.3 Select gowns according to the amount of fluid encountered to ensure adequate protection.
- 2.4 Discard the disposable gown and send the linen gown for laundering after each patient use.
- 2.5 Aprons may be used as an alternative, when its protection is sufficient.
- 2.6 Steps for apron removal:
 - a. Unfasten the tie at waist with ungloved/ clean hand
 - b. Break the tie at the neck gently
 - c. Pull away the apron from the neck, touching inside of the apron only
 - d. Turn the apron inside out
 - e. Fold or roll the apron into a bundle, discard it and then perform hand hygiene.

3. Surgical Mask

- 3.1 Wear a surgical mask when blood, body fluid, secretion or excretion splashing procedure is anticipated and when approaching within one metre of patients on droplet precaution.

4. Particulate Respirator

- 4.1 Use particulate respirator, for example, N95 respirator for Airborne Precautions which can filter out the airborne contaminants.
- 4.2 Do not use a respirator with exhalation valves in healthcare setting.
- 4.3 Staff should utilize appropriate procedure to select the appropriate respirator size and type that fits well to ensure adequate protection. The respirator wearer needs to perform the seal-check before each entry into the airborne isolation areas.
- 4.4 Wear respirator according to the manufacturers' recommendation.
- 4.5 Method of removal should be adhered to in accordance to the manufacturer's recommendation.

5. Eye Protection

- 5.1 Eye protection is necessary when splashing of blood, body fluid, secretion or excretion is likely.
- 5.2 It shall be comfortable and allows for sufficient peripheral vision. Appropriately fitted, indirectly-vented or non-vented goggles with anti-fog coating are preferred for infection control purpose. Goggles must fit snugly, particularly from the corners of the eye across the brows. While highly effective as eye protection, goggles do not provide splash or spray protection to other parts of the face.
- 5.3 To provide further protection to other facial areas, use face shields as alternative to goggles. A face shield shall have crown and chin protection and wrap around the face to the point of the ear, which reduces the likelihood that a splash could go around the edge of the shield and reach the eyes. Disposable face shields with light weight films attaching to surgical masks or fitting loosely around the face shall not be relied upon as optimal protection.
- 5.4 Removal of eye protection.

6. Cap

- 6.1 Use a disposable, waterproof cap of an appropriate size which completely covers the hair when splashes of blood and body fluids are expected.
- 6.2 Removal of a cap: Slide fingers of the ungloved hands into the inside of the cap near earlobes of head, lift the cap up, fold it inside out, discard it and then perform hand hygiene.

7. Footwear

- 7.1 Use boots when gross foot contamination by blood or body fluid is anticipated, for examples, during the orthopaedic surgery.

8. Removing PPE

- 8.1 Careful gowning down is crucial in avoiding contamination. Do not gown down together in close proximity to another person.
- 8.2 Remove PPE in a manner that prevents self-contamination or self-inoculation with contaminated PPE or hands.
- 8.3 Remove PPE either in the anteroom, or if there is no anteroom, make sure that neither the environment outside the isolation room/ area nor other persons can get contaminated.
- 8.4 Suggested sequence of PPE removal:
 - a. Remove gloves
 - b. Perform hand hygiene
 - c. Remove gown
 - d. Perform hand hygiene
 - e. Remove disposable cap and eye protection
 - f. Perform hand hygiene (optional)
 - g. Remove mask/ respirator
 - h. Perform hand hygiene

Cleansing and Housekeeping Services Standards

This part provides the Successful Tenderer with the cleaning frequencies and outcome standards required by CUHKMC for the environmental cleansing and support services under this Contract.

1. Floors

For all floor cleaning procedures cleaning in progress signs are to be displayed in a prominent position.

1.1 Suction Clean

The removal of loose soil from hard floors or carpets using a dry suction machine. This process includes the entire floor surface, floor edges, corners, underneath furniture, stairs and indentations in floors e.g. lift grooves.

Standard

In patient areas, only dry suction machines complying with BS 5415 filtration standard (or equivalent) shall be used. The entire floor surface shall be dust and litter free at the end of the cleaning process.

1.2 Dust Control

The use of antistatic synthetic mops or disposable mops to remove dust and soil from hard floor surfaces, stairs, floor edges, corners and underneath furniture. This system may be used as an alternative to or in conjunction with dry suction cleaning under 1.1 above.

Standard

Under no circumstances shall sweeping brushes be used in CUHKMC as they spread rather than collect dust. Dust control mops shall be used in a manner to contain and not spread dust. At the end of cleaning, the entire floor shall be clean, dry and free from soil, dust and litter. Mop heads shall be vacuumed, machine washed and dried daily after use, or changed (if disposable).

1.3 Damp Mop - Hard Floors

Using an appropriate colour-coded mopping system and neutral detergent (in correct dilution) to remove soil and spillage from hard floors, floor edges, corners, underneath furniture, stairs and lifts. During cleaning, mops must be wrung out so that the floor will be damp rather than very wet during cleaning. The cleaning solution shall be changed regularly.

It is unnecessary to use a disinfectant or hypochlorite solution for floor cleaning unless specifically required by CUHKMC's infection control policy such as the removal of human spillage.

Standard

After the mopping process, the floor surface shall be clean, free from soil, odour, dust and smears, and safe to walk on. The floor shall be damp and not wet.

1.4 Spot Mop - Hard Floors

Using the method under 1.3 above, this is a system for returning floors, stairs and lifts to a clean state in the quickest possible time. It involves cleaning small areas of soiled floor rather than the complete surface, and for removing specific spillage. Spillage and soiled areas shall be attended to immediately. Regular checking shall be carried out throughout the day.

Standard

A clean floor surface, free from soil, odour, dust and smears, and safe to walk on once spot mopping is completed. The corresponding staff shall immediately respond to accidents and spillage.

1.5 Spray Clean - Hard Floors

This is a system which allows for cleaning and polishing the floor at the same time. A prepared floor maintenance solution in a hand spray is used to spray a small section of the floor. A high-speed floor polishing machine, fitted with an appropriate spray cleaning pad is passed over the floor surface until a clean, dry and acceptable finish is achieved. Any heavy spillage or chewing gum must be removed from the floor before spray cleaning.

Unless the polishing machine used has a dry suction attachment, it will be necessary to dry suction clean or dust control the floor afterwards.

Spray cleaning is only to be carried out on non-porous floors such as PVC. It is unsuitable for floors such as stone and quarry tiles.

Standard

A clean scuff-free floor surface with a non-slip shine. Floors, edges and corners are required to be clean and free from polish build up. Clean floor pads, handsprays and fresh detergent solution to be used for each cleaning session.

1.6 Scrub/ Re-polishing - Hard Floors

The periodic deep cleaning of a floor surface to remove any ingrained dirt, marks and, where used, polish from the floor, floor edges and corners. Safety precautions must be followed in scrubbing and re-polishing.

For scrubbing the floor, a standard speed mechanical scrubbing machine fitted with a scrubbing brush or green nylon floor pad (black shall only be used for problem areas) shall be used.

Special attention shall be given to uneven floor surfaces, edges and corners, where an edging tool will assist. When scrubbing and drying floors, the use of a combined scrubbing/ drying machine in open areas (e.g. corridors) will save labour, where water-based floor polish has been used.

In areas where polish has been allowed to build up, the procedure needs to be repeated until the floor is clean and polish free. A wet suction floor machine is used to remove the cleaning solution from the floor. In areas where access is difficult, a deck scrub or pressure washer may need to be used, followed by a wet suction machine. Where an alkaline stripper has been used, the floor shall be neutralised.

On a floor which requires polish, the surface shall be ensured dry. Allow each coat of wax (3 coats) dry. The polish applicator or mop shall be clean. Avoid over application of polish especially along floor edges which can lead to future polish build up. It is not usual to apply floor polish to floors in sanitary areas.

Standard

A thoroughly clean, polish-build, dry, non-slippery floor, including edges and corners. All ingrained dirt and odour shall be removed. Where polish is applied, the surface shall be even and bubble free.

1.7 Spot Clean - Soft Floors

The regular removal of spillage and stains from carpets as soon as they occur or, as soon afterwards as possible.

Standard

Prompt response to spillage to reduce stain and odour to minimum level. Carpets shall be maintained to a clean standard on daily basis, with using the appropriate chemicals and stain removing agents. Worn and badly treated carpets will adversely affect the outcome standard.

1.8 Check Clean - Soft Floors

The removal of litter and soil from a carpet which has been heavily used, returning it to the clean state as quickly as possible. Bonnet buffing may also be used as a quick surface maintenance technique in addition to dry suction cleaning.

Standard

Following soiling or heavy use, the carpet surface to be returned quickly to a clean condition.

1.9 Shampoo - Soft Floors

Deep cleaning of carpets and entrance mats using a water injection/ extraction machine and low foam shampoo. The success of shampooing will be greatly increased where spot cleaning of stains has been carried out on a regular basis. Spot cleaning of any obvious stains, immediately prior to shampooing, shall also be carried out.

Standard

Stain and odour free carpets (including edges and corners) with clean appearance. The age of a carpet, the area where it is laid, its suitability and original choice will have a direct effect on overall, long term appearance and performance. Services shall be carried out at the time causing the least disruption to the users.

1.10 Edges and Corners Clean

Extra attention shall be given during cleaning floor edges, corners, area around sanitary fittings and partition supports.

Standard

There shall be no dust, dirt, build-up, stains or mop marks on the floor or adjacent surfaces.

2. Furniture, Fixtures and Fittings

2.1 Damp Dust

The cleaning of furniture, fixtures and fittings using neutral detergent in correct dilution and well-wrung colour-coded cloth. Surfaces are required to be dried afterwards, in order to reduce the bacterial growth. It is important to change the cleaning solution every 15 minutes. It is unnecessary to use a disinfectant in sanitary areas.

Standard

Surfaces shall be clean, smear-free and dry. A correct colour-coded cloth shall be used then machine laundered and dried after use. Where disposable cloths are used, these must be changed daily.

2.2 Check Clean

The same procedure as for damp dusting in 2.1. The specific soiled surfaces are required to return to a visually clean and dry state.

Standard

As specific soiling occurs, surfaces shall be returned to and maintained in a clean and dry state free from smears and odour.

2.3 Wash

The periodic and thorough deep cleaning of all surfaces of the furniture, fixtures and fittings (including external and internal surfaces wheels and castors) using an appropriate detergent in correct dilution and correct colour-coded cloth. The surfaces shall be dried afterwards. Cleaning solutions shall be changed regularly.

Standard

All exterior and interior surfaces shall be clean, dry and free from smears, soil, dust and odour. Wheels and casters shall turn smoothly and be free from dirt and fluff.

3. Low Level Surfaces

3.1 Damp Dust

The same cleaning procedure in 2.1 above shall be used. Special attention is required for surfaces adjacent to WC pans and urinals.

3.2 Check Clean

The same cleaning procedure in 2.2 above shall be used.

3.3 Wash

The same cleaning procedure in 2.3 above shall be used.

4. High Level Surfaces / Ultra High Level Surfaces

4.1 High Dust

The periodic removal of dust and soil from high vertical and horizontal surfaces, lights, pipes and tops of partitions using dry suction equipment fitted with appropriate tools, synthetic high dusting mops or disposable mops. Under no circumstances shall high dusting be carried out while patient dressings are being changed.

Standard

High level surfaces shall be clean and free from smears, soil and dust. They shall not pose an infection hazard. Work shall be carried out at times complementary to patient care. Dust control heads and mops shall be changed and washed after use, or discarded if disposable.

5. Paintwork, Partitions and Tiles

5.1 Check Clean

The regular removal of soil and marks (including finger-marks and splash-marks) from painted surfaces, doors, tiles, partitions etc. following the procedure in 2.2 above. Surfaces to be maintained in a clean condition on a regular basis. A non-abrasive detergent in correct dilution shall be used together with a correct coded cloth for the areas to be cleaned.

Standard

Surfaces shall be regularly maintained in a clean state free from smears and soil.

5.2 Wash

The periodic and thorough cleaning of painted surfaces, doors, partitions, tiles etc. using the procedure in 2.2 above using hot water, mild alkaline, non-abrasive detergent in correct dilution and correct colour-coded cloth. Special attention to be given to areas subject to heavy soiling including areas near sanitary fittings and around door handles.

Standard

A clean dry surface free from marks (including finger-marks and kick-marks), smears, spills and soil.

6. Glass and Mirrors

6.1 Check Clean

The regular removal of finger-marks, spills and soil from glass and mirrors. Surfaces shall be polished after cleaning. The mirrors, glass in doors and reception hatches which can become especially soiled shall require extra attention.

Standard

Clean smear-free glass and mirrors.

6.2 Wash

The thorough clean of glass surfaces and mirrors.

Standard

Clean, smear-free glasses (including corners of glass) and mirrors. Any drip marks shall be removed from window frames and sills. Where climbing or the use of a gondola are necessary, a safety precaution must be followed. Cleaners must not climb on furniture, pipes or sills. Internally, safety ladders must be used.

7. Sanitary Fittings

7.1 Clean - Washbasins, sinks, baths, showers and Surrounds

The cleansing of sanitary fittings inside and out using an appropriate colour-coded cloth and non-abrasive cleaning agent. Attention shall be given to taps/ tap bases, shower heads/ hoses, plugs/ chains/ plug holes and overflows. Debris shall be removed from plug holes and overflows. Following cleaning, surfaces shall be rinsed/ dried and metal ware polished. Soap shall be placed back in position.

Standard

All surfaces shall be clean, dry, free from soil and smears. Fittings and surrounds clean and shiny with no debris left in plug holes or overflows.

7.2 Check Clean - Washbasins, sinks, baths, showers and surrounds

Using the same method in 7.1, returning to a clean standard all sanitary fittings and surrounds.

Standard

Sanitary fittings and surrounds maintained in a clean and soil-free condition, fit to use at all times.

7.3 Clean - WC Pans and Urinals

The regular and thorough cleaning of WC pans and urinal bowls both inside and out and surrounding areas. All soil, stains, debris and odour to be removed. A lavatory brush shall be used to clean the inside of pans/ bowls and a non-abrasive lavatory cleaning agent. The inside of the bowls and "U" bends shall be thoroughly scrubbed and given the special attention to water level.

The outside of pans/ bowls and surrounding areas shall be cleaned using a colour-coded cloth and non-abrasive cleaning agent. Attention shall be given to the lids, hinges and both sides of WC seats.

Surfaces shall be rinsed and dried. It is unnecessary to use disinfectant for cleaning.

Standard

Toilets and urinals free from debris, odour and stains, pleasant and fit to use.

7.4 Check Clean - WC Pans and Urinals

Using the same method as 7.3 above, return WC pans, urinals and surrounds back to standard, as quickly as possible. Specific soil shall be removed to achieve this.

7.5 Descale

The removal of limescale and the build-up of uric acid deposits from WC pans and urinals using an inhibited acid toilet descaler. Where daily cleaning of toilets is carried out to a high standard, the need for frequent descaling shall be greatly reduced. The descaling procedure shall be carried out without causing any danger to service users and patients.

Standard

Acid cleaners can be dangerous in use and shall only be handled by supervisory staff, wearing protective rubber gloves and eye protection. WC pans and urinals to be maintained stain and odour free.

8. Supplies

8.1 Replenishment

The replenishing and maintaining of sufficient numbers of toilet paper, towels, paper towels and soap throughout the day.

Standard

Toilet paper, towels, paper towels and soap shall be sufficient to maintain availability between checks. Dispensers must be kept clean inside and outside.

9. Rubbish Collection

9.1 Empty/ Dispose

In accordance with CUHKMC's waste disposal policy, emptying waste bins into black rubbish sacks and removing rubbish sacks from holders.

9.2 Damp Dust

Using a colour-coded cloth wrung out in detergent and water the removal of marks and spills from waste bins and rubbish sack holders.

9.3 Check Clean

The removal of specific marks and spills from bins and sack holders to quickly restore them to a clean state.

9.4 Wash

The periodic deep cleaning of waste bins and sack holders.

9.5 Fit Sack

Once the old sack is removed, fitting of a clean new sack.

9.6 Seal/ Segregate

Rubbish sacks to be sealed to contain rubbish, avoid odour and attracting pests. Once sealed, sacks shall be placed separately in the holding area for collection.

Standard

Bins emptied and rubbish sacks collected at such frequency to meet the needs of each particular area. Bins and sack holders shall be free from soil, clean and fresh smelling. CUHKMC's related policy shall be followed.

CUHKMC's related policy shall be followed at all times. Rubbish shall be safely and hygienically handled and segregated.

10. Curtains - Bed, Screen and Window

10.1 Taking Down, Removing Hooks, Sending to Laundry and Rehanging

In accordance with the frequency required, removing curtains, hooks and sending curtains to the laundry for washing. Removed hooks shall be stored safely. On return of the clean curtains from laundry, replacing hooks and rehanging. Where curtains have lost their appearance or are permanently stained or torn, a report for repair or replacement shall be made.

Standard

Curtains to be kept clean and free from mould and soil. Curtains soiled through an accident shall be immediately removed for washing.

10.2 Check Clean

Using a colour-coded cloth, neutral detergent and hot water, the removal of marks from plastic shower curtains.

Standard

Curtains maintained free from finger-marks and soil between washing.

10.3 Wash

The periodic hand washing of shower curtains.

Standard

Clean and stain free curtains.

11. Window Blinds

11.1 High Dust

The removal of loose dust from the surfaces of blinds using high dusting equipment described in 4 above.

11.2 Wash

The periodic and thorough cleaning of window blinds using a degreasing detergent in correct dilution and colour-coded cloth. It may be more convenient to remove the blinds for washing. Any broken or malfunctioning cords shall be reported for repair.

Standard

Blinds free from dust and smears, clean and in working order.

12. Ad-hoc Cleaning Requests

The Successful Tenderer shall respond to ad-hoc cleaning requests of CUHKMC, and these ad-hoc requests shall fall into the following two main categories:

Item	Category	Response Time
1	Emergency	Within 5 minutes
2	Urgent	Within 15 minutes

13. Daily Work Schedule

- 13.1 All cleaning tools and carts shall be well cleaned after the cleaning process. The induced rubbish shall be sealed and delivered to Refuse Room.
- 13.2 Dust all plain surfaces of equipment, furniture, fittings, skirting, partition ledges, cable trunk ledges and, trolleys with washcloth. A vacuum cleaner shall be used wherever there is a need.
- 13.3 Clean the floor with impregnated mops, maintain and change impregnated mops according to CUHKMC guidelines.
- 13.4 All delivery carts (for refuse, soiled and clean linen, documents) and containers (for specimen) must be cleaned and disinfected (if necessary) after use.
- 13.5 Bins collecting recycled materials shall be emptied daily and cleaned once a week (or when necessary).

Items Description

This part provides the Successful Tenderer with the explanation of item description to be cleaned required by CUHKMC for the cleansing & domestic services under this Contract.

1. **Hard Floors:**

Ceramic tiles	Steel (generally in lift areas)
P.V.C.	Marble
Stone	Non-slip floors

Note: ceramic tiles, stone, marble and steel floors shall not be spray cleaned or polish applied. Hard floors also include staircases and landings.

2. **Soft Floors:**

Carpets	Carpet tiles
Rugs	

3. **Furniture, Fixtures & Fittings:**

Banister rails	Filing cabinets
Handrails	Traffic barriers
Uprights	Fire fitting equipment
Beds	Mats
Floral arrangements	Racks
Lights and switches	Bookcases
Wardrobe	Wall protection panels & rails
Doors	Door handles and locks
Bed tables	Extractor fans
Lavatory brushes/ containers	Chairs/ seating
Ventilators	Tumble driers
Patient's lockers	Telephones and telephone hoods
Notice and white boards	Control panels
Oxygen cylinder holders	Cots
Screen frames	Cupboards and drawers
Stools	Dispensers
Shelves	Dispenser's towel
Tables and benches	Television and other electrical appliances
Dispenser's towel	X-ray boxes
Bath hoists	Examination couches
Lockers	Wheels and castors
Signage	Other furniture & fixtures & fittings

4. Low Level Surfaces:

Pipes	Work surfaces
Ledges	Skirting boards
Partitions	Window ledges/ low frames
Windows frame – low level	Sills
Other miscellaneous surfaces	

5. High level Surfaces:

Air-conditioning units	Lifts inside & out
Air-conditioning filter fans	Ventilators
Canopies	Light fittings
Ceilings	Partition tops
Clocks	Pipes
Door tops/ door frames	High ledges
Ducting	Rails window/ curtain
Electric fires	Signs
Fans	Walls
Furniture tops	Window blinds/ frames

6. Paintwork:

Pictures	Covered way support pillars
Door frames	Tiles
Lift walls, doors	Walls (marks only)

7. Glass includes glass in/ on:

Bookcases	Partitions
Curtain walls	Pictures
Display cabinets	Reception hatches
Doors	Windows
Mirrors	Atriums
Skylights	Security cabins
Telephone booth/ hoods	

8. Sanitary Fittings:

Sinks surrounding tiles	Washbasins
Splashbacks	Bed pan/ urinal bottles
Baths	Sinks/ basins
Bidets	Cisterns/ handles
Taps	Holes and chains
Urinals	Plugs
Toilet pans/ lids and seats	Shower cubicles
Sluices	

9. Supplies:

Soap	Towels
Paper towels	Disposal bags
Toilet paper	

10. Rubbish Collection:

Rubbish sack holders	Waste bins
Sanitary bins	Ashtrays
Litter from all external areas	Spillage from all external areas

Rubbish sacks will be colour-coded separately for general and clinical waste. (Sharps will be placed into sharps containers by nursing and medical staff)

11. Curtains:

Bed curtain	Screen curtain
Window curtain	Partition curtain
Plastic fabrics which can be laundering/ dry cleaning	Shower curtain

Definition of High Touch Areas (HTA)

Examples of HTA at patient immediate environment and equipment: -

- Alcohol hand rub dispenser, bedside
- Bed rails
- Bedside table
- Bed controls
- Monkey pulls
- Chair
- Locker/ cabinet
- Clipboard/ notes folder, bedside
- Nurse call bell
- Light switch
- Adjustment knob (i.e. oxygen flow meter, suction)
- Drip/ intravenous stands
- TV remote
- Patient bedside
- Door knob/ handle, patient room

Example of HTA at nursing station: -

- Table
- Chair
- Computer and keyboard
- Telephone
- Trolley, resuscitation
- Trolley, medication
- Trolley, notes folder

Example of HTA in toilet: -

- Commode
- Sink (hand washing)
- Tap handle
- Soap dispenser
- Call bell
- Toilet seat
- Toilet bowl
- Hand rail
- Door knob/ handle

Please be noted that the above examples are tentatively listed and shall be revised by CUHKMC and notify the Successful Tenderer.

Ward Cleansing & Domestic Service Responsibilities

This Appendix provides the Successful Tenderer with the ward cleansing & domestic service requirements under this Contract.

	項目
1.	病人飲用水 <ul style="list-style-type: none"> • 洗水壺 • 沖水
2.	清潔病人洗手間及設施
3.	垃圾/ 污衣/ 醫療廢物處理
	a. 垃圾/ 醫療廢物(如血、嘔吐物) <ul style="list-style-type: none"> • 清理及收集 • 包紮/ 加標籤 • 存放
	b. 污衣 <ul style="list-style-type: none"> • 擺放 • 收集 • 包紮/ 加標籤 • 存放
4.	清潔護士站
5.	清潔廚房及設施
6.	清潔走廊及設施
7.	清潔病人區
	a. 抹床 <ul style="list-style-type: none"> i. 日常 <ul style="list-style-type: none"> • 床欄 • 床頭壘 • 床頭柜 • 床頭燈 • 床頭餐枱 • 椅 ii. 出院 <ul style="list-style-type: none"> • 起單 • 床墊 • 床欄 • 床底 • 床頭壘 • 床頭柜 • 床頭燈 • 床頭餐枱 • 椅

	b. 更換病人床頭紙袋
	c. 公眾地方 <ul style="list-style-type: none"> • 窗台及內窗 • 天花 • 傢俱 • 推塵及拖地
	d. 圍簾及窗簾 <ul style="list-style-type: none"> • 穿簾 • 拆簾 • 掛簾
8.	清潔污水房
9.	清潔治療室及設施
10.	清潔穿/卸保護衣區
11.	補充洗手液/ 梘液 <ul style="list-style-type: none"> • 床頭位置 • 洗手盆位置
12.	便盆/ 尿壺處理 <ul style="list-style-type: none"> • 傳遞病人 • 清洗及消毒
13.	清潔輪椅/ 輪床
14.	地面拋光
15.	清潔病房內職員工作室(如病房經理室、醫生房)
16.	清潔病人輔助設施浴室
17.	清潔病房內職員專用廁所
18.	清潔病人進膳廳

Cleansing Method for Areas with Carpet

Selected Carpet Stain Remover

The Tenderer is required to use the Shaw® R2x® – RTU Carpet Stain & Soil Remover for cleansing of carpet.

Cleansing Methods

Use Shaw® R2x® – RTU Carpet Stain & Soil Remover as a spot cleaner, pre-spray extraction cleaner, or as an interim product for the encapsulation process. Always test for compatibility with, and the colourfastness of, the surface to be cleaned by applying a small amount of carpet stain and soil remover to an inconspicuous area.

As a pre-spray use, apply carpet stain and soil remover to dwell on the area for 5 to 10 minutes to penetrate into the fibres and loosen the soil. Used as a spotter spray soiled area, agitate, and blot with a clean white cloth. Allow the area to dry for 15 to 30 minutes. For stubborn stains, it may be necessary to repeat the cleaning process. If needed, softly brush or agitate the area during application.

Project Cleansing

This part provides the Successful Tenderer with the information on the provision of Project Cleansing services under this Contract.

Items required in Project Cleaning shall include but not limited to:

Indoor Floor Tiles	<ul style="list-style-type: none"> • floor stripping, neutralising and re-polishing • floor scrubbing/ drying • shampooing carpets • waxing
External Window (use of Gondola)	<ul style="list-style-type: none"> • external window and facade cleaning • external signage
Ultra High Level Surfaces	<ul style="list-style-type: none"> • high dusting surfaces • air-con vent, skylights

Cleansing Report Template**病房徹底清潔記錄**

病房:

日期:

開始工作時間:

工作完成時間:

員工用膳時間:

負責清潔員工:

徹底清潔 - 以 1:49 稀釋漂白水與 49 份水混和**清潔範圍:**

病床範圍、護士站、衣服房、治療室、儀器室、病人廁所、走廊

清潔工作:

1. 以 1:49 稀釋漂白水的高位抹塵工具作高處抹塵，由高而下清抹假天花、百葉簾、床簾軌、窗及窗台等
2. 以 1:49 稀釋漂白水微濕清潔布仔細拭抹範圍內所有傢具，如床頭燈、床頭制板、窗台、玻璃及防撞欄等
3. 以 1:49 稀釋漂白水微濕清潔布仔細拭抹下列未有病人使用的物品:-
 - 病床床欄 如有: 電床控制器
 - 病人儲物櫃 如有: 可移動鹽水架
 - 病床餐枱
4. 協助搬移病床及雜物等
5. 病房膠地板以 1:49 稀釋漂白水拖地

跟進事項/ 特別事項:

病房清潔工具表:

工具		數量	工具		數量
<input type="checkbox"/>	垃圾夾		<input type="checkbox"/>	掃帚	
<input type="checkbox"/>	地拖		<input type="checkbox"/>	垃圾刮	
<input type="checkbox"/>	地拖桶連絞(絞水桶器)		<input type="checkbox"/>	百潔布	
<input type="checkbox"/>	膠手套		<input type="checkbox"/>	膠水桶	
<input type="checkbox"/>	綿紗手套		<input type="checkbox"/>	起漬用之漆刮	
<input type="checkbox"/>	可屈曲抹塵拖頭連塵拖頭		<input type="checkbox"/>	連套安全刀片	
<input type="checkbox"/>	塵推連潔布		<input type="checkbox"/>	垃圾袋	
<input type="checkbox"/>	抹塵工具老虎夾連伸縮杆		<input type="checkbox"/>	紅膠袋	
<input type="checkbox"/>	有柄清潔刷		<input type="checkbox"/>	玻璃刮/毛套	
<input type="checkbox"/>	邊位起漬工具/方形清潔墊		<input type="checkbox"/>	清潔車	
<input type="checkbox"/>	外科口罩		<input type="checkbox"/>	高壓水槍	
<input type="checkbox"/>	即棄保護袍		<input type="checkbox"/>	洗地機	
<input type="checkbox"/>	即棄保護帽		<input type="checkbox"/>	洗地機用尼龍刷	
<input type="checkbox"/>	安全眼罩/面罩		<input type="checkbox"/>	洗地機用尼龍墊(黑色/紅色)	
<input type="checkbox"/>	噴壺(綠水專用)		<input type="checkbox"/>	吸水機	
<input type="checkbox"/>	合適的梯台				

清潔劑

工具		數量	工具		數量
<input type="checkbox"/>	漂白水		<input type="checkbox"/>	高鹼性起蠟水	
<input type="checkbox"/>	全能清潔劑(綠水)		<input type="checkbox"/>	消毒除漬劑(金屬器具)	
<input type="checkbox"/>	去污劑-潔而亮				

工具符合清潔及安全標準 - 適宜使用

工具用後清理妥當及存放

負責員工簽署: _____

Destination of Ad-hoc Materials Transportation Services Lists

This Appendix provides the Successful Tenderer with Ad-hoc Materials Transportation Services standards required by CUHKMC under this Contract.

Items	Description of service area
X-ray films and reports	Delivery of X-ray films and reports from DIIR to clinical areas/ wards
Medical records	Delivery of medical records around CUHKMC
Inter-unit transportation of medical equipment	Around CUHKMC
Inter-unit transportation of wheelchairs and stretchers	Around CUHKMC
Labels and bracelets	From Admission Office to wards
Medical gas cylinders	For various clinical areas/ wards
Corpse delivery	From clinical units to Farewell Room
Precious Specimens	From clinical areas/ wards and offices to the Pathology Services

Catering Cleansing and Meal Delivery Service Standards

This part provides the Successful Tenderer with requirements for cleansing in inpatient kitchen and meal delivery service standards required by CUHKMC under this Contract. The staff shall implement the following standards whenever necessary.

Location: All serving locations that patient meals are provided in CUHKMC

Service time: 7:30-20:00

Serving Time: As required when patients ordered meal from the system
Collection Time: As required when patients request collection from the system

Meal Delivery Service Requirement:

The serving staff shall: -

- collect the meals and place in meal delivery trolley at the patient kitchen.
- transport the meal delivery trolleys to the designated areas of each serving location within 15 minutes per single location.

Cleansing Requirement in Catering Services:

The staff shall: -

- wipe down walls wherever there are splashes.
- wipe down kitchen equipment (e.g. oven, steamer, microwave, coffee maker).
- disinfect preparation area surfaces and clean the sinks.
- refill soap dispensers and replace paper towels.
- sweep walk-in refrigerators, kitchen areas and storage areas.
- clean all the walls, doors and racks weekly.
- delime the sinks and faucets weekly.
- clean and sanitize all refrigerators and freezers weekly.
- use drain cleaner on the floors weekly. Dishwashing Requirement in Catering Services: The staff shall: -
- wash dishes, utensils, small wares, flatware, and glassware.
- inform Catering staff if any sharps or inappropriate objects are found on meal trays collected from patients.
- empty small grease traps inside the kitchen.
- take out the trash and recycling.
- disinfect waste disposal area to prevent pests and the spread of bacteria.

- mop floors around garbage bins and wash the exterior and interior of each bin.

Collection of Soiled Dish:

The staff shall: -

- collect the soiled dish trolley from the designated areas of each serving location.
- transport the soiled dish trolleys to the patient kitchen within 15 minutes per single location.

Personal Hygiene and Infection Control:

All staff shall maintain good personal hygiene and must comply with CUHKMC Catering working guidelines.

Damages to Food Delivery/ Soiled Dish Trolley:

The serving staff shall make good at its own cost of any damage to the food delivery/ soiled dish trolley by any act, omission or neglect by himself, his agent, servants, workmen or others. The Hospital shall investigate the cause of the damage and make final judgment whether the contractor is liable for the damage.

Beverages Service and Conference Set-Up

This part provides the Successful Tenderer with the information on the provision of Beverages Service and Conference Rooms Set-Up services under this Contract.

The Successful Tenderer shall provide services as stipulated below:

- To wash all used drinks crockery left in the pantries of clinical areas/ wards. Washed crockery shall be left in the respective pantries in a manner acceptable to users.
- To prepare hot water in all pantries referred to the above and refill water flasks/ urns for all units at agreed times during the day.
- To set up Beverages trolleys to serve drinks during meetings in all meeting/ conference rooms in CUHKMC according to pre-arranged requests from users. The Beverages trolleys shall be ready for use 15 minutes before meeting time. The content of the Beverages trolleys shall be agreed with the users and shall be provided by CUHKMC. Drinks shall be served at major meetings of CUHKMC.
- To clear the table of all crockery in all meeting/ conference rooms in CUHKMC after use as directed by users.
- To check the beverage requirements for all the meeting/ conference rooms in CUHKMC on a two-hourly basis between 9:00 a.m. and 6:00 p.m. from Monday to Saturday or at the time agreed with CUHKMC. The Contractor shall co-ordinate with CUHKMC on the procedures for checking such beverage requirements.
- To arrange for venue set-up for ceremonies and functions of CUHKMC.
- To arrange for and to assist in the operation of all audio-visual equipment provided by CUHKMC as per required by the users of the conference facilities.

Drug Delivery Service Standards

This part provides the Successful Tenderer with Requirements for Drug Delivery Service standards required by CUHKMC under this Contract. The frequency is for reference only and is subject to the change upon mutual agreement between CUHKMC and the Successful Tenderer.

1. From Pharmacy to Clinical units

- 1.1 The drug delivery service should include all Pharmacy Stores (LG Pharmacy Store, G/F Outpatient Pharmacy and 3/F Inpatient Pharmacy) and Hospital Stores (which may include service centres, ward stores and clinical centres) as specified by CUHKMC from time to time.
- 1.2 The Successful Tenderer shall provide daily drug delivery services by hand or using the boxveyor system according to the schedule as listed below. These include:
 - a. 24-hour drug delivery services from Pharmacy Stores to Hospital Stores
 - b. Once daily collection of drugs returned from Hospital Stores to 3/F Inpatient Pharmacy.
 - c. Collection of delivery containers from Hospital Stores to Pharmacy Stores via routine delivery rounds.
- 1.3 The drugs dispatched from pharmacy shall be delivered to the corresponding Hospital Stores within one hour unless otherwise specified (e.g., for urgent and cold chain pharmaceuticals).
- 1.4 The drugs to be delivered are put in a designated sealed container provided by Pharmacy in order to comply with legal requirements and to avoid loss and to protect patient privacy. Successful Tenderer's staff shall not open the container without approval.
- 1.5 The Successful Tenderer's staff must check the delivery information on the container to ensure correctness of delivery. The drug containers shall be:
 - a. handed to ward staff directly who will acknowledge the receipt; or
 - b. put in designated storage area and record in Hospital Information System according to agreed procedure.
- 1.6 The Successful Tenderer's staff must complete delivery record as assigned by CUHKMC.
- 1.7 The container for transportation including delivery bags, boxes, etc. will be provided by Pharmacy, while transportation trolleys should be provided by the Successful Tenderer.
- 1.8 The Successful Tenderer's staff should report any incidents (including spillage, damage, pilferage, loss, etc.) to Pharmacy immediately.
- 1.9 The drug delivery services must be maintained during the hoisting of black rainstorm signal and tropical cyclone warning signal No.8 or above.

2. To and from other hospitals/ locations outside CUHKMC

- 2.1 The drug delivery service should include locations outside CUHKMC on request.
- 2.2 The drugs to be delivered are put in a designated sealed container in order to comply with legal requirements and to avoid loss and to protect patient privacy. Successful Tenderer's staff must not open the container without approval.
- 2.3 The Successful Tenderer's staff must complete delivery record as assigned by CUHKMC.
- 2.4 The Successful Tenderer's staff should report any incidents (including spillage, damage, pilferage, loss, etc.) to Pharmacy immediately.

List of Emergency Responses

Definition of Emergency Responses includes but not limited to the following: -

- Handling of traffic accidents
- Traffic incident
- Crowd control
- Failure of utility supply
- Lift trap
- Additional manpower mobilisation in pandemic outbreak
- Workplace violence
- Fire alarm and fire fighting
- Theft or loss of property
- Robbery
- Burglary
- Indecent assault
- Baby abduction
- Suicide or persons found collapsed in hospital premises
- Smoking in hospital
- Criminal damage
- Handling suspicious persons
- Searching missing patients
- Bomb threat
- Illegal gambling
- Restraining patients
- Emergency escorting and patient transportation of patients or visitors
- Handling and protection of VIP
- Management during disaster
- Breakdown of service systems
- Handling persons required emergency medical assistance in the vicinity of CUHKMC
- Intimidation
- Any criminal offence
- Physical assault
- Dangerous drug related incident
- Chemical spillage
- Clinical waste spillage
- Drill of the above incidents
- Any incident upon request from CUHKMC

Sample of Confidentiality Undertaking

This DEED OF UNDERTAKING is made _____ day of _____.

BY _____ of _____ (HKID
Card/ Passport No. _____) (the “**Confidee**”) in favour of the CUHK
Medical Centre Limited (CUHKMC).

1. Through the agreement between CUHKMC and (name of Tenderer) dated (date) (designated as CUHKMC Contract No.) (“**Agreement**”), the Confidee shall have access to CUHKMC’s Confidential Information (as defined below).
2. The Confidee hereby undertakes and covenants with CUHKMC, in respect of or for the purposes of the Agreement, as follows:
 - a. All information, drawings, specifications, documents, contracts, design materials and all other data (including without limitation any medical records, personal particulars records and Personal Data (as defined in the Personal Data (Privacy) Ordinance (Cap. 486)) and materials of any nature (in or on whatever media) collected, generated, produced or accessible by the Confidee from CUHKMC under the Agreement or which CUHKMC has for the purposes of or in the course of the Agreement disclosed supplied made available or communicated to the Confidee, shall be treated as confidential information (collectively “**Confidential Information**”).
 - b. The Confidee shall not, during the continuance of the Agreement or at any time thereafter, disclose to any person any Confidential Information other than in performance of the Confidee’s duties and obligations under the Agreement or with the prior written consent of CUHKMC.
 - c. Clause 2 shall not apply to the disclosure of any Confidential Information:
 - i. already known to the recipient other than as a result of disclosure by the Confidee; or
 - ii. which is or becomes public knowledge other than as a result of disclosure by or fault of the Confidee.
 - d. The Confidee shall not make use of or reproduce any Confidential Information, other than in the performance of the Confidee’s duties and obligations under the Agreement or with the prior written consent of CUHKMC.
3. For the avoidance of doubt, this Deed shall survive the expiration or early termination of the Agreement.

IN WITNESS WHEREOF this Deed has been executed on the day and year first above written.

SIGNED and DELIVERED)

By the Confidee in the presence of:)

Confidee

Witness

Cleansing method of common equipment/ environmental items

Item	Routine Method	Following use by patient on isolation precautions or terminal disinfection
Baths (washing basins / bath tub / bath trolley)	<ul style="list-style-type: none"> • Clean with detergent and water after each use • Wipe with Presept 1,000ppm • Rinse and dry 	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm • Rinse and dry
Beds, couches frame & bedside rails	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned • Allow to dry 	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned • Allow to dry
Commodes	<ul style="list-style-type: none"> • Clean with detergent and water • Wipe with Presept 1,000ppm • Store dry 	<ul style="list-style-type: none"> • Use dedicated commode for patient with C. difficile infection and wipe with Presept 1,000ppm after each use
Furniture & fittings, Wheel chair, Drip stand	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned • Allow to dry 	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned • Allow to dry
Trolley/ Tray	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned OR • Wipe with 70% alcohol/ detergent after each use • Allow to dry 	<ul style="list-style-type: none"> • Wipe with Presept 1,000ppm once cleaned • Allow to dry

Cleansing method of patient bed and floor

1. Patient bed cleansing



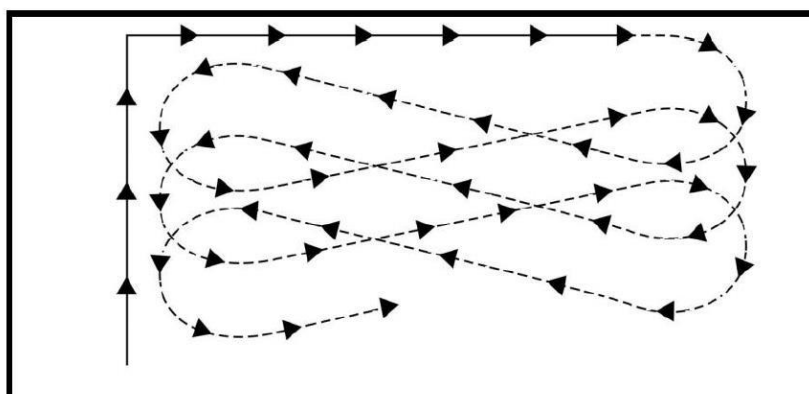
(a) Clean the bed from top to bottom, working downwards to the base and wheels



(b) Wipe the mattress cover clean using an S-shaped motion

2. Floor cleansing

Mop edges of the floor with a straight stroke, then continue mopping from side to side in a backwards direction using an effective cleaning technique e.g. “figure-of-eight” pattern:



CUHKMC IT Security Requirements

The Tenderers can click into the hyperlink below for the Appendix.

[Link to document](#)