

Tender Reference No.: LS-TD-202301

11 August 2023

CUHK MEDICAL CENTRE LIMITED
INVITATION TO TENDER
Provision of Laundry Services for CUHK Medical Centre
for a period of 36 months from 1 April 2024 to 31 March 2027
(Tender No.: LS-TD-202301)

CUHK Medical Centre Limited (CUHKMC) intends to invite tenderer to submit a proposal for Provision of Laundry Services for CUHK Medical Centre for a period of 36 months from 1 April 2024 to 31 March 2027.

If your company is interested, please submit a full proposal with all required submissions mentioned in the Tender documents by **12:00 noon on 22 September 2023 (HK Time)**.

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

Yours faithfully,



Cindy LEUNG
Senior Manager,
Supplies & Procurement
CUHK Medical Centre Limited

Enclosure

CUHK Medical Centre Limited

Invitation to Tender

for

**Provision of Laundry Services
for CUHK Medical Centre for a period of
36 months from 1 April 2024 to 31 March 2027**

Tender Reference: LS-TD-202301

Tender Issue Date: 11 August 2023

**Tender Closing Date and Time: 12:00 noon on
22 September 2023 (HK Time)**

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II	Terms of Tender
III	Conditions of Contract
IV	Offer To Be Bound
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PART I
INTERPRETATION

In this Tender documents, 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 provision of Services;
“Successful Tenderer”	means the Tenderer whose Tender is accepted by CUHKMC;
“Services”	means the services to be provided by the Successful Tenderer under the Contract;
“Goods”	means the articles and/or materials referred to in the Part VII (“the Schedule”)
“CUHKMC”	means CUHK Medical Centre Limited;
“CUHKMC Representative”	means the person acting for and on behalf of CUHKMC or any duly authorized officer of CUHKMC for the time being performing his/her duties;
“Schedule”	means any schedule under the Schedule of Submissions, and “Schedules” shall be construed accordingly;
“Tender”	means the Tender submitted by the Tenderers for the provision of Services;
“Tenderer” or “Company”	means the person, firm or company whose details are set out in the relevant Schedule.
“Linen”	means all textiles varieties of ward bedding, patients’ clothing and staff uniform referred to Details of Linen Items List of Part VI and Part VII.

PART II

TERMS OF TENDER

1 Invitation to Tender

- 1.1 Tenderers are invited for the provision of Services subject to and in accordance with the tender requirements/specifications set out in the Tender Brief (collectively, “Requirements”), the Terms of Tender and the Conditions of Contract (this “Invitation to Tender”).
- 1.2 CUHKMC reserves the right in its absolute discretion to cancel this Invitation to Tender at any time before acceptance of any Tender.
- 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 Invitation to 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 document, 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 Tenderers are required to fill in the information indicated in “Offer To Be Bound” (Part IV).

2 Tender

- 2.1 This Invitation to Tender relates to the provision of all (or any part) of the Services whose details and specifications are set out in the Tender Brief.
- 2.2 Tenderer must note that its offers in their tender submission must comply with the Requirements in every respect. Tender submission which does not comply with such 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 All parts of this Invitation to Tender, including without limitation, the Schedules, Offer to be Bound, Terms of Tender, Conditions of Contract, and the Tender Brief must not be altered by the Tenderer. If the Tenderer wishes to make any change to any part of this Invitation to Tender, the Tenderer must also submit a copy of that part with the proposed amendments, additions and/or deletions in a marked-up manuscript. All such manuscript changes should be made and initialled by the Tenderer in permanent ink for CUHKMC’s consideration. Otherwise, the Tender submission may not be considered.
- 2.5 Tender are 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 or data asked for in the Schedules are not furnished in full. Where appropriate, descriptive and technical literature should be submitted with the Tender. The 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 the 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 The 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-twenty (120) days** after the Tender Closing Date (“Tender Validity Period”) and the Tenderer agree not to withdraw the offer constituted by such Tender for this 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 relevant 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 provision of all of the 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 Tenderers will not be taken into consideration in assessment of Tender prices.
- 4.4 Tenderers are reminded to ensure the accuracy of their 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 the offer submitted by the Tenderer. The letter of acceptance, together with the Requirements, Terms of Tender and the Conditions of Contract set forth herein, the submitted proposal of the Successful Tenderer (or parts thereof as accepted by CUHKMC), the Offer to be Bound signed by the, and all other negotiated terms (if any) as agreed between CUHKMC and the Successful Tenderer shall constitute a binding contract between CUHKMC and the Successful Tenderer. Tenderer who do not receive any notification within one-hundred-and-twenty (120) 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 a sufficient and valid product/service information, e.g. catalogues, technical specifications, brochures, etc. Additional copies may be requested by CUHKMC to facilitate easy reference and ordering.

8 New Information Relevant to Qualified Status

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

9 Cancellation of Invitation to Tender

Without prejudice to CUHKMC's right to cancel this Invitation to Tender at any time before acceptance of any 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 this invitation to Tender.

10 Destruction of Tender Submissions that are unsuccessful, etc.

- 10.1 CUHKMC will return the unsuccessful tender submissions upon one-hundred-and-twenty (120) days of Tender closing. The unsuccessful Tenderer(s) should contact CUHKMC to collect its/their tender submissions. If any unsuccessful Tenderer fails to collect its tender submissions within ten (10) days after the one-hundred-and-twenty (120) days of Tender closing, CUHKMC will dispose of its tender documents without notifying such Tenderer.
- 10.2 Where this Invitation to Tender is cancelled, all tender submissions under this Invitation to Tender can be destroyed any time after cancellation without further notice to the Tenderers.

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 Windows 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 Personal Data (as defined in the Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong) of Tenderer and/or its personnel (collectively, (“Tenderer’s Personal Data”))) may be requested for purposes related to evaluation of offer. When Tenderer’s Personal Data is provided, please make sure that the data is accurate and complete. If Tenderer fails to provide the information required or if the information provided is inaccurate or incomplete, the evaluation of the Tenderer’s offer will be affected.
- 12.2 Tenderer’s Personal Data may be made available to:
- a. The CUHKMC Representative.
 - b. Any other relevant parties who require it for matters related to evaluation of Tenderer’s offer.
- 12.3 The 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 The CUHKMC Representative will obtain the Tenderer’s consent before using Tenderer’s 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/services 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 environmental 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 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 any unsuccessful Tenderer), 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 their 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 “Submission of Tender” 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 appropriate Schedule(s).
- 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 the Technical Proposal and the Price Proposal under its Tender submission in two separate sealed plain envelopes, each containing one set of original, three sets of duplicate and one soft copy in CD-ROM/USB of the relevant proposal. Both the envelope for Technical Proposal and the envelope for Price Proposal should clearly state the subject of this Tender and the tender reference number. In the event of conflict between any hardcopy version and the softcopy version, the original hardcopy version shall prevail.
- 17.4 Each proposal (and any accompanying document(s)), properly completed and enveloped, must be placed in the Tender Box by **12:00 noon on 22 September 2023 (HK Time).** The Tender box is situated at the following address:

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

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

- 17.5 The Tender Closing Time and Tender Closing Date will be extended to 12:00 noon of 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 am and 12:00 noon on the Tender Closing Date;
 - 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 am and 12:00 noon on the Tender Closing Date; or
 - c. The post-super typhoon “extreme conditions” is announced by the Hong Kong Government between 9:00 am and 12:00 noon on the Tender Closing Date; or
 - d. The post-super typhoon “extreme conditions” as announced by the Hong Kong Government exist between 9:00 am 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 **12:00 noon on 29 August 2023 (HK Time)** in written by email to procurement@cuhkmc.hk.
- 18.2 The answers / responses to Tenderer’s enquires 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 the Contract, the Services for the duration of the term, and the 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 the CUHKMC and comply with its duties and obligations in the Contract to the satisfaction of the 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 the 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 will assign, adequate staff, tools and equipment to efficiently and properly fulfil its obligations under the Contract.
- 2.5 The Successful Tenderer will provide the Services in a satisfactory and skillful manner and shall meet to the satisfaction of the CUHKMC any complaints and criticisms that may be made.
- 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 the CUHKMC and/ or the CUHKMC Representative.
- 2.8 The Successful Tenderer shall obey all instructions and comply with all reasonable requests that may be put forth by the CUHKMC and/ or the CUHKMC Representative.
- 2.9 The 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 the Contract in such a way that may cause disturbance to patients, staff or visitors of the CUHKMC or disruption to the normal routines and operations of the 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 the 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 the Contract as well as any times, dates or periods that may by agreement between CUHKMC and the Successful Tenderer be substituted for any of them.
- 2.13 The CUHKMC reserves the right to reject any part of the Services which does not comply with the Requirements, and the Successful Tenderer must carry out the necessary remedial work or replacement without extra charge or delay.
- 2.14 The Successful Tenderer should not use the Linen for any other purpose without CUHKMC's approval.

3 Successful Tenderer(s)'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 comply fully with the Requirements and the requirements of the Contract. The Successful Tenderer shall not be entitled to any additional payment nor be excused from any liability under the Contract as a consequence of any misinterpretation by the Successful Tenderer of any matter or fact relating to the Requirements, the said requirements or any other provisions of the Contract.

4 Delays

- 4.1 The Successful Tenderer shall provide the Services on or before the applicable Completion Date or service delivery date (as applicable).
- 4.2 If the Successful Tenderer fails to provide the Services by the applicable Completion Date or service delivery date, then the Successful Tenderer shall pay to the CUHKMC as and by way of liquidated damages for any loss or damages sustained by the CUHKMC.

5 Terms of Payment

- 5.1 Invoice and correspondence concerning payment must be forwarded to the CUHKMC after system completion/service delivery. The CUHKMC shall not be held responsible for any delay in payment if invoices and correspondence concerning payment are not properly addressed.
- 5.2 Unless otherwise agreed by CUHKMC, no payment shall be made until the service delivery has been accepted within the meaning of clause 4 of this part.
- 5.3 The payment shall be made within 30 clear working days from the date of receipt of invoice or acceptance of the system/services by CUHKMC, whichever is the later.

6 Liability and Indemnities

- 6.1 The 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 the CUHKMC or any of its employees or agents or otherwise); or
 - 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 the CUHKMC or any of its employees or agents.
- 6.2 The Successful Tenderer shall indemnify the CUHKMC and its employees or agents against any claim or demand made against or any liability incurred (including all costs, charges or expenses whatsoever (including, but not limited to, legal costs and disbursements)) incurred by, CUHKMC or any of its employees or agents in respect of:
- a. Any loss or damage referred to in sub-clause (a) of clause 6.1 of this part or any injury or death referred to in sub-clause (b) of clause 6.1 of this part (save and except any injury or death caused by negligence of CUHKMC or any of its employees or agents); or
 - 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.
- 6.3 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 the Contract and whether there be a claim for compensation or not, the Successful Tenderer shall within 7 clear working days give notice in writing of such injury or death to the CUHKMC.
- 6.4 The Successful Tenderer shall indemnify CUHKMC for all costs and damages arising from the delay or failure in the delivery and/ or rejection of the Services or any part thereof.
- 6.5 The Successful Tenderer shall be fully responsible for, and shall indemnify the CUHKMC Indemnified Parties on demand and keep them indemnified against all Losses arising out of or in relation to any loss or damage to the linen items, or failure of the linen items to be maintained in good condition, of merchantable quality, fit for their purpose or to comply with their specifications, following acceptance of any linen items by the Successful Tenderer, unless the Successful Tenderer can prove that such was not caused by the actions, omissions or default of the Successful Tenderer.
- 6.6 In the event that the Successful Tenderer sells or supplies any goods (collectively, "Goods") to CUHKMC under the Contract, the Successful Tenderer shall, and (as applicable) shall procure the manufacturer to, indemnify CUHKMC against all claims arising at any time that the sale, use, or possession of the Goods infringes any patent rights, copyrights or registered design or other intellectual property rights of any third party, or on account of any claims for royalties arising from the sale, use, or possession of the Goods. The Successful Tenderer shall be liable for all costs and damages suffered or incurred by CUHKMC that may arise from any such claims.
- 6.7 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 (including, but not limited to, legal liabilities arising out of loss

or damage to property and injury or death to persons) as a result of or arising from the performance of the Contract by the Successful Tenderer.

- 6.8 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 (Cap. 71 of the laws of Hong Kong).

7 Corrupt Gifts

If the Successful Tenderer or any employee, agent, or sub-contractor of the Successful Tenderer shall be found to have committed an offence under the Prevention of Bribery Ordinance (Cap. 201 of the laws of Hong Kong) for the time being in force or any subsidiary legislation made thereafter or under any law of a similar nature in relation to the Contract or any other CUHKMC contract, CUHKMC shall have the right to terminate the Contract, without entitling the Successful Tenderer to any compensation therefor, and the Successful Tenderer shall indemnify CUHKMC against all costs (including, but not limited to, legal costs and disbursements), claims, damages, losses, and expenses necessarily incurred or suffered as a result thereof by CUHKMC.

8 Proprietary Right

The copyright and other intellectual property rights of whatever nature subsisted in any software supplied by the Successful Tenderer to CUHKMC (other than any software of which its development has been commissioned to the Successful Tenderer by CUHKMC as the subject matter of the Services and of which all rights therein and ownership thereof shall vest in CUHKMC absolutely) are and shall remain the property of the Successful Tenderer or the relevant copyright owner, and the Successful Tenderer shall grant, or the Successful Tenderer shall procure and ensure the relevant copyright owner to grant, to each of CUHKMC and its authorised users an irrevocable, royalty-free, and non-exclusive licence to use the said software.

9 Applicable Law and Dispute Resolution

- 9.1 The validity and interpretation of the Contract shall be governed in all respects by the laws of Hong Kong.
- 9.2 The Successful Tenderer shall comply with all applicable international and local laws, rules and regulations pertinent to its obligations under the Contract.
- 9.3 For any dispute, controversy, difference or claim arising out of or relating to the Contract (each a “Dispute”), CUHKMC and the Successful Tenderer shall attempt in good faith to resolve such Dispute by negotiation. If a Dispute cannot be resolved by good faith negotiation between CUHKMC and the Successful Tenderer within 30 days after such negotiation is first initiated by either or both of them, such Dispute shall be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre (“HKIAC”) under the HKIAC Administered Arbitration Rules in force when the notice of arbitration is submitted. The seat of arbitration shall be Hong Kong. The number of arbitrators shall be one.

10 Data Protection

- 10.1 The Successful Tenderer shall comply with the Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong) (“PDPO”) and any applicable codes and guidelines issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong and/or other relevant regulatory or professional bodies (as may be amended from time to time).
- 10.2 Without prejudice to the generality of clause 10.1 of this part, the Successful Tenderer shall only use personal data (as defined in PDPO) received or collected pursuant to the Contract for the purpose of performing its obligations under the Contract.

11. Publicity

- 11.1 The Successful Tenderer shall submit to CUHKMC for its review, comment, and consent all advertising or other publicity material relating to the Contract or the Goods/Services supplied or other work done in connection with the Contract wherein the name of CUHKMC or CUHK Medical Centre is mentioned or referred to or any trade name, trade mark, service mark, logo, or other proprietary business designation of CUHKMC or CUHK Medical Centre (collectively, “**Marks**”) is shown, or from which a connection with CUHKMC can reasonably be inferred or implied, before the final production of such material.
- 11.2 The Successful Tenderer shall not publish or use any advertising or other publicity material referred to in clause 11.1 of this part for any promotion or marketing purposes, or otherwise refer to CUHKMC or CUHK Medical Centre or use any Marks in any manner, without the prior written consent of CUHKMC. The Successful Tenderer shall not otherwise refer to CUHKMC or CUHK Medical Centre or use any Marks in any manner without the prior written consent of CUHKMC and complying with CUHKMC’s guidelines concerning making reference and use of Marks.
- 11.3 Nothing in the Contract expressly or impliedly constitutes an approval or endorsement by CUHKMC of any goods or services supplied by the Successful Tenderer, and the Successful Tenderer agrees not to conduct itself in such a way as to imply or express any such approval or endorsement. Nothing in the Contract shall confer on the Successful Tenderer any ownership rights in any Marks.

12 Commitment to Environmentally Responsible Purchasing

- 12.1 The 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.
- 12.2 The CUHKMC identifies products which present environmental concerns and addresses these concerns in the approval of the Tender specifications and in the Tender evaluation process.

13 Confidential Information

The Successful Tenderer shall ensure that its employees, agents, and sub-contractors should treat any oral or written information which they obtain under the Contract or accidentally overhear or encounter when carrying out their work in any CUHKMC premises as confidential and they should not disclose such information to any third party.

14 Performance Monitoring

Tenderers should note that in the event a Tenderer is awarded the Contract, the Successful Tenderer's performance under the Contract shall be monitored and taken into account in evaluating the Successful Tenderer's tenders in response to invitations for tenders issued by CUHKMC in the future. If in the sole opinion of CUHKMC, the performance of the Successful Tenderer under the Contract is unsatisfactory, CUHKMC may in its absolute discretion disqualify the Successful Tenderer, its 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. Tenders from any tenderer who has been so disqualified from tendering by CUHKMC shall be rejected.

15 Occupational Safety and Health ("OSH")

- 15.1 The Successful Tenderer shall, so far as is reasonably practicable, take all reasonable steps to ensure the health and safety at work of all its employees, agents, and sub-contractors 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 health of its employees, agents, and sub-contractors in connection with the use, handling, storage and transportation of plant or substances;
 - c. Provide adequate information, instructions, training and supervision to its employees, agents and sub-contractors on work safety;
 - d. Maintain the workplace, including ingress and egress thereto, as far as is within its control, safe and without risks to health;
 - e. Conduct and monitor OSH compliance;
 - f. 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
 - g. Ensure that its employees, agents, and sub-contractors take care of the safety and health of other persons who may be affected by their act or omission and co-operate with the CUHKMC representatives and such other persons to ensure compliance with any applicable statutory requirements.

- 15.2 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 obligations imposed under any applicable statutory requirements, including the Occupational Safety and Health Ordinance (Cap. 509 of the laws of Hong Kong) and all costs (including, but not limited to, legal costs and disbursements) and expenses in connection therewith.

16 Wages Paid to the Staff by the Tenderer

- 16.1 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.
- 16.2 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.
- 16.3 Tender submission which does not comply with the requirements in Clause 16.1 and 16.2 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.
- 16.4 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.
- 16.5 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.
- 16.6 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.

17 Intellectual Property Right

- 17.1 CUHKMC shall be the exclusive owner of all deliverables, information, reports, documents, software, data and materials created, supplied or produced under the Contract, as well as the copyrights and intellectual property rights therein. The appointment of the Successful Tenderer and payment by CUHKMC of the Prices in accordance with the Contract shall operate to assign to CUHKMC automatically the

entire copyright and intellectual property rights mentioned above without further act by either party to the Contract being necessary. The Successful Tenderer agrees upon demand by CUHKMC (whether during or after the Term) to execute such additional documentation as CUHKMC may require to provide evidence and confirm the assignment of such copyrights and intellectual property rights to CUHKMC. Upon completion of the Services, the Successful Tenderer will be required to deliver to CUHKMC all working papers, computer disks, tapes or other materials and documents provided to or prepared by the Successful Tenderer pursuant to the Contract.

- 17.2 The Successful Tenderer shall ensure that no intellectual property rights of any third party have been and/or will be infringed in the provision of the Services or the performance of the Contract, and shall indemnify CUHKMC against any claims for breach of intellectual property rights.

18 No Partnership

Nothing in the Contract shall be taken to constitute a partnership, a joint venture or the relationship of principal and agent between CUHKMC and the Successful Tenderer.

19 Contracts (Rights of Third Parties) Ordinance

The application of the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the laws of Hong Kong) is expressly excluded and no person who is not a party to the Contract shall be entitled to enforce any right or term of the Contract pursuant to the Contracts (Rights of Third Parties) Ordinance.

20 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 14 of Part VII. 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. The 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.

21 Warranties

- 21.1 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.
- 21.2 The Successful Tenderer warrants that the Services will be performed by competent persons exercising due skill and care and that such persons shall hold all necessary and valid permits and licenses as may be required by law to perform such Services.
- 21.3 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 the CUHKMC.

- 21.4 The Successful Tenderer undertakes to forthwith remedy free of charge to the CUHKMC any failure or defect in the Services.
- 21.5 The Successful Tenderer undertakes to rectify any faulty or inadequate Services forthwith by appropriate action as determined at the CUHKMC option.
- 21.6 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.

22 Assignment and Sub-Contracting

- 22.1 The Successful Tenderer shall not assign any right or transfer any obligation under the Contract or any part thereof without the prior written consent of the CUHKMC. Any assignment or subcontract made without such consent shall be of no effect.
- 22.2 Unless otherwise agreed by the CUHKMC, the Successful Tenderer shall bind each permitted assignee to the terms and conditions of the Contract in any such assignment or subcontract.
- 22.3 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 Successful Tenderer. The CUHKMC may require any or all details of any sub-contract to be divulged to him prior to granting his consent above.

23 Rejections

- 23.1 Without prejudice to any statutory rights, the CUHKMC Representative may reject any linen delivered for reasons of uncleanness and damage or do not strictly conform to the specification.
- 23.2 Within 24 hours of being notified verbally by the CUHKMC Representative or in writing of the rejection of any services the Successful Tenderer shall be required to take necessary action to rectify such rejected services.
- 23.3 Within 24 hours after notification of rejection, the Successful Tenderer shall rectify the defects or in the case where replacement of damaged linen or compensation of lost linen by the Successful Tenderer is necessary, the Successful Tenderer must advise the CUHKMC Representative the delivery date when replacement linen will be delivered unless with the notification of rejection, the CUHKMC Representative shall have notified the Successful Tenderer that he does not require the replacement of such linen. Unless otherwise provided in the Successful Tenderer's offer, the CUHKMC Representative reserves the right to apply termination in the event that replacement delivery cannot be made within the period referred to above and the linen are urgently required to meet essential requirements of the hospitals.
- 23.4 If it shall be proved to the satisfaction of the CUHKMC Representative that the Successful Tenderer has offered for delivery any linen which have previously been rejected by the CUHKMC Representative the latter shall immediately thereupon be at liberty to terminate this contract.

24 Termination

- 24.1 The Successful Tenderer shall not terminate this Contract during the Term and failure to comply shall constitute a breach of Contract and shall entitle the CUHKMC to obtain compensation from the Successful Tenderer until expiration of the Term.
- 24.2 This Contract will expire automatically, without notice being necessary, on expiry of the Term unless the CUHKMC has exercised its option of renewal hereunder (if any), provided that the CUHKMC may at any time during the Term by not less than thirty (30) days' written notice to the Successful Tenderer terminate this Contract.
- 24.3 The CUHKMC shall have the right to terminate the Contract at any time upon written notice by not less than thirty (30) days 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 five (5) 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 the 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 the CUHKMC Materials, Developed Materials or any other Intellectual Property Rights of the 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. 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.

- 24.4 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, the CUHKMC may terminate this Agreement immediately on written notice to the Successful Tenderer.
- 24.5 For the delay of the delivery of services of the agreed timeline to the CUHKMC due to the responsibility of the Successful Tenderer, the CUHKMC may consider issuing written warning. Upon receiving three (3) times of the written warning, the CUHKMC shall reserve the right to terminate the Contract.
- 24.6 Upon the termination of the Contract, the Successful Tenderer shall immediately deliver to the CUHKMC all documents and information held by the Successful Tenderer relating to the Goods and/or Services.
- 24.7 Upon the termination of the Contract, the CUHKMC shall not be liable to the Successful Tenderer for any loss or damages arising out of or in connection with such termination.

25 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:

- a. Letter of Acceptance
- b. Conditions of Contract
- c. Tender Brief
- d. Other negotiated terms as agreed between CUHKMC and the Successful Tenderer (if any);
- e. Schedules as submitted by the Successful Tenderer (or part thereof) as accepted by CUHKMC and the Offer to be Bound signed by the Successful Tenderer; and
- f. 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 Schedules, which may during the period or periods specified in the Schedules be placed by the CUHKMC Representative at the prices quoted in the Schedules free of all other charges, subject to and in accordance with the Terms of Tender and the 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 conditions 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.

This Tender is submitted with the 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 partners hereof namely; (state names and residential addresses of all other partners):

- 4 In the event of having 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' BRIEF

This Tenderer's Brief aims at providing the Tenderers with general understanding of CUHK Medical Centre Limited ("CUHKMC" or "we", and "our" and "us" shall be construed accordingly) and should be read in conjunction with this Invitation to Tender issued by CUHKMC. The information contained herein is prepared to the best of our knowledge and should not be seen as binding.

Hospital at a Glance

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

CUHKMC is committed to provide innovative and patient-centered healthcare services, with package fees 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.

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

PART VI TENDER BRIEF

1. Purpose

The CUHK Medical Centre Limited (“CUHKMC”) aims to invite Tenderers to submit their proposal for the Provision of Laundry Services for the CUHKMC for a period of 36 months from 1 April 2024 to 31 March 2027 (both dates inclusive).

2. Contract Term

- 2.1 The Contract shall take effect from 1 April 2024 or the date notified by CUHKMC in writing (the “Contract Date”) and shall thereafter continue for a period of thirty-six (36) months (the “Initial Term”).
- 2.2 CUHKMC may exercise the right to extend the Contract for a period of up to twenty - four (24) months (the “Renewal Term”) on the same terms and conditions of the Contract by giving at least thirty (30) day’s written notice to the Successful Tenderer prior to the expiration of the Initial Term. The word “Term” in the Contract shall mean the Initial Term and (if CUHKMC exercises its right to extend) the Renewal Term.
- 2.3 CUHKMC shall have the right to terminate the Contract at any time by giving not less than thirty (30) days advance written notice to the Successful Tenderer before expiry of the Term. If CUHKMC does not serve the notice to terminate, the Contract will remain in full force on the same terms and conditions until its expiry.

3. Background

Laundry services play a vital role in healthcare facility’s integrated infection prevention and control program. Patients and staff are literally surrounded and exposed to countless medical textiles and fabrics. Thus, CUHKMC intends to engage a reliable laundry services provider to carry out the best methodology to achieve the important goal of providing hygienical clean, industry-standard hospital linens and uniforms, and returning them in a timely manner.

4. Tentative Timeline

The key milestones and tentative timeline of this Invitation to Tender for Provision of Laundry Services are as follows:

Item	Activity/Description	Timeline
1	Issue Invitation to Tender	11 August 2023
2	Deadline of Submission Enquiries	29 August 2023
3	Submission Deadline of the Tender of Laundry Services	22 September 2023
4	Tender Evaluation and Site Visit to Laundry Site of the Tenderers	September – November 2023
5	Award of Tender of Laundry Services	December 2023
6	Preparation works: confirmation and alignment on laundry services workflow, collection and delivery schedule for coordinating with electronic linen lockers	December 2023 to March 2024
7	Preparation works: confirmation and alignment on Infection Control Procedures	December 2023 to March 2024
8	Preparation works: testing and confirmation of washing procedure and formulas for uniform and linen by CUHKMC	December 2023 to March 2024
9	Commissioning of Laundry Services	1 April 2024

5. Scope of Work

5.1 Provision of Laundry Services

Requirements of the provision of the laundry services for CUHKMC are described in below. It shall serve as guidelines/ standard/ minimum scope/ items/ frequencies for the services required.

Tenderers are required to submit proposals under Part VII for CUHKMC's consideration and/ or assessment which describes in detail the programs, schedules, systems, procedures and mechanisms that will be implemented by the Tenderer in achieving the requirements set out in this Invitation to Tender.

The Successful Tenderer shall provide the services to CUHKMC subject to and in accordance with the terms of this Invitation to Tender and the Services shall comply with all requirements and specifications listed in this Invitation to Tender.

5.1.1 Types of Item and Estimated Quantity

The Successful Tenderer shall provide the laundry services to the following linen items. Items stated below are not exhaustive and are only suggestive in nature. Additional linen items may be required for laundry without prior notice.

The quantities as specified in the following table are estimates only and the actual amount requested by CUHKMC may vary.

The information or any data contained in this Invitation to Tender has been prepared in good faith, no representation or warranty is given by CUHKMC in respect of the current or the estimated service demand. CUHKMC is NOT bound to commit any quantities of all items of all types and the quantities would be on an as-needed basis as required by CUHKMC.

Types of Item and Estimated Quantity						
	Items	Estimated Quantity (pieces) for Year 1 (1 April 2024 to 31 March 2025)	Estimated Quantity (pieces) for Year 2 (1 April 2025 to 31 March 2026)	Estimated Quantity (pieces) for Year 3 (1 April 2026 to 31 March 2027)	Estimated Quantity (pieces) for Year 4 (1 April 2027 to 31 March 2028)	Estimated Quantity (pieces) for Year 5 (1 April 2028 to 31 March 2029)
1	Large Sheetings Coverlet / bed sheet (various sizes) Sheet, draw (various sizes) Sheet, transfer (various sizes)	52,420	57,660	63,430	69,770	76,750
2	Small Sheetings Sheet, Infant cot Wrapper / swaddle, Infant	28,920	31,810	34,990	38,490	42,340
3	Pillow Case / Heel Protector Pillow case (various sizes) Heel protector	52,290	57,520	63,270	69,600	76,560
4	Towels Towel (various sizes)	146,870	161,560	177,710	195,480	215,030

Types of Item and Estimated Quantity						
	Items	Estimated Quantity (pieces) for Year 1 (1 April 2024 to 31 March 2025)	Estimated Quantity (pieces) for Year 2 (1 April 2025 to 31 March 2026)	Estimated Quantity (pieces) for Year 3 (1 April 2026 to 31 March 2027)	Estimated Quantity (pieces) for Year 4 (1 April 2027 to 31 March 2028)	Estimated Quantity (pieces) for Year 5 (1 April 2028 to 31 March 2029)
5	Patient Clothings for Assessment Top (infant, child, adult, maternity) Pants (child, adult) Gown (child, adult, maternity) Vest (child, adult)	83,500	91,850	101,040	111,140	122,250
6	Bags Bags, instrument	54,800	60,280	66,310	72,940	80,230
7	Miscellaneous Items Towel (cleansing) Pillow (Infant, child, adult) Bed guard, cot	7,950	8,750	9,630	10,590	11,650
8	Blanket / Comforter Blanket, cellular Comforter / polyester duvet / quilt Sleeping bags (Infant)	76,900	84,590	93,050	102,350	112,590

Types of Item and Estimated Quantity						
	Items	Estimated Quantity (pieces) for Year 1 (1 April 2024 to 31 March 2025)	Estimated Quantity (pieces) for Year 2 (1 April 2025 to 31 March 2026)	Estimated Quantity (pieces) for Year 3 (1 April 2026 to 31 March 2027)	Estimated Quantity (pieces) for Year 4 (1 April 2027 to 31 March 2028)	Estimated Quantity (pieces) for Year 5 (1 April 2028 to 31 March 2029)
9	Curtains Curtains, cubicles (various sizes) Curtains, windows, private room (various sizes)	10,550	11,610	12,770	14,040	15,450
10	Uniforms Gown (various sizes) Top (various sizes) Pants (various sizes) Dress (various sizes) Jacket (various sizes) Blazer (various sizes) *may need to be dry cleaned	419,430	461,370	507,510	558,260	614,090

5.1.2 Pressing Mode

The required pressing modes for respective Linen item groups are illustrated in the following table. The Successful Tenderer could adopt alternate pressing modes upon the approval of CUHKMC representative.

	Pressing Mode	Item Groups
1	Calendar - Large	<ul style="list-style-type: none">• Large Sheeting
2	Calendar - Small	<ul style="list-style-type: none">• Small Sheeting
3	Tumble Dry - General	<ul style="list-style-type: none">• Pillow Case/Heel Protector• Towels• Patient Clothing• Bags• Miscellaneous Items
4	Tumble Dry - Large	<ul style="list-style-type: none">• Blanket/ Comforter• Curtain
5	Press / Cabinet Press	<ul style="list-style-type: none">• Uniforms

5.1.3 Laundry Process

The Successful Tenderer shall follow the laundry process and requirements for linen, such as washing temperature and formulas, as specified in Section 5.4 of Part VI. The Tenderers could further suggest altering the washing method and formula, in order to facilitate to offer the best laundry process and treatment of linen to CUHKMC, upon the approval of CUHKMC representative. The Tenderers shall submit their proposal of operation procedure, laundry process and workflow as specified in Schedule 9 of Part VII.

5.2 Collection and Delivery

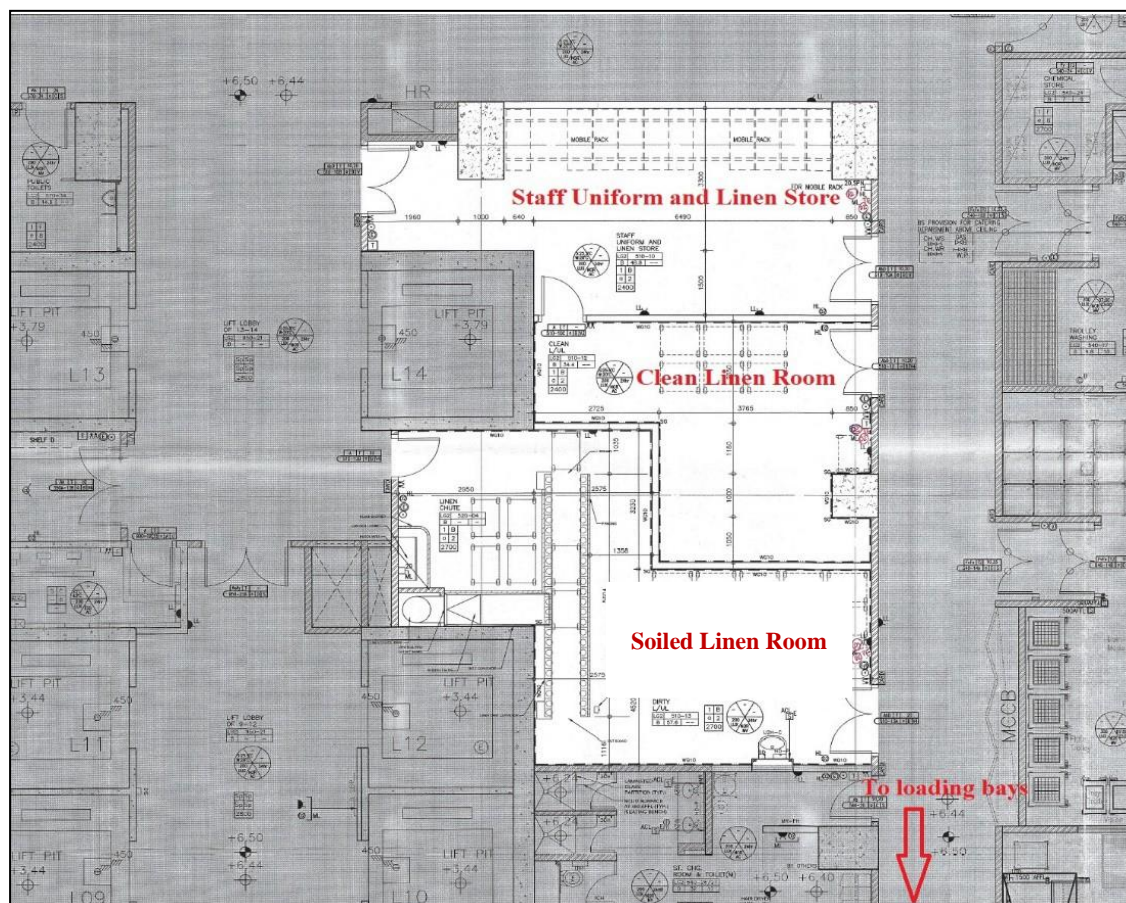
5.2.1 Collection and Delivery Schedule

Collection and delivery schedule will be advised to the Successful Tenderer by CUHKMC. The Successful Tenderer shall provide regular laundering service at least twice per day (i.e. Monday to Sunday, including Public Holidays).

The Successful Tenderer shall not adjust / change the collection and delivery schedule without prior approval of CUHKMC representative. Soiled linen collected shall be laundered and returned to the CUHKMC within **24 hours**. No limit shall be fixed on the maximum or minimum number of linen items or varieties of linen items to be laundered.

5.2.2 Location of Linen Rooms

Collection of soiled linen and delivery of clean linen shall be made at Linen Room on LG Level of the CUHKMC shown as below:



5.2.3 Provision of Linen Carts for Linen Cart Handling System

Linen Chute and Linen Cart Handling System located at Soiled Linen Room (LG Level) as specified at **Appendix II and III** will be adopted for collecting soiled linen of CUHKMC. The Successful Tenderer, upon the award of contract, shall follow the linen cart specifications reference or fabricate a prototype of the proposed linen cart to be used and also allow for refinement/ adjustment/ modification of the linen cart in order that it will suit the main contractor's Linen Cart Conveyor System of CUHKMC.

The Successful Tenderer should have allowed in the Tender (both cost and time) all relevant coordination with CUHKMC's building contractor(s) pertaining to the Linen Collection System for satisfactory operation of the system. Fabrication of linen carts should only proceed upon approval of the prototype by CUHKMC. The number of linen carts provided shall be fixed by CUHKMC considering the service need of CUHKMC and the linen carts shall be owned by the Successful Tenderer and provided to CUHKMC at no cost.

5.3 Linen Management System

The Successful Tenderer shall provide a Radio Frequency Identification (RFID) system with gantry, reader and handheld device equipped to keep track of and control the stock movement (quantities, date and time, types of collected and returned linen), and generate utilization report of linen for CUHKMC's management review. The Successful Tenderer's hardware and software systems must be compatible with CUHKMC RFID Laundry Uniform System (LUMS), together with existing RFID gantries, readers and handheld devices.

5.4 Specifications

All the requirements of the below specifications are mandatory. The Tender Submissions will NOT be considered unless the Tenderer(s) fully meet the following mandatory requirements.

Please indicate the extent of compliance of the specifications in Schedule 2 of Part VII. Details must be given should the offer differ from the requirements.

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

Specifications	
Clause	Requirements
1	This Invitation to Tender calls for Provision of Laundry Services for CUHK Medical Centre for a period of 36 months tentatively from 1 April 2024 to 31 March 2027.
2	The Successful Tenderer shall provide regular laundry services to CUHKMC every day, i.e. Monday to Sunday, including public holidays.
3	The Successful Tenderer shall provide cleaning consumables, materials, equipment (e.g. laundry bags, water dissolvable bags, pallets and trolley/cart covers) and detergents for the service at no additional cost.
4	The design, quality, size and materials of laundry bags are subjected to CUHKMC's approval in order to ensure its compatibility with the Linen Chute System.
5	All used linen shall be placed in linen bag according to the reference system stated in Appendix II, securely tied and stored in designated area, which is safe and separate from patient areas. Alternate bagging system could be adopted by Successful Tenderer upon the consent of CUHKMC Representative.
6	<p>The Successful Tenderer shall not, without the written consent of CUHKMC's Representatives, apply dry cleansing or apply special treatment to any linen to be laundered which may be resulted at a higher price than the contracted price.</p> <p>Any dry cleansing or special treatment to any linen considered necessary by the Successful Tenderer should be the subject of prior notification to CUHKMC's Representatives and obtaining his/her consent in writing.</p>
7	Linen items should be finished in a habitual manner, such as tumble drying, calendaring,

Specifications	
Clause	Requirements
	pressing or tunnel finishing as stated in Section 5 of Part VI Tender Brief. Subject to requirement from CUHKMC, alterations of finishing process will be specified by CUHKMC's Representatives.
8	Collection and Delivery of linen remain normal service unless tropical cyclone warning signal No. 9 or above is announced by the Hong Kong Observatory.
9	<p>The service shall include the collection of soiled linen and delivery of clean linen from and to CUHKMC (Address: 9 Chak Cheung Street, N.T., Hong Kong)</p> <p>Time of Collection and Delivery: Twice per day at 11:00 and 17:00. The schedule is subject to change as required by CUHKMC.</p>
10	<p><u>Soiled Linen</u></p> <p>The Successful Tenderer shall provide soiled linen trolleys for collection of soiled linen. The soiled linen trolley shall be made at the quality standard and design agreed by CUHKMC.</p> <p>All soiled linen should be collected at least twice per day and the exact timing shall be decided by CUHKMC Representatives after the award of tender. CUHKMC reserves the right to revise the frequency and timing at any time.</p> <p><u>Clean Linen</u></p> <p>The Successful Tenderer shall provide clean linen trolleys for delivery of clean linen. The clean linen trolley shall be made at the quality standard and design agreed by CUHKMC. The Successful Tenderer is required to sort and pack the clean linen before delivery to CUHKMC according to the sizes, colour, categories, quantity and departments of linen for each linen trolley specified by CUHKMC Representative.</p> <p>The clean linen shall be delivered at least twice per day and the exact timing shall be decided by CUHKMC Representatives after the award of tender. CUHKMC reserves the right to revise the frequency and timing at any time.</p> <p>To meet the future's operational needs, additional round trip service may also be required within contract period as and when requested by CUHKMC. A quote per additional round trip service shall be provided in Part B of Schedule 1 of Part VII.</p>
11	The Successful Tenderer shall perform prompt collection and delivery of linen, according to the delivery schedule provided by CUHKMC, and shall ensure there is no soiled linen left behind. The Successful Tenderer will be responsible for all charges incurred for urgent arrangement to ensure uninterrupted supply of linen when the Successful Tenderer fails to deliver the linen according to the frequency and timing decided by CUHKMC Representative.
12	<p>No limit shall be fixed on the maximum or minimum number of linen items or varieties of linen items to be laundered.</p> <p>The estimated number and varieties of linen items to be laundered under this contract are listed in Part VI Tender Brief. However, the list is only suggestive in nature; additional items of linen may be required for laundry without prior notice.</p>
13	Soiled linen collected shall be laundered and returned to the CUHKMC within 24 hours .

Specifications	
Clause	Requirements
	No excuse whatsoever for postponement of such delivery will be entertained, but the CUHKMC representative reserves the right to alter the schedule at any time.
14	<p>The number of soiled linen to be collected and the number of clean linen to be delivered to the CUHKMC shall be checked and signed on the laundry delivery note.</p> <p>The Successful Tenderer is required to clearly state the quantity with item breakdown of each delivery of the laundered items with a delivery note to CUHKMC. A monthly transaction summary with full details in specified format (including in electronic form) should be provided to CUHKMC.</p>
15	<p>At least 40 linen carts should be provided by the Successful Tenderer at no cost based on the below specifications reference. The linen cart dimensions are 850 mm (L) x 680 mm (W) x 1,450 mm (H).</p> <ul style="list-style-type: none"> • Wheel: 4 X 5-inch swivel castor • Plastic shelves X2, PVC cover X1, Plastic base height: 210mm <p>The design, size and materials of linen carts are subjected to the CUHKMC's approval in order to ensure its compatibility with the Linen Chute System and Linen Cart Handling System at Linen Collection Room on LG Level of the CUHKMC as specified at Appendix III and IV.</p> <p>To meet the future's operational needs, additional linen carts may also be required within the contract period. Thus, a quote per additional linen cart shall also be provided in Part C of Schedule 1 of Part VII.</p>
16	<p>The Successful Tenderer, upon award of contract, shall fabricate a <u>prototype</u> of the <u>proposed linen carts</u> at no cost, and to be used and also allow for refinement/adjustment/modification of the linen carts in order that it will suit the main contractor's Linen Cart Conveyor System.</p> <p>The Successful Tenderer should have allowed in the Tender (both cost and time) all relevant coordination with the CUHKMC's building contractor(s) pertaining to the linen collection system for satisfactory operation of the system. Fabrication of finalized linen carts should be proceed upon approval of the prototype by CUHKMC.</p>
17	Clean linen is transported and stored by methods to minimize microbial contamination from surface contact or airborne deposition. All laundries and dry cleanings are to be packed properly in plastic bags or as otherwise specified by CUHKMC.
18	Clean linen is transported in containers used exclusively for this purpose. Clean linen is placed in a cart, covered with disposable plastic or clean reusable material, and secured by cover.
19	<p>The Successful Tenderer shall not transport the soiled and clean linen concurrently in the same delivery vehicle, unless physical separation is provided.</p> <p>The Successful Tenderer shall ensure separate transportation of CUHKMC's linen items from linen/ uniform of other non-CHUKMC clients.</p> <p>The Successful Tenderer's linen truck should be cleaned and disinfected prior to</p>

Specifications	
Clause	Requirements
	conveying clean linen back to CUHKMC.
20	The Successful Tenderer should use clean and disinfected trolleys or plastic pallets for conveying clean linen back to CUHKMC. Carts or trolleys used for transporting clean and soiled linen in the laundry should be separated and distinguished with clear identification.
21	The Successful Tenderer shall be responsible for loading and unloading of linen at the designated locations in CUHKMC.
22	The container used for transport the soiled linen is properly cleaned before it is used to transport clean linen.
23	Bundles of clean linen are wrapped in plastic or other suitable materials.
24	Transportation of clean and soiled linen is done in separate containers.
25	Soiled Linen is sorted into non-infectious and infectious categories in a safe and consistent manner. Non-infectious Linen can be defined as used dry linen from non- infected patients. Infectious Linen can be defined as used linen contaminated with body fluid and/or from an infected patient.
26	Non-Infectious Linen, when sorting was done before pre-wash, the staff must be appropriately trained, have access to hand washing facilities, use appropriate personal protective equipment and protective apparel. (Appendix V: Good Practices Guidelines)
27	For Infectious Linen, sorting after pre-wash minimizes the direct exposure of laundry staff to infective material and reduces airborne microbial contamination.
28	In case foreign objects were found after sorting, they should be returned to CUHKMC according to the predefined procedure of CUHKMC.
29	Medical waste should be collected by designated party to avoid mix-up of normal garbage. The Code of Practice for the Management of Hospital Wastes is in Appendix VI for reference.
30	All linen items should be free from any noticeable stain caused by residual soiling.
31	All linen items should not have any residual unpleasant odour.
32	A quality control or quality assurance system is required for keeping records such as stain inspection record; re-wash record, torn linen reject record. Records should be kept for a period of no less than three months.
33	Washing Formula for Non-Infectious Linen (Formula A) <ul style="list-style-type: none"> Wash with Cold or Room Temperature water for ≥ 3 Minutes Wash with Warm or Hot Water $\geq 75^{\circ}\text{C}$ for ≥ 5 Minutes Medium: Use manufacturer's recommendation and Oxygen Bleach Drain: ≥ 2 minutes The Successful Tenderer could further suggest altering the washing method and formula,

Specifications	
Clause	Requirements
	in order to facilitate to offer the best laundry process and treatment of linen to CUHKMC, upon the approval of CUHKMC representative.
34	<p>Washing Formula for Infectious Linen (Formula B)</p> <p>First Wash</p> <ul style="list-style-type: none"> • Fill: Cold or Room Temperature water for: ≥ 5 minutes • Medium: Use manufacturer's recommendation and Oxygen Bleach • Drain: ≥ 2 minutes <p>Second Wash</p> <ul style="list-style-type: none"> • Fill: Warm or hot temperature water, $\geq 75^{\circ}\text{C}$ for ≥ 5 minutes • Medium: Use manufacturer's recommendation and Oxygen Bleach • Drain: ≥ 2 minutes <p>The Successful Tenderer could further suggest altering the washing method and formula, in order to facilitate to offer the best laundry process and treatment of linen to CUHKMC, upon the approval of CUHKMC representative.</p>
35	<p>Use of Chemical Disinfectants</p> <p>All linen should be chemically disinfected by using Hydrogen Peroxide or Oxygen Bleach during the wash to avoid discoloration, chemical reaction and remove permanent stains, as appropriate according to the standard by local authorities.</p> <p>The Successful Tenderer could further suggest altering the use of chemical disinfectants, in order to facilitate to offer the best laundry process and treatment of linen to CUHKMC, upon the approval of CUHKMC representative.</p>
36	The design of the laundry facilities should be equipped and ventilated to reduce the dissemination of microorganisms onto linen and staff. It is imperative that working areas be well illuminated and ventilated. The ventilation must include adequate intake, filtration, air exchange and exhaust.
37	Always keep the laundry area clean and dry. The floors should be of a non-slip material and without ridges to facilitate the ease of maneuvering the trolleys.
38	Staff should wear protective apparel to prevent contamination, especially those who are working in the soiled linen area.
39	Hand washing basins are properly supplied with liquid soap, paper towels and foot pedal bins available within both the dirty and clean areas.
40	<p>Delivery trolleys or carts for dirty and clean linen must be distinguishable. Both types of trolleys or carts must have the contents covered during transportation.</p> <p>Trolleys and carts must be of a suitable height and the wheels are in a good state of repair.</p>
41	Guidelines for laundry and linen services for CUHKMC should be posted in the working areas.

Specifications	
Clause	Requirements
42	Warning signs about the presence of contaminated linens must be posted in the working area.
43	Signage of no smoking, drinking or eating take place within the laundry area – should be posted in the working area.
44	Washing Machines should allocate to be exclusively used for soiled linen. They should not be used for washing of normal linen. Washing machines are clearly identified for soiled area or clean area.
45	All washing machines being used in the laundry area should be designed and operated to reduce any risk of re-infection after the thermal disinfected stage.
46	All washing machines used in the laundry area should be fitted with accurate thermometers of which the sensing elements are correctly placed and the records of such regular checking should be made available to the CUHKMC upon request.
47	The quality controller of the laundry provider should always check the washed linen by sampling whether they are properly washed and packed. If the linen is below the level of acceptance, the relevant linen shall be rewashed before delivery.
48	In case of machinery and/or vehicular breakdown, the laundry provider will be responsible for making alternative arrangement to carry on with the service, and keep the CUHKMC informed of such rearrangement.
49	<p>The Successful Tenderer shall ensure that all linen is disinfected by being washed, according to the prevalent handling soiled / infected linen guideline in the CUHKMC. The prevalent Laundering Process is in Appendix VII.</p> <p>The Successful Tenderer could further suggest altering the laundry process, in order to facilitate to offer the best treatment of linen to the CUHKMC, upon the approval of CUHKMC representative.</p>
50	The Successful Tenderer shall ensure separate laundering of CUHKMC linen items from clothing/ linen of other non-CUHKMC clients.
51	The Successful Tenderer shall ensure batch-in batch-out practice is in place throughout the whole laundering process.
52	The Successful Tenderer shall provide all cleaning consumables / materials and detergent for the service at no additional cost.
53	The Successful Tenderer shall ensure correct temperatures and contact times for each textile classification to ensure appropriate drying.
54	The Successful Tenderer shall ensure filling ratios in the drying process are not exceeded.
55	All linen must be fully dried up before packing.
56	Clean linen should be wrapped or covered during delivery to prevent soiling or contamination.

Specifications	
Clause	Requirements
57	The Successful Tenderer shall be responsible for compensation for any linen unreasonably damaged or lost by him. When compensation for such damage or loss of any linen incurred, the current market price of such linen shall be based.
58	If articles of linen, which are not the Successful Tenderer responsibility to replace as defined herein, are so stained that normal processing, re-processing and stain removal treatments do not clean them to the contract standard, the Successful Tenderer shall notify CUHKMC, set the articles on one side and return to CUHKMC for inspection.
59	Where any known damage occurs, the Successful Tenderer shall notify CUHKMC for repair or replacement.
60	Without prejudice to any more specific obligations imposed by the terms of this Contract, the Successful Tenderer shall take all reasonably practicable measures to ensure that articles of laundry are not adversely affected in any way when in the Successful Tenderer's possession.
61	All linen items should be free from any noticeable stain caused by residual soiling.
62	All linen items should not have any residual unpleasant odour.
63	All linen items should be dry and cool down before packaging/ wrapping. Moisture retention level should not exceed 6% before delivery from laundry plant, during transportation and delivery to hospital.
64	Should the linen items be rejected, the Successful Tenderer shall rewash the affected linen at no cost upon request by CUHKMC with records kept.
65	Clean linen re-contaminated or item which the moisture retention level measured by CUHKMC exceed 6% should be re-washed.
66	All staff uniform / linen and patient linen should be washed separately.
67	All linen items should be folded or hanged in the manner as requested by CUHKMC.
68	All Operating Theatre and Cardiology / Cardiac Intervention Centre linen shall be free from lint and carefully packed to avoid insects and other foreign objects getting into the bundled linen.
69	The Successful Tenderer shall be responsible for replacing the missing / damaged buttons of linen items by unbreakable plastic buttons at no extra cost.
70	The Successful Tenderer shall ensure all linen and uniform should be sorted by sizes, colour, categories, quantity and departments of linen for each linen trolley specified by CUHKMC Representative before delivery to CUHKMC.
71	The Successful Tenderer should observe and follow the "Universal Precaution Procedures" in Appendix VIII (for reference but not exhaustive) for operators working in the laundry.
72	All foreign objects found should be reported to CUHKMC Representatives for follow up work.
73	Record is maintained for found properties and reported to relevant party for necessary follow up work.

Specifications	
Clause	Requirements
74	<p>All washing and drying machinery used in the provision of the services shall be fitted with accurate thermometers of which the sensing elements are correctly placed to measure the temperature of the wash liquors, whichever washing cycle has been adopted.</p> <p>Such thermometers and ozone concentration (if applicable) shall be checked daily by the Successful Tenderer and the records of such checks should be made available upon request by CUHKMC. Calibration of the temperature sensors shall be arranged by the Contactor half-yearly with formal report to CUHKMC.</p> <p>The Successful Tenderer should at all times ensure that the machinery works at the designated/appropriate temperature level and in any case, the temperature should be at least 75°C for the Main Wash as stipulated in Appendix VII, in which the washing formula should be fully complied. The Successful Tenderer could further suggest altering the laundry process, in order to facilitate to offer the best treatment of linen to CUHKMC, upon the approval of CUHKMC representative.</p>
75	A quality control or quality assurance system is desirable for keeping records such as stain inspection record, re-wash record, torn linen reject record. Records should be kept for a period of no less than three months.
76	At the request of CUHKMC, the Successful Tenderer shall arrange for CUHKMC's Representatives to visit laundry plant, to access operation/performance. The Successful Tenderer shall demonstrate to CUHKMC's Representatives that specifications set out in the tender document are in compliance and the laundry plant's current capacity, space, equipment, workforce, infrastructure and setup are ready and suitable for accommodating CUHKMC's requirements on regular basis.
77	The Successful Tenderer should provide, free of charge, validated laboratory reports monthly on test piece , and the report should cover quality control (such as reflectance, fluorescence and chemical damage), soil removal ability (beaching ability, particulate soil removal, hydrophilic soil removal and proteinic soil removal) for various soiling level (Heavy, Medium and Light) issued by an independent accredited laboratory or testing center, such as Drycleaning and Laundry Institute (DLI), or equivalent during the contract term.
78	<p>The Successful Tenderer is required to provide microbiological laboratory test report by an independent accredited laboratory for 8 linen items, namely, draw sheet, bed sheet, patient gown, patient pants and pillow case and 3 other items randomly picked by CUHKMC.</p> <p>The results of such microbiological laboratory test reports should be to the satisfaction of CUHKMC and should be submitted once every 2 weeks in the first month of the Contract Term, and at a monthly interval thereafter.</p>
79	Tenderers are required to submit details of the Laundry sites which should be owned by the Tenderer and provide laundry services of the tender in Schedule 5 of Part VII, including address, photos (including sorting, drying, calendaring and folding section of the plant room), ownership, number of shareholders of the laundry sites with proven supporting document e.g. Business Registration Certificate of the laundry sites. Tenderers are required to provide the updated layout plan if any change happens.
80	All Successful Tenderer's employees should be medically fit to carry out the Services.

Specifications	
Clause	Requirements
81	There should be clear segregation, including linen, equipment and staff, between clean and dirty zones in the laundry to avoid cross-contamination of processed items.
82	Laundry site should facilitate one-way workflow from dirty to clean process.
83	The Successful Tenderer shall maintain laundry cleanliness by conducting periodic and thorough cleaning, disinfection, pest control and de-dusting on facility environment, including all surfaces and all equipment at the workplace.
84	No starch powder is used in all washing or rinsing process.
85	The Successful Tenderer shall not keep starch powder at the workplace of the laundry area for CUHKMC.
86	There is adequate lighting in each specific area.
87	Air-conditioning / ventilation system in the workshop is in order.
88	The working corridor and fire escape route are kept clear.
89	No scarf or inappropriate ornaments are worn by the laundry staff. Hair is neat and protected by covering if necessary.
90	Uniform / working clothes of laundry staff should be washed daily as used linen.
91	All safety cover or other safety devices of all laundry machines are in proper position.
92	Emergency stop button is available in all laundry machines at an easily reachable position, with proper label.
93	The floor of the laundry workshop should be maintained in a dry and clean condition at all times.
94	Soiled linen carts or trolleys shall be cleaned with disinfectant solution by the Cart Washer.
95	Tenderers shall indicate their compliance of the infection control measures in Schedule 12 of Part VII.
96	All deliveries of clean linen shall be subject to inspection and shall be deemed to have been accepted unless the linen is not rejected within 48 hours of delivery.
97	Without prejudice to any statutory rights, CUHKMC Representative may reject any linen delivered for reasons of cleanliness and whatsoever.
98	Within 48 hours of being notified verbally or in writing by the hospital representatives of the rejection of any linen delivered, the Successful Tenderer(s) shall remove the same.
99	Within 24 hours after notification of rejection, the Successful Tenderer(s) shall rectify the defects and must advise the hospital representatives the delivery date when the rectified linen will be delivered.
100	The Successful Tenderer in discharging its obligations under this Contract shall provide at its own cost at least the number of it's staff as set out in organization structure and manpower plan who shall be devoted to work on a full time or part-time basis (if any) as specified. The details shall be provided as set out in Schedule 7 of Part VII.

Specifications	
Clause	Requirements
101	The Successful Tenderer shall employ an adequate number of professional, competent and qualified staff to provide the Services. The Successful Tenderer's staff shall be physically fit and shall be Employees of the Successful Tenderer.
102	The Successful Tenderer shall be responsible to sew the RFID tags onto the newly purchased or clean linen. Also, remove the RFID tags from the clean or condemned linen items/ uniform/ patient clothing as required by CUHKMC.
103	Prior to the commencement date of this Contract and thereafter during the Term, the Successful Tenderer shall train its staff in the correct procedures in performing the Services including the use of equipment, chemicals, safety, Occupational Safety and Health, control of infection and compliance with CUHKMC security measures. The Successful Tenderer shall provide at its own cost for all training equipment and materials.
104	Where requested by CUHKMC, the Successful Tenderer shall supply CUHKMC with written details of the training given to the Successful Tenderer's staff for performing the Services.
105	<p>The Successful Tenderer shall implement a comprehensive quality assurance programme of the Services to be performed by the Successful Tenderer hereunder in regular consultation with the management staff and end-users of CUHKMC throughout the contract term. The quality assurance programme including its evaluation methodology and any changes to programme shall be subject to approval of CUHKMC. The programme shall not be inconsistent with the terms of this Contract.</p> <p>In addition, CUHKMC may conduct its own contract monitoring system and regularly/random site inspection. The Successful Tenderer shall promptly attend and respond to complaint from service users. Upon request by CUHKMC, the Successful Tenderer shall participate in monitoring inspections carried out by CUHKMC.</p>
106	The Successful Tenderer shall be responsible for all supervision and inspections work concerning the standard of Services to be provided and shall liaise with end-users on a regular basis to collect comments and/or assessment of the Services.
107	<p>Regular evaluation reports on operation, quality and performance issues shall be submitted by the Successful Tenderer to CUHKMC Representative on a monthly basis.</p> <p>The information will be used to tailor the performance of the Services to meet the current operational needs of CUHKMC.</p> <p>An annual report will be prepared and submitted to CUHKMC Representative by the Successful Tenderer. The report will set out the Successful Tenderer's activities hereunder for the year including without limitation details on financial information and training.</p>
108	The Successful Tenderer shall make recommendations to CUHKMC to improve the Services including organization structure, procedure implementation and resources. The recommendations shall not be implemented except with CUHKMC's written approval.
109	The provision of laundry services offered by the Successful Tenderer has to comply with the required Key Performance Indicator as specified in Section 6 of Part VI.

Specifications	
Clause	Requirements
110	The Successful Tenderer shall nominate representatives to participate in relevant CUHKMC meetings and in-service programmes as required by CUHKMC.
111	The Successful Tenderer shall provide CUHKMC with the names and contact telephone / numbers of its staff for emergency contact outside office hours.
112	The Successful Tenderer and its staff shall follow all procedures and policies of CUHKMC in relation to safeguarding the security of CUHKMC, its staff and its property.
113	The Successful Tenderer shall provide a Radio Frequency Identification (RFID) system or equivalent technology system with gantry, reader and handheld device equipped to keep track of and control the stock movement (quantities, date and time, types of collected and returned linen), and generate utilization report of linen for CUHKMC's management review. The Successful Tenderer hardware and software systems' must be compatible with CUHKMC RFID Laundry Uniform System (LUMS), together with existing RFID gantries, readers and handheld devices.
114	The Successful Tenderer shall ensure the smooth commencement and transition of the services and system operation.
115	<p>The Successful Tenderer shall provide a computer information system for linen management with its related hardware, software and equipment.</p> <p>The Successful Tenderer shall maintain the linen management system including the software associated with the system to the equipment performance and shall inspect the system and equipment at regular intervals. All software and hardware of the linen management system if available shall not affect any of the medical equipment.</p> <p>The computer information system shall support all security and networking standards as governed in the CUHKMC ICT Architecture Framework.</p>
116	<p>The Successful Tenderer shall ensure that any system interruption does not exceed a maximum of 2.5 hours.</p> <p>An offline mode operation shall be implemented in which the Successful Tenderer shall provide the stock movement info (quantities, date and time, types of collected and returned linen) when the system is back online.</p>
117	The Technical Proposal as submitted by the Tenderers will be assessed. It will be further verified and assessed in conjunction with the observation in site inspection by CUHKMC to the Tenderer's laundry plant. Tenderers who failed to facilitate the concerned arrangement will not be considered further.
118	When the Contract ends (Terminated or contract expired / finished) and there is a change of the contractor, both existing contractor and Successful Tenderer have to provide transition support on the changeover before and after the Contract. The scope includes, but not limited to attend the handover meetings and facilitate new Successful Tenderer to collect the linen, etc.

6. Key Performance Indicators (KPI)

The following Key Performance Indicators (KPI) shall be developed to appraise the laundry'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 laundry service provided. CUHKMC and the Successful Tenderer shall hold meetings at agreed intervals to review the performance of the laundry service. Failure to achieve the KPI may lead to the entailment of termination for CUHKMC with the corresponding details as found in "Termination" in Part III.

KEY PERFORMANCE INDICATORS			
Item	Key Results Area	Objective	Performance Indicator
1	Delivery Lead Time	To ensure the return of clean linen items within 24 hours	>95% achievement
		To ensure the collection of soiled linen items within 24 hours	>95% achievement
		To ensure the return of rewash items within 2 weeks	>95% achievement
2	Delivery Schedule	To ensure timely delivery according to scheduled timeslots as determined by CUHKMC	To achieve >95% of delivery made within set time limits and according to schedule
3	Discrepancy Level	To ensure the stock-in quantities matched with stock-out quantities	Discrepancy shall be less than 2% of all linen items per month
4	Response Time	To assure an effective and good communication between laundry and the CUHKMC so as to monitor a good service to the CUHKMC	To achieve a response time by laundry within 4 hours
5	Service Quality	Compliance of Laundry Performance Evaluation by DRYCLEANIING & LAUNDRY INSTITUTE INTERNATIONAL (DLI)	>95% achievement
		Compliance of CMA Testing Report	>95% achievement

7. Price Payment Schedule

- 7.1 Tenderers shall submit Tender Prices with a detailed and itemized breakdown. Such submission will be included as Schedule 1 of Part VII. Unit cost shall include all labour cost and all necessary costs, but not limited to on-costs, material costs, equipment costs, supervision and management costs.
- 7.2 Payment shall be made in Hong Kong Dollars unless otherwise specified by the Tenderers and agreed by CUHKMC.
- 7.3 The payment will be made monthly. The Successful Tenderer shall submit to CUHKMC an invoice 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.
- 7.4 Payment for the contracted laundry services shall be made against invoice addressed to the CUHKMC Representatives, and should be the subject of all the copies of laundry bill accompanying the invoice. Unless otherwise agreed by the CUHKMC Representatives, 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 30 days of receipt of invoices.

8. Confidentiality Undertaking

The Successful Tenderer is required to sign confidentiality undertaking to CUHKMC. The confidentiality undertaking form is attached in **Appendix I**.

9. Confidentiality

The information provided in this tender brief should be kept in strict confidence. It cannot be passed to another party without CUHKMC's prior consent or used for purposes other than (i) working out the proposal and (ii) completing the tasks set out in this tender brief. All information submitted will be kept in strict confidence and used solely for assessment and selection purposes.

10. Submission of Tender

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

10.1 Two-Envelope Bidding

- (a) 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:-
 - i. Technical Proposal – contains the complete set of tender documents, except Schedule 1 – Price and all supplementing quotations.
 - ii. Price Proposal – contains Schedule 1 – Price and all supplementing quotations.

(Note: Tender reference number, Description and Tender Closing Date shall be marked on the envelopes for easy identification.)

- (b) CUHKMC will complete the technical assessment first by evaluating the technical proposals of the Tenders according to the requirements, site visit and demonstration (if required). The price proposals of those Tenders which can pass technical assessment will be evaluated further based on the price proposal.

10.2 Interested Tenderers must provide the following information in their tender submission:

Schedule 1	Price
Schedule 2	Statement of Compliance with CUHKMC's Specifications
Schedule 3	Tenderer's Experience and Proven Records in Laundry Services Business
Schedule 4	Capital Investment
Schedule 5	Details of Laundry Sites of the Tenderer
Schedule 6	Documentary Proof for ISO or equivalent standard for laundry services
Schedule 7	Organization Structure, Manpower Plan, Emergency Staff Support, Contingency Plan and Operation Manual for Emergency
Schedule 8	Details of Capacity for the Provision of the Services
Schedule 9	Proposed Operation Procedure and Cleansing Schedule of Laundry Plant for CUHKMC Laundry Services
Schedule 10	Quality Assurance Programme
Schedule 11	Details of Infection Control Measures
Schedule 12	Compliance of Infection Control Checklist
Schedule 13	Occupational Safety and Health, Green Management, Risk Management and Safety Plan
Schedule 14	Declaration on Convictions to Hong Kong Ordinance
Schedule 15	Consent to Disclosure
Schedule 16	Non-Collusion Certificate
Schedule 17	Description of proposed Linen Management System
Appendix I	Confidentiality Undertaking
Part IV	Offer to be Bound

11. Selection Criteria

11.1 Mandatory Requirements Assessment

Tender specifications are all mandatory requirements. Full compliance with the mandatory requirements specified in Section 5.4 of Part VI is required. Tender proposals will not be considered further if the mandatory tender requirements cannot be fully satisfied.

- 11.2 A marking scheme with weighting of 60% on Technical Assessment and 40% on Price Assessment will be adopted. Scoring distribution is as follows:

Assessment Criteria		Weighting
Technical Assessment		60%
1. Tenderer's operational experience and capability:		35%
(a) Proven track record, experience of laundry services in healthcare institutions/hospitals in the past 3 years (e.g. list of clientele, client's assessment/feedback).		
(b) Capacity (i.e. number of staff and their experience, organization of company, infrastructure support and equipment, etc.)		
(c) Manpower resources allocation and management including local support team and emergency support (i.e. number of team members delivering the project and local/on-site support against overseas/virtual support etc.)		
(d) Demonstration of well-established Linen Management System for the provision of laundry service to CUHKMC		
2. Quality and Deliverables:		25%
(a) Operation workflow to comply with the standard of requirements of the CUHKMC and regulatory requirement		
(b) Risk management and back-up contingency plan		
(c) Quality management structure and assurance system, e.g. satisfactory and regular laboratory test report, staff training, certified ISO holder, infection control knowledge and application etc.		
Price Assessment		40%

11.1 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.

11.2 Price Assessment

The price assessment is calculated as follows:

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

11.3 The offer that obtained the highest combined score, i.e. technical score plus price score, would be recommended for acceptance.

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 should specify a list of those departures and reference each departure to the appropriate paragraph(s) and part(s) of the Tender and each should be fully explained and discussed, including the effect of the departure.

SCHEDULE 1

Price

Part A - Provision of Laundry Services

i.) Initial Term (1 April 2024 to 31 March 2027)

Type and Estimated Quantity of Items and Respective Price (Initial Term: 1 April 2024 to 31 March 2027)							
	Item	Estimated Quantity (pieces) for Year 1	Year 1 Unit Price/piece (HK\$)	Estimated Quantity (pieces) for Year 2	Year 2 Unit Price/piece (HK\$)	Estimated Quantity (pieces) for Year 3	Year 3 Unit Price/piece (HK\$)
1	Large Sheetings	52,420		57,660		63,430	
2	Small Sheetings	28,920		31,810		34,990	
3	Pillow Case / Heel Protector	52,290		57,520		63,270	
4	Towels	146,870		161,560		177,710	
5	Patient Clothings for Assessment	83,500		91,850		101,040	
6	Bags	54,800		60,280		66,310	
7	Miscellaneous Items	7,950		8,750		9,630	
8	Blanket / Comforter	76,900		84,590		93,050	
9	Curtains	10,550		11,610		12,770	
10	Uniforms	419,430		461,370		507,510	
Total Estimated Cost:							

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

ii.) Renewal Term (1 April 2027 to 31 March 2029)

Type and Estimated Quantity of Items and Respective Price (Renewal Term: 1 April 2027 to 31 March 2029)					
	Item	Estimated Quantity (pieces) for Year 4	Year 4 Unit Price/piece (HK\$)	Estimated Quantity (pieces) for Year 5	Year 5 Unit Price/piece (HK\$)
1	Large Sheetings	69,770		76,750	
2	Small Sheetings	38,490		42,340	
3	Pillow Case / Heel Protector	69,600		76,560	
4	Towels	195,480		215,030	
5	Patient Clothings for Assessment	111,140		122,250	
6	Bags	72,940		80,230	
7	Miscellaneous Items	10,590		11,650	
8	Blanket / Comforter	102,350		112,590	
9	Curtains	14,040		15,450	
10	Uniforms	558,260		614,090	
Total Estimated Cost:					

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

List of Linen Items

The list is for reference and is not exhaustive.

1. Large Sheetings

床單
宿房床笠
橫單
床笠
兒科病房大人床圍

2. Small Sheetings

新生嬰兒圍裙
嬰兒袍
嬰兒長形包巾
嬰兒床床單

3. Pillow Case / Heal

枕袋
枕頭套
產後哺乳裙
產房U型枕袋
婦產科U型枕袋

4. Towels

中心毛巾
沐浴毛巾
嬰兒紗巾
廚師毛巾
墊地巾

5. Patient Clothing

病人睡衫
病人睡褲
浴袍
小童檢查袍
小童檢查袍外套
小童檢查褲
小童睡衣
小童睡褲
成人檢查袍
成人檢查袍外套
成人檢查褲
成人睡衣
成人睡褲

6. Bag

布草污衣袋
枕頭防水保護套
嬰兒保溫箱套

7. Miscellaneous

床褥保護墊
舒適枕
枕頭
嬰兒帽
床笠

8. Blanket

病房及中心毛氈
絨被
襖棉格仔被
冷氣被

9. Curtain

浴簾
床簾
中心更衣室簾
新生嬰兒床簾

10. Uniform

西裝褸
西裙
外套
孕婦裙
專職衫
專職褲
工程外套
工程衫
工程褲
廚師衫
廚師褲
OT衫
OT褲
文員衫
文員裙
文員褲
白袍
臨床助理衫
臨床助理褲
護士衫
護士褲
醫生衫
醫生褲

Part B – Provision of Additional Round Trip Service (Optional services at CUHKMC’s discretion, depending on the operational needs.)

Please refer to Clause 10 of Section 5.4 of Part VI for details.

i.) Initial Term (1 April 2024 to 31 March 2027)

Item	Description of Service	Unit Price Per Round Trip (HK\$)		
		Year 1	Year 2	Year 3
1	Additional Round Trip Service (Laundry Plant to CUHKMC & CUHKMC to Laundry Plant)			

ii.) Renewal Term (1 April 2027 to 31 March 2029)

Item	Description of Service	Unit Price Per Round Trip (HK\$)	
		Year 4	Year 5
1	Additional Round Trip Service (Laundry Plant to CUHKMC & CUHKMC to Laundry Plant)		

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone: Email:

Authorized Signature: Date:

Part C – Provision of Additional Linen Cart**(Optional requirements at CUHKMC's discretion, depending on the operational needs.)**

Please refer to Clause 15 of Section 5.4 of Part VI for details.

i.) Initial Term (1 April 2024 to 31 March 2027)

Item	Description of Service	Specifications of Linen Cart	Unit Price Per Linen Cart (HK\$)		
			Year 1	Year 2	Year 3
1	Supply of Additional Linen Cart	Dimensions of Linen Cart: 850 mm (L) x 680 mm (W) x 1450 mm (H). Wheel: 4 X 5-inch swivel castor Plastic shelves X2, PVC cover X1, Plastic base height: 210mm			

ii.) Renewal Term (1 April 2027 to 31 March 2029)

Item	Description of Service	Specifications of Linen Cart	Unit Price Per Linen Cart (HK\$)	
			Year 4	Year 5
1	Supply of Additional Linen Cart	Dimensions of Linen Cart: 850 mm (L) x 680 mm (W) x 1450 mm (H). Wheel: 4 X 5-inch swivel castor Plastic shelves X2, PVC cover X1, Plastic base height: 210mm		

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 2

Statement of Compliance with CUHKMC's Specifications

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

- ☐ confirm all Goods/ Services on offer under this Tender Invitation comply with **Section 5.4 "Specifications"** under Scope of Work of Part VI.
- ☐ differ from the scope of work, requirement and deliverables in the following areas:-

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 3
Tenderer's Experience and Proven Track Records in Laundry Services Business

Tenderers should provide detailed information on the following aspects:

- 1 Years of establishment in running full laundry services business and related details.
- 2 Years of experience of laundry services in healthcare institutions/hospitals and related details.
- 3 Provision of proven track record including the followings:
 - a. Total contract values of running full laundry services in the past 3 years. Please list out the information of each Contract; or
 - b. Laundry sales volume in the past 3 years if the Tenderer cannot provide the information as requested in Part 3(a) above.
- 4 Any reported incidents of lack of hygiene or cleanliness resulting in health risks during the past 3 years.
- 5 Availability of reference letters obtained from clients:

Tenderers may provide their clients record (in priority) for the provision of laundry services by completing the following for verification.

- a. Name of client.
- b. Name, title, address, telephone number and fax number of the contact person.
- c. Servicing period and contract value
- d. Summary of the tender subject matter performed and / or supplied by the Tenderer and records of past and present serving companies or institutions supplied by the Tenderer in table format.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 4
Capital Investment

Proposal of Capital Investment to the Project which may include but not limited to vehicle(s), linen carts, trolleys etc. with details of items and breakdown of related cost.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 5

Details of Laundry Sites of the Tenderer

- 1 Information on address, ownership, number of shareholders of the laundry sites with proven supporting document. E.g. Business Registration Certificate and site photos.
- 2 Provision of Layout Plan of the Laundry showing the position of each equipment
- 3 Provision of Workflow at the workplace showing the segregation of the clear and dirty zones

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 6

Documentary Proof for ISO or equivalent standard for laundry services

Tenderers are requested to provide, free of charge, the documentary proof for ISO or equivalent standard for laundry services

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 7

Organization Structure, Manpower Plan, Emergency Staff Support, Contingency Plan and Operation Manual for Emergency

- 1 Provision of organization structure including the number of on-site and off-site management staff and the complement of staff to be deployed to this Contract and their qualification and experience.
- 2 Manpower plan for this Contract.
- 3 Emergency staff support and contingency plan which include the followings:

Emergency staff support and contingency plan	Please give details
Availability of back-up laundry	
Extra capacity to be deployed for back-up	
Availability of comprehensive contingency plan to sustain service	
Relief staff reinforcement during emergencies, accidents and extreme weather	
Emergency staff mobilization/deployment plan	
Response plans to crisis situations	
Performance pledge e.g. response time for provision of extra or urgent services when requested	
Others (please specify)	

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

4 Operation Manual for Emergency (Risk Management/Back-up contingency/Support)

Operation Manual for Emergency (Risk Management/Back-up contingency/Support)	Please put a “√” where applicable	Please give details
Periodic risk assessment		
Comprehensive contingency plan to sustain service		
Availability of written work instruction and operation manual		

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 8

Details of Capacity for the Provision of the Services

Tenderer please provide the following details of capacity including number of machines/ equipment/ plant and other relevant items for CUHKMC's consideration.

1. Washing Section

List of Machine	Year of Manufacturing	Design Capacity	Hygiene Type Washing Machine or Not	Existing Efficiency (%)	Existing Hourly Output	Spare Capacity Per Day for Meeting the Requirement of This Contract

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

2. Drying Section

List of Machine	Year of Manufacturing	Design Capacity	Existing Efficiency (%)	Existing Hourly Output	Spare Capacity Per Day for Meeting the Requirement of This Contract

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

3. Calendering Section

List of Machine	Year of Manufacturing	Design Output	Existing Efficiency (%)	Existing Hourly Output	Spare Capacity Per Day for Meeting the Requirement of This Contract

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

4. Folding Section

List of Machine	Year of Manufacturing	Design Output	Existing Efficiency (%)	Existing Hourly Output	Spare Capacity Per Day for Meeting the Requirement of This Contract

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

5 Provision of Equipment Maintenance Schedule and Plan (including cleansing of dryer filter and frequency of checking and calibration of thermo-sensors)

6 Equipment Maintenance and Hygiene & Environmental Factors (e.g. cleanliness, clear separation of clean and dirty zones, separate use of containers for soiled and clean linen, trolley/containers disinfection facility, laundry vehicles' cleanliness)

7 Provision of Transport Arrangement including no. of vehicles indicating capacity (in tonnes) of each vehicle, the Logistics arrangement and Tools (e.g. pallet, what kind of container to be used)

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 9

Proposed Operation Procedure and Cleansing Schedule of Laundry Plant for CUHKMC Laundry Services

- 1 Provision of Operation Procedure
- 2 Provision of laundry process / procedures / workflow
- 3 Provision of water flow of tunnel washers (please specify details on attached Appendix IX below)
- 4 Provision of washing temperature and washing formula of tunnel washers and washer extractors for different linen items, in particular for draw sheet, bed sheet, patient jacket, patient trousers and pillow case (please specify details on attached Appendix X to XI below)
- 5 Cleansing schedules of the Laundry Plant (including working environment, facilities and equipment etc.)

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 10
Quality Assurance Programme

- 1 The Tenderer is required to provide full details of the quality management structure and quality assurance system including Quality Assurance Programme/Management Plan and designated staff responsible for quality management, inspection and review (e.g. staff training, regular laboratory test report) as required in Clause 105 in Section 5.4 of Part VI.
- 2 Provision of sample of latest quality assurance reports and laboratory test reports issued by an independent accredited laboratory or testing center.
- 3 Provision of value-added service(s) such as innovative proposal to meet the CUHKMC's laundry services improvement needs, if any, should be specified.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 11

Details of Infection Control Measures

Tenderers are required to indicate their compliance of the infection control measures in this schedule, such as details of infection control procedure guideline, infection control training record and availability of personal protective equipment (PPE).

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 12

Compliance of Infection Control Checklist

The 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 the CUHKMC.

Please indicate the compliance by putting a "✓" on the appropriate box

Item	Infection Control Checklist	Yes	No*	N/A	Remarks
1.	Other Workers entering the high-risk patient areas in CUHKMC must follow the on-site screening check e.g. body temperature check and registration of personal details for contact tracing.				
2.	Other Workers who have travelled to the high risk areas and have symptoms of fever, unexplained muscle aches, severe fatigue, headache, recent cough, shortness of breath must be reported to CUHKMC and seek medical advice and consultation.				
3.	Other Workers are not allowed to work in the high- risk patient areas in CUHKMC unless with mutual consent in special circumstances (emergency situations requiring Successful Tenderers' assistance).				
4.	Good hand hygiene will be practiced by Other Workers (upon entry to the CUHKMC, throughout the contracted services provided in patient care areas as well as after completion of services).				
5.	Precautions will be adopted by Other Workers upon entering high-risk patient areas in CUHKMC, including appropriate protective gears comprising masks i.e. N95 respirator/surgical mask and disposable gown as well as goggles and other recommended gears for personal protection against infection.				
6.	All Other Workers in CUHKMC must receive documented training on infection control precautions. Regular update and supervised drills on infection control practice including proper gowning and de-gowning of personal protection gears should be conducted.				
7.	Regular update and drills on infection control practice will be conducted and documented for inspection.				

Item	Infection Control Checklist	Yes	No*	N/A	Remarks
8.	Equipment/tools used by Other Workers will be properly cleaned or disinfected at all times and after use in CUHKMC. Proper training in cleansing and dis-infection of tools/equipment will be maintained and will be audited with documentation for inspection.				
9.	Records of duty rosters of Other Workers and incident reporting with proper time logs will be documented and produced without delay upon request by the CUHKMC.				

Remarks:

- i. “Other Workers” means Contractors/ Sub-contractors/ Term Contractors and their employees working in the CUHKMC.
- ii. If the “No” box is ticked, please provide explanations at the “Remarks” column, and provide course of action.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 13

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

- 1 Initiatives on environmental protection such as air and noise, occupational safety and health such as risk assessment, availability of guideline and provision of training and green management should be provided.
- 2 Tenderer is requested to submit a Safety Plan which shall contain at least the following areas to demonstrate the tender's proposal for achieving effective and efficient health and safety for its staff.
 - a Risk / hazard Assessment
 - b Safety Inspection
 - c Safety Work Instruction
 - d Accident Reporting and Investigation
 - e Safety Training

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 14

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 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.			
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)			

Remarks:

- i. Tenderers should note that this declaration is a Mandatory requirement for the tender assessment. The information contained above should be correct and genuine, if the Tenderers/Contractor 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 if awarded the contract shall report this declaration to the CUHKMC in every six months' interval throughout the contract period.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

(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 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 The 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 Tenderers should 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, the CUHKMC will not award the contract to the concerned tenderer.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 15

Consent to Disclosure

To: CUHK Medical Centre Limited (CUHKMC)

Re: Provision of Laundry Services for CUHK Medical Centre Limited

We, *[insert the name of the consulting firm]*, hereby irrevocably authorise, consent and agree that if the CUHKMC agrees to engage us to carry out the Provision of Laundry Services for CUHK Medical Centre Limited, the CUHKMC may, whenever it considers appropriate or upon request by any person (written or otherwise) and without any further reference to us, disclose to any person in such form and manner as the CUHKMC deems fit:

- (a) the fees, costs and expenses payable by the CUHKMC for engaging us; and
- (b) the fee proposal submitted by us on *[insert the relevant date]*.

We hereby waive and forego our right, if any, to make any claims against the CUHKMC for any losses, damages, costs, charges, liabilities, demands, proceedings and actions that may arise out of or in consequence of such disclosure by the CUHKMC.

Dated this _____ day of _____

SIGNED by *[insert the name(s) of the) signator(ies)]*, the *[insert the post(s) of the) signator(ies)]* of the *[insert the name of the) company]* in the presence of : -

Signature of Witness

Name of Witness:

Occupation:

Address:

SCHEDULE 16
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 agreement 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 any body 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 the CUHKMC, if this certification is in anyway incorrect, or becomes incorrect prior to the award of this Tender, the 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 the CUHKMC for such period as the 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 the CUHKMC considers appropriate.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

SCHEDULE 17

Description of proposed Linen Management System

Tenderers are required to indicate the specifications, software, hardware and catalogues of proposed Linen Management System should they choose to provide the concerned system as specified in Clause 115 in Section 5.4 in Part VI.

Person Authorized to Sign Tender

Name of Company with Company Chop: Name and Title:

Telephone:

Email:

Authorized Signature:

Date:

PART VIII
APPENDICES

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

Soiled Linen Bagging System for Linen Services Contractor (for reference only)

Categories of Linen 污染布類衣物的分類	Conditions 情況	Bag Types & Colors Used 使用之袋類及顏色	Handling Methods 處理方法
Soiled Linen 普通污衣	1. Used but not wet with blood/ bodily fluids 已使用過，但未有沾上血液/ 體液 2. Discharged from non- infectious case 非傳染病患者使用過	White Linen Bag 白色污衣袋	Place inside white linen bags for normal washing process 放入白色污衣袋 送出清洗
Infectious Linen 受傳染病患者使用 過/污染的衣物	Contaminated by blood/bodily fluids stained or collected from patients of infectious diseases 已使用過，沾上血液/體液 或從傳染病患者收集回來	1. Water soluble bag 水溶性污衣袋 AND 及 2. Blue Linen Bag 藍色污衣袋	Place inside water soluble bag, then put into blue linen bags for washing process 先放入水溶性污衣 袋，然後放入藍色污 衣袋送出清洗

Information on Linen Chute System**1. Scope of Works**

The system consists mainly of chute trunk, entry side hung door sets, ventilation pipe set, discharge section and inspection panel. The electrical and mechanical components of the system shall be of proven quality complying to Hong Kong Government General Specification and Building Services Particular Specification for this Project.

2. Chute Chunk

The chute trunk shall be 610mm min. internal diameter straight sections and entry units made from 1.5mm thick, AISI 304 stainless steel sheet rolled and weld joined. The chute pipes shall be linked up by angle ring joints and telescopic joints. Each floor shall have a telescopic joint to allow for slight variation in floor-to-floor height and, thermal expansion/contraction. The chute trunk shall be supported at each floor level with a galvanized mild steel support frame/clamp band bolted to floor slab/wall.

3. Charging side hung door sets

The AISI 304 stainless steel side hopper doors shall be electrically operated, double skinned, side hinged and self-closing by means of a hydraulic door closer. It shall have a fire rating of 2 hour (to B.S. 476) The access shall have a 600mm x 600mm clear opening and shall allow fully loaded 400 x 570 x 890mm linen bags to pass through easily. The opening of hopper doors at each floor shall be about 500mm above floor.

4. Ventilation set

A AISI 304 stainless steel cover plate with angle ring shall be bolt fixed to the top of the chute trunk. Extending upwards from the plate to the roof shall be a 255mm internal diameter 1mm thick stainless steel ventilation pipe. A continuously operating exhaust fan and fan mount shall be fitted at the bottom of the ventilation pipe. Adequately sized inspection/maintenance panel shall be provided for access to and removal of the exhaust fan. The exhaust fan shall be of adequate duty for ventilation requirement of the chute. The fan and motor shall comply with ACMV Particular and General Specification.

5. Discharge selection

The whole discharge section shall be made from stainless steel plate. The linen chute shall discharge bagged linen via a 1.5mm thick square section bottom bend (45° to horizontal) fitted with a 3mm thick stainless steel automatic fire cut-off door at the discharge end. The operation of this door shall be by vertical counter balance actuated by a 165° fusible link. In case of a fire, the fusible link shall break and the door shall drop shut.

6. Inspection panel

Provide a AISI 304 stainless steel double skinned, side hinged and hand operated inspection panel of 500mm x 500mm clear opening for removal of exhaust fan complete with wall frame located above the entry side hung door set on the uppermost floor level.

An emergency stop (manual override with interlocking) shall be provided near the inspection panel to safely shut down the chute system.

7. Electric interlocking system

Each entry door shall be provided with an electric interlock. The electric interlock shall be mounted in the upper portion of the doorframe of the entry door. Operation shall be by push button, with two indicator lamps, green indicating ready for operation and red indicating system in use. When the red light is on, indicating the system is in use, the door shall be locked. The interlocking system shall also cover the lowest discharge point or the access door to the room properly if the door is not closed within a certain period of time. The master control box for the interlocking system shall be mounted in the soiled linen room where the linen chute discharge point is located. The master control box shall consist of an indicator board which shows the status of all side hung doors.

An alarm shall be given when any of the entry doors is not closed within a certain period of time. The entry doors can be opened manually by keys when the system is down due to electric supply failure or other faults. The interlocking system shall operate on a 24V electric supply, and shall have a manufacturer's factory fitted timer. The timer shall be able to be set by the user to allow single use of the chute any given time.

8. Automatic Chute Cleaning system

An electrically powered automatic chute cleaning system shall be provided above the top most entry section/inspection door. The cleaning system shall consist of a cylindrical housing, with two bands of stiff nylon brushes firmly attached, a geared electric motor, cable, weight, flushing head spray and electric logic control shall be installed to ensure efficient cleaning of the internal surfaces of the chute.

9. Disinfectant and sanitizing unit

A disinfectant and sanitizing unit is to be provided above the top most entry section. The unit shall be automatic in operation, and capable of injecting "Selsan E05" or equivalent deodorizer and disinfectant into the water supply of the automatic cleaning device for flushing of the internal surfaces of the chute.

10. Odour Neutralization system

The system shall have an ozone generator for destroying odour molecules. It shall be mounted on the wall at the linen chute room. The odour neutralizer circulates the ozone, permitting it to search out, destroy odour molecules and to convert them into water vapour and odourless, harmless gases.

Information on Linen Cart Handling System

1. General Information

Linen Cart Handling System (LCHS) is designed to convey the soiled linen bag and the linen cart; the soiled linen bag is conveyed to the linen cart automatically, and the full linen cart is replaced by the empty linen cart automatically. So the operator for handling the soiled linen can be reduced.

The LCHS is installed on LG Level Soiled Linen Room at the outlet of linen chute. The soiled linen bag is first dropped from side hung door in Linen Chute Room on each floor; only one door can be opened at the same time. The linen bag will fall onto the sliding chute and then belt conveyor. If the linen cart at the loading position is not full yet, the linen bag will be conveyed to the linen cart automatically. When the linen cart is full, the full linen cart will move forward to the outlet side and the empty cart from inlet side will forward to the loading position. Until all linen carts are full (total 3 nos. cart), signal lamp in linen management office will light up to inform the operator to discharge the full carts from the system and refill the empty carts to the system.

2. Major Equipment

2.1 Linen Chute

The linen chute is made up of 610mm internal diameter straight sections made from 1.5 mm thick, grade-304 stainless steel sheet rolled and weld joined.

The chute is linked up by stainless steel angle ring joints and telescopic joints in vertical. Each floor has a telescopic joint to allow for slight variation in floor-to-floor height and thermal expansion/contraction. The chute is supported on each floor level with a galvanized mild steel support frame/clamp band with gasket and anchored to floor slab/wall.

2.2 Side Hung Door Set

The grade 304 stainless steel side hung door is hand operated, double skinned, side hinged and self-closing by means of a hydraulic door closer. It has a fire rated period of -/120/- to B.S.476: Part 22: 1987. The door has a 600mm x 600mm clear opening.

Each entry door shall be provided with an electric interlock. The electric interlock shall be mounted in the upper portion of the door frame of the entry door. Operation shall be push button, with two indicator lamps, green indicating ready for operation and red indicating system in use. An alarm signal shall be given off to notify the operator to close the door properly if the door is not closed within a certain period of time.

2.3 Discharge Section

The whole discharges section is made from grade 304 stainless steel plates. The linen chute discharges bagged linen via a 1.5mm thick square section bottom bend (45o to horizontal) fitted with a 3mm thick grade 304 stainless steel automatic fire cut-off door at the discharge end. It has a fire rated period of -/120/- to B.S.476: Part 22: 1987. The

operation is by the vertical counter balanced door pulling against a 165o F fusible link. In case of a fire, the fusible link breaks and the door drops shut.

2.4 Ventilation Pipe Set

The grade 304 stainless steel cover plate with angle ring is fixed on the top of the chute trunk by bolts and nuts. Extending upwards from the plate to roof is a 255mm internal diameter stainless steel ventilation pipe of 1 mm thickness. A continuous operation exhaust fan and fan mount are fitted at the bottom of the ventilation pipe.

2.5 Sliding Chute

The sliding chute is made of 1.5 mm thick, grade-304 stainless steel sheet, while its support is made of galvanized mild steel. The purpose of this sliding chute is to reduce the impact force of falling linen bag before it hits on the belt conveyor.

2.6 Belt Conveyor

The structure frame and side guard of the belt conveyor is made of painted mild steel, and the belt is made of PVC. The overall size is about 800W x 2000L x 1800H. The belt conveyor equipped with geared motor, which the speed is about 30m per minute. Static and dynamic load capacity is 150kg/m and 50kg/m respectively. Photo sensor is equipped to detect the linen bag, so to control the time of conveying linen bag.

2.7 Linen Cart Conveyor

The structure frame of the linen cart conveyor is made of painted mild steel. The linen cart conveyor consists of idle wheel track (non-powered) and powered wheel track with geared motor, while the linen cart shall be conveyed between them. The overall size is about 940W x 5600L x 270H, which can handle 3 carts in maximum. The speed is about 12m per minute. It is designed to convey the specific linen cart only, which the size of linen cart is 600W x 850L x 1450H. Photo sensors is equipped to detect the position of linen carts. Infrared sensor is equipped to detect whether the linen cart is full or not.

2.8 Linen Cart

The linen cart is specially designed for the linen cart conveyor, which the frame is made of stainless steel. The overall size is about 600W x 850L x 1450H in mm. It has the opening on the top which allow the linen bag loaded from the top. One side of the cart can be opened for unloading the linen bag from the cart.

2.9 Discharge panel

The discharge panel is a push button panel which is installed at the outlet of the linen cart conveyor. When all the linen carts is full, operator can press the button to discharge the linen cart one by one.

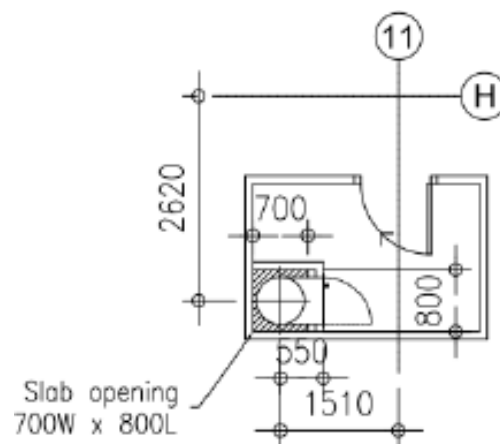
2.10 Signal lamp

The signal lamp is ceiling mounted in the management office on LG Level (exact location to be confirmed). When all the carts are full, the signal lamp will light up, so to notify the operator to discharge and refill the linen cart.

3. Equipment Room

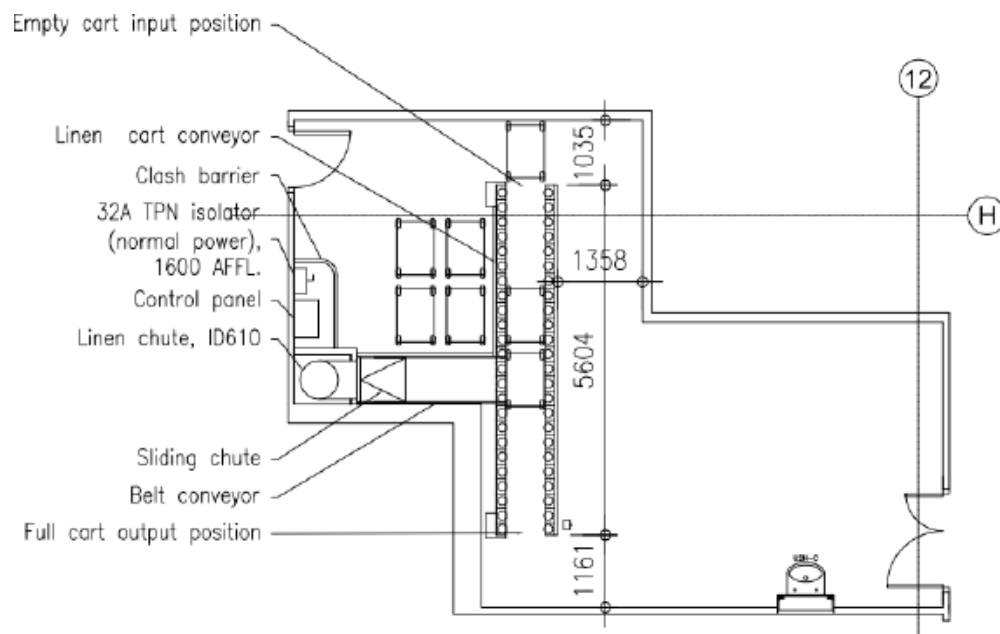
3.1 Linen Chute Room

The linen chute room is on LG1 to 11/F near grid 11H. Each linen room has one side hung door for disposal of soiled linen bag.



3.2 Linen Collection Room

The linen collection room is right below the linen chute room. The linen chute discharge outlet, sliding chute, belt conveyor and linen cart conveyor are installed in this room. Operator shall fill and discharge the linen cart in this room.



4. Operation Sequence

Fill the linen cart to LCHS

Step 1	The green light at inlet side of linen cart conveyor is on, push the empty linen cart toward the inlet side of linen cart conveyor.
Step 2	The linen cart is detected and conveyed to the loading position automatically. In the meanwhile, the green light is off and filling the cart to the system is not allowed.
Step 3	Repeating Step 1 & 2 until 3 nos. linen cart is filled to the system. Then green light will be off, no more cart can be filled to the LCHS.

Dispose the soiled linen bag

Step 1	Press the "door open" button on side hung door to release the electric lock of side hung door. In the meanwhile, the side hung door on the other floors will remain locked and the indicator lamp "in operation" will be on.
Step 2	Dispose the soiled linen bag through the side hung door.
Step 3	Close the side hung door and the indicator lamp "in operation" on the other floor will be off. (remark: the side hung door is self-closing, also its buzzer will be on if the door remain opened for 30 sec)

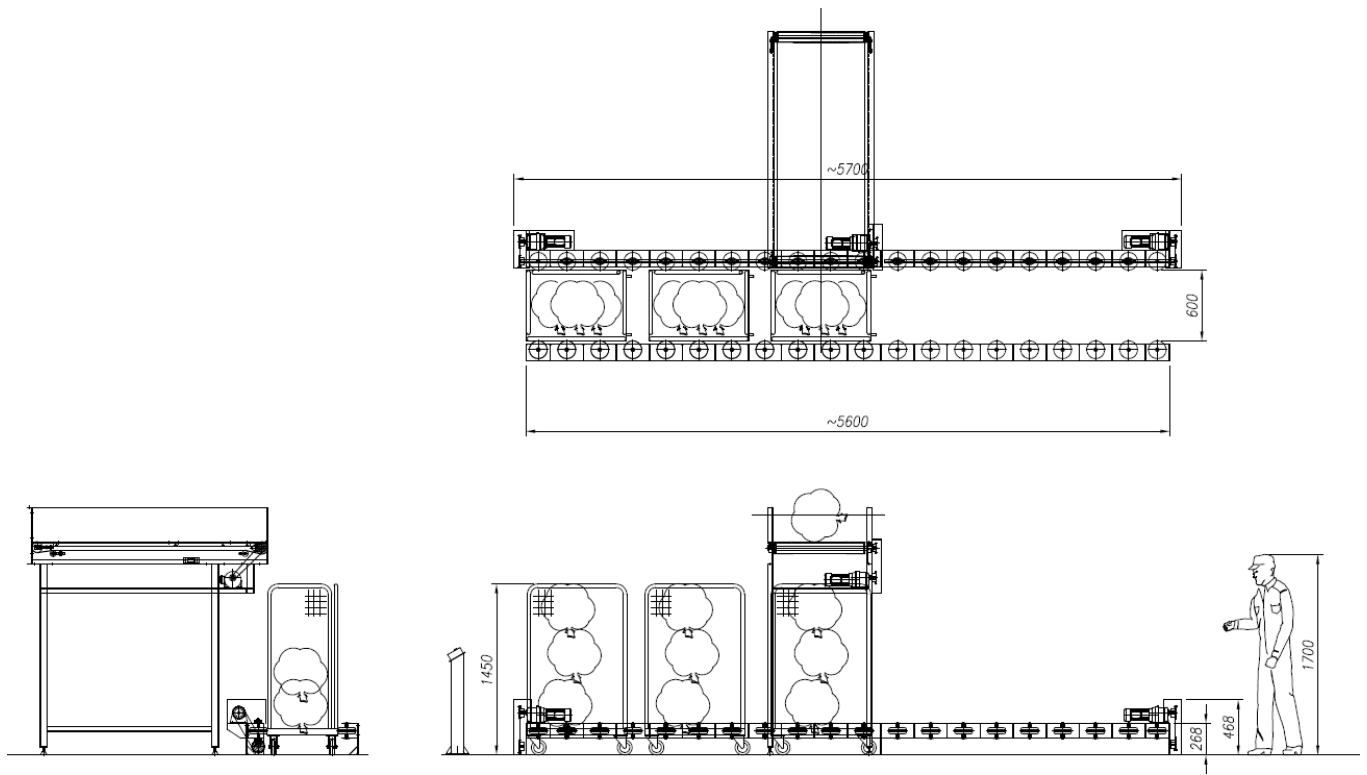
Load the linen bag to linen cart (automated process, no operator needed)

Step 1	When linen bag on the belt conveyor is detected and linen cart at the loading position is not full yet, linen bag is conveyed and dropped into the linen cart.
Step 2	When full linen cart is detected, the full linen cart is conveyed toward the outlet side. Then the empty linen cart behind is conveyed to the loading position.
Step 3	Repeating Step 1 & 2 until 3 nos. linen cart are full. The red light at outlet of linen cart conveyor and signal lamp in management office will be on.

Discharge the full linen cart

Step 1	The red light at outlet of linen cart conveyor and signal lamp in management office is on, operator press the "discharge" button on the discharge panel.
Step 2	The linen cart is conveyed away the linen cart conveyor. When the linen cart conveyor is stopped, operator pull out the full linen cart and place it at the holding area.
Step 3	Repeating Step 1 & 2 until 3 nos. full linen cart are discharged.

5. Drawing of conveyor system design



Good Practices Guidelines

1 Definitions

- 1.1 Non-infectious Linen – Used dry linen. Used dry linen from non-infected patients
- 1.2 Infectious Linen – Used linen contaminated with body fluid and / or from an infected patient

2 Handling Clean Linen

- 2.1 Clean linen should always be stored in a clean designated area
- 2.2 Remove clean linen in sufficient quantities to undertake the required task. Surplus linen must not be returned to the clean linen store
- 2.3 Do not store clean linen on open trolleys/shelves within the patient environment.

3 Handling Used Linen

- 3.1 Personal Protective Equipment (PPE) - Wear a disposable plastic apron, mask and gloves (non-sterile) when handling non-infectious / infectious linen
- 3.2 PPE should be removed on completion of each task with hand hygiene performed
- 3.3 Used linen must be handled with care to prevent environmental contamination with excretion or secretions, skin scales or bacteria
- 3.4 Used linen must be bagged, never shaken or allowed to touch the floor or other surfaces
- 3.5 Linen must be held away from the body to prevent contamination of clothing
- 3.6 Ensure appropriate clean bags/receptacles e.g. linen skips, are available as close to the point of use as possible
- 3.7 No extraneous items must be placed in the laundry bags, especially sharp objects. This may contribute to a health & safety risk for the laundry workers
- 3.8 All used linen will be placed in linen bag according to the reference system stated in Appendix II for reference bagging system), securely tied and stored in designated area, which is safe and separate from patient areas. Alternate bagging system could be adopted by Successful Tenderer upon the consent of CUHKMC Representative.

Code of Practice for the Management of Hospital Wastes

1. Introduction

Hospital wastes refer to wastes that are generated from clinical areas viz. Hospital, clinics and laboratories. Not all hospital waste is hazardous. It is mainly the infectious wastes that pose health hazards to those involved with their handling and disposal, and nearly all reported cases of disease transmission from hospital wastes are the result of injuries by contaminated sharps. Some other wastes are specially managed because of aesthetic reasons e.g. body parts.

This Code of Practice is based on the most up-to-date scientific knowledge and international recommendations, as well as aesthetic considerations. It does not cover chemical or radioactive wastes, which are dealt with separately.

2. Definitions

- 21 **Hospital wastes** refer to all wastes, biological or non-biological, that are discarded and not intended for further use.
- 22 **Medical wastes or Clinical wastes**, which is a subset of 2.1, refer to materials generated as a result of patient diagnosis, treatment, or immunization of human beings or animals.
- 23 **Infectious wastes**, which are a subset of 2.2, refer to that portion of medical wastes that could transmit an infectious disease. The Centre of Disease Control of the USA categorizes infectious wastes into: microbiological, pathological, animal, blood and sharps.

3. Categories of wastes

Hospital wastes are divided into municipal wastes and clinical wastes. Municipal wastes are ordinary household wastes that need no special treatment before municipal disposal. Only certain categories of clinical wastes require special treatment before disposal, and the types are given below.

Types of clinical wastes requiring special treatment:

- 3.1 Contaminated sharps e.g. used syringes and needles, surgical blades, broken ampoules, and lancets.
- 3.2 Laboratory stocks and cultures of infectious agents.
- 3.3 Human tissues and organs e.g. placenta, amputated limbs, and animal carcasses.
- 3.4 Infectious material from patients under strict isolation (Remarks).
- 3.5 Cytotoxic drugs in bulk or significant residual volume in container (e.g. unused or partially used drugs in ampoules or syringes).

- 3.6 Dressings or other wastes dribbling with blood, cakes with blood, or containing free flowing blood.
- 3.7 Other contaminated wastes assessed to be of significant risk by health care personnel.
- 3.8 The diseases requiring strict isolation are:
 - a. Diphtheria, pharyngeal
 - b. Diseases with category 4 infections :
 - Junin, Lassa, Machupo & Mopeia viruses.
 - Congo, Crimean haemorrhagic fever, Hazara.
 - Ebola, Marburg viruses.
 - Variola virus (smallpox)
 - Russian spring-summer encephalitis.
 - c. Pneumonic plague
 - d. Varicella (chickenpox)
 - e. Zoster, localized in immunocompromised host, or disseminated

Remarks:

Infectious wastes from patients under other types of isolation, e.g. contaminated sharps and blood associated with Hepatitis or AIDS, have already been captured in other categories e.g. 3.1 and 3.6.

4. Management of clinical wastes that need special treatment

4.1 Segregation

Clinical wastes should be segregated at the point of arising and package correctly for dispatch to storage pending transportation to final disposal. It is therefore important that all persons involved in the generation of clinical wastes be trained to recognize such wastes, and categorise the wastes to ensure that they are correctly packaged and dispatched in a safe and secure manner.

4.2 Packaging

Packaging must be leak resistant to ensure that wastes handlers and public will be protected from exposure to the wastes.

Containers for clinical wastes:

- a. Clinical waste requiring special treatment and cytotoxic drugs must be disposed in Red Bags. Wastes for municipal should be disposed in Black Bags.
- b. The bags should be of minimum gauge 100 microns of low density polyethylene
- c. Sharps Box

- All sharps should be put into sharp box. These boxes should be puncture resistant and waterproof. They should be yellow in colour with a warning logo of biohazard.
- When the sharp box is 80% full, it needs to be sealed to ensure complete security of the aperture cover and put Red Bags for disposal. Sharps box should be disposed in separate Red Bags and cannot be disposed together with other clinical wastes.

43 Sealing of packaging

All bags should be sealed by tying the neck securely. Do not overfill the bags. Staples must not be used as they may cause injury to the handler.

44 Labeling of wastes

All Red Bags must be labeled for identification of the ward/department and hospital of origin. The label should bear a warning logo of biohazard, and tied securely to the neck of the Red Bag.

45 Collection

Hospital wastes should be collected regularly by the portering team with designated skips or carts. These carts should be cleaned after each collection.

46 Storage

Storage requirements are designed to prevent unauthorized access to storage areas as well as to maintain proper sanitary conditions free of pests and vermin.

47 Transportation

Clinical wastes in Red Bags (i.e. wastes requiring special treatment), when transported outside the hospital must be done in designated vans which need to be cleaned after each transport.

48 Disposal and pre-treatment methods

Contaminated sharps are the only clinical wastes with demonstrated risk of infection to wastes handlers. They must be disposed into puncture resistant and waterproof sharps boxes and should be put in Red Bags for incineration.

- a. Laboratory stocks and cultures and blood samples can be autoclaved at 121°C for a minimum of 20 minutes holding time (or equivalent), then put into Black bags for municipal disposal. Precaution must be taken to ensure steam penetration to all parts of the load. Alternatively, they can be put in Red Bags for incineration.

- b. Human tissues and organs and animal carcasses should be put in Red Bags for cremation or incineration.
- c. Cytotoxic drugs in bulk or significant residual volume in containers should be put in Red Bags for incineration.
- d. Infectious material from patients under strict isolation should be put into Red Bags for incineration.
- e. Dressings and wastes that are dribbling with blood or caked with blood are put into Red bags for incineration.
- f. Other wastes assessed to be infectious by health care personnel should also be put into Red Bags for incineration.
- g. All other clinical wastes apart from the categories above can be put into Black Bags for municipal disposal.
- h. In case of doubt or queries, please contact the Hospital Infection Control Unit or personnel.

4.9 Personal Protection

a. General Precautions:

All staff who regularly has to handle, transfer, and transport clinical wastes should wear disposable gloves. Basic hygiene is important, and washing facilities should be conveniently available.

b. Additional Precautions:

If splashing is anticipated aprons should also be worn, and also visors in certain circumstances. Heavy-duty gloves should be worn for workers who are loading the wastes into incinerators.

4.10 Accidental spillage of infectious wastes

The wastes should be re-packaged on site. The handler should wear protective clothing including disposable gloves and plastic aprons. For blood spillage, the appropriate disinfectant should be used (sodium hypochlorite 1% or 100,000 PPM)

4.11 Accidental related to medical wastes

All accidents related to medical wastes resulting from prick, cut or splash must be reported to the officer in-charge and then the Accident and Emergency Department for appropriate treatment. A record of all accident and incident report involving such injuries and exposure should be kept.

4.12 Training

All staff involved in the handling of medical wastes should be trained in segregation, packaging, collection, storage and transportation of such wastes. Instruction courses should be incorporated at induction orientation and also regularly.

4.13 Quality assurance

Designated staff should be responsible for the reinforcement of proper segregation and packaging to ensure safety for all staff. Spot checks can be done periodically and results relayed back to the clinical areas concerned.

Laundry Process for All Used Linen

- 1 **Machine Load:** The loads used should be followed by the washing machine manufacturers' recommendations.

Pre-wash: It allows warming and mixing up of the contents of the washing machine and removing the soiling matter with water set at a maximum temperature of 35°C.

Rinse: It removes soiling from linen.

Main wash: It combines mechanical action of washing with high or low temperature wash and chemical disinfection if necessary.

- 2 **High temperature wash:** Main wash temperatures should be maintained at least 75°C for 5 minutes and chemical disinfection. Mixing time must be added. Wash loads of 0.056kg/liter or less will have a mixing time of 4 minutes added to the temperature holding times. Wash loads of more than 0.056kg/liter will have a mixing time of 8 minutes added to the temperature holding times.

- 3 **Low temperature wash:**

Ozone wash must be followed with chemical disinfection#. Refer to manufacturer's recommendation for setting up of the desired ozone concentration.

Chemical disinfection: such as sodium hypochlorite 75-200 ppm and hydrogen peroxide 250-300ppm or equivalent to achieve 4 microbial log reduction. The addition of a disinfecting laundry chemical can compensate for the anticipated loss of antimicrobial activity of the overall laundry process, including:

1. when any of the 4 factors needed to produce hygienically clean textiles (i.e. water temperature, agitation, chemical type and concentration, or duration of wash cycle) in laundry process is altered
2. when textile properties indicate use of cooler water temperature
3. if a high proportion of the textile load is very heavily soiled
4. if there is concern about suspended microbes in wash or rinse water settling back onto the textiles in the load

- 4 **Final Rinse:** removes all detergent, additives and contaminants from linen by dilution, and "sour" process should be used in the last rinse to neutralize any residual alkali. All linen items should be soured to a pH in the range of 5.5 to 7.0 to ensure compatibility with human skin and to maximize their durability.

Universal Precaution Procedures to Follow by Operators in Laundries
洗衣部員工操作守則

- (一) 在接觸污衣前，必須穿戴合適的個人保護裝備（例如：口罩、膠手套、防針刺手套、保護帽、圍身等）。
- (二) 如需再次接觸清潔衣物，必須除下手套，圍身及清洗雙手。
- (三) 膠手套及圍身應每日至少清洗一次。
- (四) 為員工健康設想，應盡可能配戴口罩。
- (五) 員工應使用指定之污衣車盛載污衣。不可使用污衣車盛載清潔的衣物。
- (六) 確保洗滌效果良好及正確消毒程序的執行，員工應按指示選擇洗衣程序。
- (七) 自動洗脫機的操作人員，應確保洗衣重量正確。
- (八) 開袋分貨的員工，應每次完成分貨後，立即清洗地面。

Water Flow of Tunnel Washers

Loading capacity	_____kg / batch			
Compartment	Zone (Pre-wash, Main wash, Rinse)	Water in (Recycle water, Fresh water)	Water out (e.g, drain off, for recycling)	Water Consumption (litres / hr)

Washing Temperature and Washing Formula of Tunnel Washers

Loading capacity	_____ kg / batch					
Item	e.g, Draw sheet, Bed sheet, Patient jacket, Patient trousers, Pillow case					
Compartment	Zone (Pre-wash, Main wash, Rinse)	Duration (sec)	Temperature (°C)	Chemical products (e.g, Liquid detergent, Hydrogen peroxide, Softener etc. in ml/gm)		

Washing Temperature and Washing Formula of Washer Extractors

Machine	_____kg Washer Extractor						
Loading capacity	_____kg / batch						
Item	e.g, Draw sheet, Bed sheet, Patient wear, Pillow case						
Process (e.g, Flush, wash, drain, no drain, bleach, rinse, spin, extract)	Duration (minutes)	Temperature (°C)	Water Level (High, Low, Med)	Chemical products (e.g, Liquid detergent, Hydrogen peroxide, Softener etc. in ml/gm)			

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