**(For Paper-based Tendering, to be inserted into the envelope of “Technical Proposal”)  
(For Electronic Tendering, to be stored in a file named “Technical.doc” or**

**in any other file name except “Price.doc”)**

**Appendix B – Service Implementation Proposal**

**IMPORTANT NOTE :**

**Tenderers are strongly advised to take note of requirements under the Tender Documents, in particular, the Service Specifications and the Marking Scheme before preparing the Service Implementation Proposal in this Appendix B.**

**Please take note of the size and page limits as set out in Clause 4.2(c) of the Terms of Tender in preparing this Appendix B.**

(Please use additional sheets if the space provided is not sufficient and mark clearly on the sheets the relevant part of the Appendix B being referred to. **Tenderers may complete this Appendix B in either English or Chinese**.)

|  |  |
| --- | --- |
| **Name of the Tenderer** *(****Tenderer*** *must ensure that the name stated below be the same as the one stated in the Offer to be Bound form.)* | |
| Chinese: |  |
| English: |  |

**A. Management and Operation Plan**

|  |  |
| --- | --- |
|  | (1) Please provide in no more than 500 words the details on service implementation plan on how the organisation of talks as required in Clauses 9 to 11 of the Service Specifications will be carried out, which must include a description on Tenderer’s established network of suitable speakers. |
|  | (2) Please provide in no more than 800 words the details on service implementation plan on the provision of telephone hotline and social media chat group, emergency support, professional legal consultation and counselling service as required in Clauses 12 to 21 of the Service Specifications. |
|  | (3) Please provide in no more than 800 words the details on service implementation plan on how the organisation of group activities, visits to enterprises and small group activities as required in Clauses 22 to 27 of the Service Specifications will be carried out, which must include a description of Tenderer’s established network of different large corporations in the Mainland that fall within the “Fortune China 500” in two (2) years immediately preceding the Original Tender Closing Date for organising the visits to enterprises. For the updated list of “Fortune China 500”, please refer to the official website at [www.fortunechina.com](http://www.fortunechina.com). |
|  | (4) Please provide in no more 500 words the details on service implementation plan on setting up/operating the scheme association and organising networking events as required in Clauses 28 to 29 of the Service Specifications. |
|  | (5) Service Centre  (a) Please list out below the name(s) and address(es) of the service centre(s) located in the GBA Mainland cities which are being operated by the Tenderer for providing employment-related support services for Hong Kong people working there on the date of Tender submission and state whether they are the proposed Service Centre(s) for provision of the Services for Young Persons participating in GBA YES. For detailed requirements of the Service Centre(s), please refer to Clauses 7 and 8 of the Service Specifications.   |  |  |  |  | | --- | --- | --- | --- | |  | **Name of service centre in GBA Mainland cities being operated by the Tenderer for providing employment-related support services for Hong Kong people working there on the date of Tender Submission** | **Address of service centre** | **The proposed Service Centre for provision of the Services for Young Persons participating in GBA YES**  **(Yes/No)** | | 1. |  |  |  | | 2. |  |  |  | | 3. |  |  |  |   (b) Please list out below the name(s) and address(es) of the proposed Service Centre(s) located in the GBA Mainland cities to be operated by the Tenderer for provision of the Services for Young Persons participating in GBA YES which are not included in the table in 5(a) above.   |  |  |  | | --- | --- | --- | |  | **Name of Service Centre** | **Address of Service Centre in GBA Mainland cities** | | 1. |  |  | | 2. |  |  | | 3. |  |  |   (c) Please provide in no more than 500 words the details of proposed Service Centre(s) operated by the Tenderer, as well as facilities of those Service Centre(s) and other service outlet(s) owned by or leased to the Tenderer (if any), for the provision of the Services for Young Persons participating in GBA YES. |

**B. Supervision Plan**

|  |  |
| --- | --- |
|  | Please provide in no more 800 words the details on the approach of and mechanism for staff supervision, monitoring of performance, training, staff communication channel and appraisal. |

**C. Quality Assurance Plan**

|  |  |
| --- | --- |
|  | Please provide in no more than 800 words the details on the approach to ensure service quality and remedy defects in performing the Services such as complaint handling mechanism, staff deployment plan, continuous quality improvement measures, administrative support and involvement of senior management in quality assurance. |

**D. Publicity Plan**

|  |  |
| --- | --- |
|  | Please provide in no more than 800 words the details on the publicity for the provision of Services pursuant to Clauses 11(c), 13(b), 23(b), 25(b), 27(b) and 29(b) of the Service Specifications and measures to promote GBA YES to eligible Young Persons. |

|  |  |
| --- | --- |
| **E.** | **Innovative Suggestions** |

1. Tenderers are encouraged to make Innovative Suggestion(s). All practicable Pro-innovation Proposals and ESG Proposals accepted by the Government shall form part of the Contract. Any failure to perform such Pro-innovation Proposals/ESG Proposals would be deemed a breach of the contractual obligation, and the Government would be entitled to take follow-up actions in accordance with the existing mechanism on the handling of breach of contractual obligations e.g. claiming damages and/or termination of the Contract. Please complete the table in paragraphs 3 and 4 below if such Pro-innovation Proposals and ESG Proposals are to be provided.
2. Please refer to Assessment Criterion 5(a) and Note 5 to the Marking Scheme for the details of the assessment of the Pro-innovation Proposals. Please refer to Assessment Criterion 5(b) and Note 5 to the Marking Scheme for the details of the assessment of the ESG Proposals. Tenderers, if selected, will be required to provide details of the Accepted Innovative Suggestion(s) implemented in the quarterly reports as prescribed by the LD pursuant to Clause 30 (where applicable) of the Service Specifications.
3. Please provide details on the Pro-innovation Proposals to be committed for the provision of Services for Young Persons participating in GBA YES.

|  |  |  |
| --- | --- | --- |
|  | **Proposed Pro-innovation Proposals**  **and implementation details** | **Description of the improvements / benefits to the Services** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |

1. Please provide details on the ESG Proposals to be committed.

|  |  |  |
| --- | --- | --- |
|  | **Proposed ESG Proposals and implementation details** | **Positive values and/or benefits to the Government or the public at large** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |

1. The Government may, at its absolute discretion, accept one or more of the Innovative Suggestions submitted by the successful Tenderer in its Tender.

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| F**.** | **Experience in providing employment-related support services in the nine (9) GBA Mainland cities for Young Persons working in the GBA Mainland cities** |
|  | Please provide below the number of years of Tenderer’s experience in providing employment-related support services in the nine (9) GBA Mainland cities for Young Persons working in the GBA Mainland cities in the past five (5) years immediately preceding the Original Tender Closing Date (see Clause 6.2 of the Terms of Tender):   * For experience gained under GBA YES, Tenderer is only required to fill-in the table below, documentary proof for such experience is not required. Nonetheless, if the information provided in the table below is different from the records held by the LD, the Government may at its sole discretion request the Tenderer to provide documentary proof for substantiation of the claims or proceed to evaluate the Tender based on the records held by the LD. * For experience gained from other services funded by other Government departments, organisations or schemes, **Tenderer is required to fill-in the table below and provide documentary proof, for example, service agreement(s) with organisation(s) showing the nature of the services, service period and the age of service recipients and/or employment-related support record(s) showing the service period and the age of service recipients, for substantiation of the claims.** |

|  | **Period in the past five (5) years immediately preceding the Original Tender Closing Date**  **(dd/mm/yyyy –**  **dd/mm/yyyy)** | **Total number of days in which relevant services were provided**  **(counting by calendar days)** | **Title of the programme / scheme** | **Funded by (please provide the name of sponsoring institution or organisation)** |
| --- | --- | --- | --- | --- |
|  | *e.g.*  *2/5/2023 – 1/5/2024* | *e.g.*  *365 days* | *e.g.*  *GBA YES* | *e.g.*  *Labour Department/*  *Social Welfare Department/*  *ABC Company Limited* |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| 4. |  |  |  |  |
| 5. |  |  |  |  |
| 6. |  |  |  |  |
| 7. |  |  |  |  |

- END of Appendix B -

**（如為紙張式投標，此附件須放入「技術建議」信封）**

**（如為電子投標，此附件須存放於名為「Technical.doc」或**

**其他檔案名稱（「Price.doc」除外）的檔案）**

**附件B – 服務推行建議**

**重要通知：**

**投標者在填寫附件B–服務推行建議前，請務必留意載列於招標文件內的各項要求，特別是「服務規格」及評分制度。**

**填寫附件B時請留意「招標條款」第4.2(c)條列明有關字型大小及頁數的規定。**

（如以下提供的空位不足以填寫所有資料，投標者可另紙書寫，並在附加的紙張上清楚註明有關資料是補充附件B的哪一部分。**投標者可用中文或英文填寫本附件。**）

|  |  |
| --- | --- |
| **投標者名稱***（必須與「應約履行」表格（即Offer to be Bound）內提供的名稱相同）* | |
| 中文： |  |
| 英文： |  |

|  |  |
| --- | --- |
| **A.** | **管理及營運計劃** |
|  | (1) 請以不多於500字闡述投標者按照「服務規格」第9至11條的要求舉辦講座的服務推行計劃書，當中必須包括投標者已建立可用以邀請合適主講者的網絡的描述。 |
|  | (2) 請以不多於800字闡述投標者按照「服務規格」第12至21條的要求提供電話熱線、管理社交媒體群組、提供緊急支援、專業法律諮詢及輔導的服務推行計劃書。 |
|  | (3) 請以不多於800字闡述投標者按照「服務規格」第22至27條的要求舉辦團體活動、研學交流及小組活動的服務推行計劃書，當中必須包括投標者與在緊接原定截標日期前2年內列入《財富》中國500强排行榜的不同大企業已建立的網絡，並可用以舉辦研學交流的描述。有關最新《財富》中國500强排行榜名單，請參考官方網站：[www.fortunechina.com](http://www.fortunechina.com) |
|  | (4) 請以不多於500字闡述投標者按照「服務規格」第28至29條的要求協助參加「大灣區青年就業計劃」的青年成立/營運計劃的協會及舉辦協會活動的服務推行計劃書。 |
|  | (5) **服務中心**    (a) 請於以下表格內列出在投標時由投標者在大灣區內地城市經營，用作為在當地工作的香港人提供就業有關的支援服務的服務中心，及說明它們是否建議用作為參加「大灣區青年就業計劃」青年提供支援服務的服務中心。有關對服務中心的規定，請參閱「服務規格」第7及8條。   |  |  |  |  | | --- | --- | --- | --- | |  | **在投標時由投標者在大灣區內地城市經營用作為在當地工作的香港人提供就業有關的支援服務的服務中心名稱** | **服務中心地址** | **建議用作為參加「大灣區青年就業計劃」青年提供支援服務的服務中心**  **（是／否）** | | 1. |  |  |  | | 2. |  |  |  | | 3. |  |  |  |   (b) 請於以下表格內列出由投標者在大灣區內地城市經營，建議用作為參加「大灣區青年就業計劃」青年提供支援服務而未有在上述第5(a)部的表格中列出的服務中心。   |  |  |  | | --- | --- | --- | |  | **服務中心名稱** | **服務中心地址** | | 1. |  |  | | 2. |  |  | | 3. |  |  |   (c) 請以不多於500字闡述上述由投標者經營的服務中心的詳情及設施，及其他由投標者擁有或租用的服務地點的設施（如有）。 |
| **B.** | **督導計劃** |
|  | 請以不多於800字闡述員工督導、工作表現監察、培訓、員工溝通渠道及評核的方法及機制。 |

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| **C.** | **服務質素保證計劃** |
|  | 請以不多於800字闡述服務質素保證及改善缺失的措施，例如投訴處理機制、靈活人手調動安排、持續服務質素提升方法、行政支援及高級管理層參與監管服務質素。 |

|  |  |
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| **D.** | **宣傳計劃** |
|  | 請以不多於800字闡述如何向參加「大灣區青年就業計劃」青年宣傳根據「服務規格」第11(c)、13(b)、23(b)、25(b)、27(b)及29(b)條提供的支援服務，及鼓勵合資格青年參加「大灣區青年就業計劃」的宣傳方法。 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **E.** | **創新建議** | | | | |
| 1.  2.  3.  4. | 政府鼓勵投標者提出創新建議。所有獲政府接納為可行的支持創新的方案，以及可改善「環境保護、可持續發展、企業管治或社會責任」的相關措施 （「ESG方案」），將構成合約的組成部分。如未能履行任何已獲接納的支持創新的方案或ESG方案，將被視為違反合約責任，而政府將有權根據現行處理違反合約責任的機制採取跟進行動，例如索償及／或終止合約。投標者如提出支持創新的方案及ESG 方案，請填寫下文第3及4段的表格。  有關支持創新的方案的評審標準，請參閱評分制度內的評審準則5(a)及第5項須知。有關ESG方案的評審標準，請參閱評分制度內評審準則5(b)及第5項須知。投標者如被揀選為「大灣區青年就業計劃」提供支援服務，必須按「服務規格」第30條（如適用）的規定，在遞交勞工處所指定的季度報告時，載列落實各項創新建議的詳細資料。  請就為參加「大灣區青年就業計劃」青年提供的服務所承諾的支持創新的方案提供資料。   |  |  |  | | --- | --- | --- | |  | **支持創新的方案建議及執行細節** | **為支援服務帶來的好處及／或效益** | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  |   請就所承諾的ESG方案提供資料。 | | | |
|  | **ESG方案建議及執行細節** | **為政府或市民大眾帶來的正面價值及／或好處** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |

5. 政府可憑其絕對酌情權接納一項或多項由被揀選為「大灣區青年就業計劃」提供支援服務的投標者在其標書中遞交的創新建議。

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| --- | --- | --- | --- | --- |
| F. | **投標者在九個大灣區內地城市為在當地工作的香港青年（即「釋義(Interpretation)」中所定義的 “Young Person”）提供與就業有關的支援服務的經驗** | | | |
|  | **請於下列表格詳細列明，在緊接原定截標日期前5年內，投標者在九個大灣區內地城市為在當地工作的香港青年（即「釋義(Interpretation)」中所定義的 “Young Person”）提供與就業有關的支援服務經驗的資料（請參閱「招標條款」第6.2條）。**   * **投標者在「大灣區青年就業計劃」下所獲得的相關支援服務經驗，只須於下列表格內填報有關資料，而無需提供相關的證明文件。然而，若投標者於下列表格內所填報的資料與勞工處的紀錄不符，政府可全權決定要求投標者提供相關證明文件或以勞工處備存的紀錄直接進行投標評分。** * **投標者由其他政府部門、機構或計劃資助提供的服務項目所獲得的相關支援服務經驗，須於下列表格內填報有關資料，並同時提供相關的證明文件，例如︰與機構訂立的服務協議（當中載有服務性質、服務期及服務對象年齡的資料），及／或與就業有關的支援服務紀錄（當中載有服務期及服務對象的年齡）。** | | | |
|  | | **於原定截標日期前的5年期間**  （日/月/年 *–*  日/月/年） | **提供有關服務的**  **總日數** | **服務計劃名稱** | **受資助於** （請提供資助有關服務計劃的機構或團體名稱） | |
|  | | *例如：*  *2/5/2023 –*  *1/5/2024* | *例如：*  *365日* | *例如：*  *大灣區青年就業計劃* | *例如：*  *勞工處／*  *社會福利署／*  *ABC有限公司* | |
| 1. | |  |  |  |  | |
| 2. | |  |  |  |  | |
| 3. | |  |  |  |  | |
| 4. | |  |  |  |  | |
| 5. | |  |  |  |  | |

- 附件B完 -