**Appendix G**

**Tender Evaluation Procedures, Criteria and Marking Scheme**

A technical to price weighting of 70:30 will be adopted for the Tender evaluation whereby price assessment will be conducted only after technical assessment. Without prejudice to other rights and powers of the **Government** under the Tender Documents, Tenders received will be evaluated in the following manner:

**Stage 1 – Completeness Check on the Tender Offers Submitted**

2. Tenders will be checked on whether the documents and the information required in Appendix F of the Terms of Tender have been submitted. Tenders which have passed this Stage will proceed to Stage 2 assessment.

**Stage 2 – Essential Requirements Screening**

3. Tenders that are considered valid in Stage 1 will be checked against the fulfilment of Essential Requirements. Tenders which have passed this Stage 2 will proceed to Stage 3.

**Stage 3 – Technical Assessment**

4. The maximum total technical marks are 100 and are divided into two (2) parts: (i) Part A on the assessment of the execution plan of the Tenderer is allocated a maximum mark of 85; and (ii) Part B on the assessment of the experience of the Tenderer is allocated a maximum mark of 15. **To qualify for a pass, a Tender must score at least a total of 17 marks for Assessment Criteria 1 to 4 in Part A**, which is 25% of the maximum mark of Assessment of Part A (i.e. excluding the marks reserved for Pro-innovation Proposals and ESG Proposals). Tenders which fail to score 17 marks for Assessment Criteria 1 to 4 in Part A will be disqualified and will **not** be considered further.

5. The submission of Appendix B to the Terms of Tender **shall not be more than 50 pages in A4 size paper for text** (with margin not less than 25mm and character font size not less than 12). Those pages that exceed the specified limit shall not be considered in the tender assessment. Other information, including the related annexes and documentary proof, will not be included in the counting of pages for this purpose.

| **No.** | **Assessment Criteria** | **Maximum marks**  **(M)** | **Weighting**  **(W)** | **Marks**  **scored**  **(M x W)** |
| --- | --- | --- | --- | --- |
| **Part A Execution Plan** | | | | |
| 1. | Management and Operation Plan | | | |
| 1. Service implementation plan on how the operation of Service Centres and organisation of talks as required in Clauses 7 to 11 of the Service Specifications (i.e. Items 1 to 3 in the Price Schedule) will be carried out (See Note 1) | 10 |  |  |
| 1. 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 (i.e. Items 4 to 6 in the Price Schedule) (See Note 1) | 20 |  |  |
| 1. 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 (i.e. Items 7 to 9 in Price Schedule) will be carried out (See Note 1) | 15 |  |  |
| 1. 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 (i.e. Items 10 to 11 in Price Schedule) will be carried out (See Note 1) | 10 |  |  |
| 2. | Supervision Plan (See Note 2) | 5 |  |  |
| 3. | Quality Assurance Plan (See Note 3) | 4 |  |  |
| 4. | Publicity Plan (See Note 4) | 4 |  |  |
| 5. | Innovative Suggestions | | | |
| (a) Pro-innovation Proposals – directly relevant to the Services (see Note 5) | 13 |  |  |
| (b) ESG Proposals – measures to improve environmental protection, sustainability or governance or social responsibility which may but need not be directly relevant to the Services (see Note 5) | 4 |  |  |
| **Sub-total for Part A**  **(Passing mark for Assessment Criteria 1 to 4)** | | **85**  **(17)** |  |  |
| **Part B Experience of Tenderer (cap at 15%)** | | | | |
| 6. | Aggregate number of years of experience in providing employment-related supported services for Young Persons in the nine (9) GBA Mainland cities (See Note 6) | 15 |  |  |
| **Sub-total for Part B** | | **15** |  |  |
| **TOTAL TECHNICAL MARK** | | **100** |  |  |

**Explanatory Notes for Stage 3 – Technical Assessment**

6. A Tender which has passed Stage 3 – Technical Assessment shall be considered as a “**conforming Tender**”. A maximum weighted technical score of 70 will be allocated to the conforming Tender with the highest total technical mark, while the weighted technical score for other conforming Tenders will be calculated by the following formula:

|  |  |
| --- | --- |
| 70 x | Total technical mark of the conforming Tender being assessed |
| The highest total technical mark amongst all conforming Tenders |

7. All calculations of marks and scores will be rounded to the nearest two (2) decimal places during tender assessment (i.e. figures with value at the third decimal place larger than or equal to 0.005 will be rounded up by adding 0.01 to the figures and curtailing the third decimal place onward whereas figures with value at the third decimal place below 0.005 will be rounded down by curtailing the third decimal place onward without changing the value at the second decimal place).

**Note 1: for Assessment Criterion 1**

1. Assessment on the service implementation plan for the operation of Service Centres and organisation of talks will be based on the number of proposed Services Centres and their facilities, comprehensiveness and diversity of the relevant topics of the talks in each twelve (12)-month period during the Contract Period committed by the Tenderer in Appendix B, work experience of the proposed speakers and the logistical arrangements.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Service centres and talks |
| 1 | Four (4) or more service centres will be operated with three (3) or more facilities useful to the employment of the Scheme Participants in each centre. The talks will cover fifteen (15) or more different relevant topics with at least ten (10) proposed speakers having at least two (2) aggregate years of the required work experience in the Mainland in the five (5) years immediately preceding the Original Tender Closing Date. The plan is practical with detailed information on logistical arrangements and all of the required items. |
| 0.75 | The talks will cover twelve (12) or more different relevant topics with at least five (5) proposed speakers having at least two (2) aggregate years of the required work experience in the Mainland in the five (5) years immediately preceding the Original Tender Closing Date. The plan is practical with detailed information on logistical arrangements and all of the required items. |
| 0.5 | The talks will cover twelve (12) or more different relevant topics with all proposed speakers having at least one (1) aggregate year of the required work experience in the Mainland in the five (5) years immediately preceding the Original Tender Closing Date. The plan is practical with brief information on logistical arrangements and all of the required items. |
| 0.25 | The talks will cover ten (10) or more different relevant topics with all proposed speakers having at least one (1) aggregate year of the required work experience in the Mainland in the five (5) years immediately preceding the Original Tender Closing Date. The plan is practical with brief information on logistical arrangements and all of the required items |
| 0 | Less than three (3) service centres are proposed in the service implementation plan; the talks will cover less than ten (10) different relevant topics; not all proposed speakers have at least one (1) aggregate year of the required work experience in the Mainland; or the plan is impractical. |

1. Assessment on the service implementation plan on the provision of telephone hotline and social media chat group, emergency support, professional legal consultation and counselling service will be based on the effectiveness of the plan in meeting the performance requirements and objectives of rendering assistance to the Scheme Participants to resolve employment disputes or any problems they encounter in the workplace and daily life in the GBA Mainland cities.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Telephone hotline and social media chat group, emergency support, professional legal consultation and counselling service |
| 1 | The proposed services/plan exceeds the basic service requirements in three (3) or more aspects and is practical and effective in fulfilling the objectives of the Services. |
| 0.75 | The proposed services/plan exceeds the basic service requirements in two (2) or more aspects and is practical and effective in fulfilling the objectives of the Services. |
| 0.5 | The proposed services/plan exceeds the basic service requirement in one (1) or more aspects and is practical and effective in fulfilling the objectives of the Services. |
| 0.25 | The proposed services/plan is practical and meets the service requirements. |
| 0 | The proposed services/plan is impractical; or does not fully meet the service requirements. |

1. Assessment on the service implementation plan for the organisation of group activities, visits to enterprises and small group activities will be based on the diversity of the activities to be organised in each twelve (12)-month period during the Contract Period and effectiveness of the proposed services/plan in meeting the performance requirements and objectives of the Services. The objectives of the group activities and small group activities are to deepen Scheme Participants’ understanding of the national development and assist them to build up personal network and peer support. The objectives of the visits to enterprises are to provide the Scheme Participants with the opportunities to learn from the senior management and successful entrepreneurs and thereby broadening their horizons.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Group activities, visits to enterprises and small group activities |
| 1 | The proposed services/plan fully meets the objectives with seven (7) types of group activities and visits to six (6) different large corporations in the Mainland that fall within the “Fortune China 500” in recent two (2) years counting from the Original Tender Closing Date and effective measures in encouraging Scheme Participants to form small groups. The plan is practical with detailed information on all of the required items. |
| 0.75 | The proposed services/plan fully meets the objectives with at least six (6) types of group activities and visits to five (5) different large corporations in the Mainland that fall within the “Fortune China 500” in recent two (2) years counting from the Original Tender Closing Date and effective measures in encouraging Scheme Participants to form small groups. The plan is practical with detailed information on all of the required items. |
| 0.5 | The proposed services/plan fully meets the objectives with at least five (5) types of group activities and visits to four (4) different large corporations in the Mainland that fall within the “Fortune China 500” in recent two (2) years counting from the Original Tender Closing Date. The plan is practical with brief information on all of the required items. |
| 0.25 | The proposed services/plan is practical and meets the service requirements. |
| 0 | The proposed plan is impracticable; does not meet the objectives; or fails to provide information on any one of the items. |

1. Assessment on the service implementation plan for setting up/operating the scheme association and organising networking events will be based on effectiveness of the proposed services/plan in meeting the performance requirements and objectives, which are to provide the Scheme Participants with the opportunities to build up personal networks and a continuous development platform for encouraging them to contribute to the society and integration of the GBA.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Setting up/operating scheme association and organising networking events |
| 1 | The proposed services/plan exceeds the basic service requirements in three (3) or more aspects, with two (2) or more additional service(s) which are relevant and feasible, and is effective in fulfilling the objectives of the Services. |
| 0.75 | The proposed services/plan fully meets the service requirements with either two (2) or more additional service(s) which are relevant and feasible, or with two (2) or more aspects exceeding the basic requirements, and is effective in fulfilling the objectives of the Services. |
| 0.5 | The proposed services/plan fully meets the service requirements with either one (1) or more additional service(s) which are relevant and feasible, or with one (1) or more aspects exceeding the basic requirements, and is effective in fulfilling the objectives of the Services. |
| 0.25 | The proposed services/plan is practical and meets the service requirements. |
| 0 | The proposed plan is impracticable; does not meet the objectives; or fails to provide information on any one of the items. |

Note 2: for Assessment Criterion 2

Assessment will be based on the effectiveness of the Tenderer’s proposed approach of and mechanism for staff supervision, monitoring of performance, training, staff communication channel and appraisal.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Supervision Plan |
| 1 | The proposed plan is practical and provides detailed information on all items. |
| 0.75 | The proposed plan is practicable and provides detailed information on two (2) items and brief information on the remaining item. |
| 0.5 | The proposed plan is practicable and provides detailed information on one (1) item and brief information on the remaining items. |
| 0.25 | The proposed plan is practicable and provides brief information on all items. |
| 0 | The proposed plan is impracticable; or fails to provide information on any one of the items. |

**Note 3: for Assessment Criterion 3**

Assessment will be based on the effectiveness of the Tenderer’s proposed approach to ensure service quality and remedy defects in performing the Services such as complaint handling mechanism, staff deployment plan, continuous quality improvement measures and involvement of senior management in quality assurance.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Quality Assurance Plan |
| 1 | The proposed plan is practical with effective and feasible suggestions in five (5) areas. |
| 0.75 | The proposed plan is practical with effective and feasible suggestions in four (4) areas. |
| 0.5 | The proposed plan is practicable with effective and feasible suggestions in three (3) areas. |
| 0.25 | The proposed plan is practicable with effective and feasible suggestions in two (2) areas. |
| 0 | The proposed plan is impracticable; or fails to provide suggestions on any quality assurance measures. |

**Note 4: for Assessment Criterion 4**

Assessment will be based on the effectiveness of the Tenderer’s proposed Publicity Plan for the provision of Services pursuant to Clauses11(c), 13(b), 23(b), 25(b), 27(b) and 29(b) of the Service Specifications and measures to promote the scheme to eligible Young Persons.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Publicity Plan |
| 1 | The proposed plan is practical and provides detailed information on all items. |
| 0.75 | The proposed plan is practicable and provides detailed information on two (2) items and brief information on the remaining item. |
| 0.5 | The proposed plan is practicable and provides detailed information on one (1) item and brief information on the remaining items. |
| 0.25 | The proposed plan is practicable and provides brief information on all items. |
| 0 | The proposed plan is impracticable; or fails to provide information on any one of the items. |

**Note 5: for Assessment Criterion 5**

Tenderers are encouraged to make Pro-innovation Proposals and propose ESG Proposals. Marks will be given as follows:

(a) Pro-innovation Proposals which are considered directly relevant to, effective and practicable in improving the Services for Young Persons participating in GBA YES. The benefits that this type of Pro-innovation Proposals shall bring about are not pre-defined for tender assessment. The emphasis is on output-based service delivery of which the contributions should be visible, and preferably be quantifiable and measurable. Tenderers may propose Pro-innovation Proposals, which may not necessarily be technology-related, bringing benefits in terms of any of the following:

* better quality of the Services for Young Persons participating in GBA YES;
* boosting of Scheme Participants’ satisfaction;
* attracting more eligible Young Persons to join GBA YES and increasing its utilisation; and/or
* any other benefits that can facilitate the operation of the Services for Young Persons participating in GBA YES.

Pro-innovation Proposals will be assessed in comparison to the conventional mode of service delivery adopted by the Government.

Assessment will be based on the number of Pro-innovation Proposals proposed by Tenderer(s) in Appendix B which are considered effective and practicable in improving the Services for Young Persons participating in GBA YES.

(b) ESG Proposals will improve environmental protection, sustainability or governance or social responsibility in the execution of the Contract throughout the Contract Period. They may but need not be directly relevant to the Services but can bring about positive values or benefits to the Government or the public at large. Such positive values or benefits may include, inter alia, the following:

* environmental protection (e.g. reduction in energy consumption, use of renewable energy, such as solar energy, in the execution of the Contract, etc.);
* social responsibility (e.g. employment of people with disabilities and/or rehabilitated persons for the Contract, etc); and/or
* governance.

Assessment will be based on the number of ESG Proposals proposed by Tenderer(s) in Appendix B which are considered effective and practicable in bringing about positive values or benefits to the Government or the public at large.

Marks will not be given to any Pro-innovation Proposal/ESG Proposal which a Tenderer will neither be capable of nor responsible for implementation.

For Pro-innovation Proposals meeting the requirements under (a) above, weighting will be given in accordance with the following rule:

Weighting No. of effective and practicable Pro-innovation Proposals in the proposed plan

1 ≧ 4

0.75 = 3

0.5 = 2

0.25 = 1

0 = 0

For ESG Proposals meeting the requirements under (b) above, weighting will be given in accordance with the following rule:

Weighting No. of effective and practicable ESG Proposals in the proposed plan

1 ≧ 4

0.75 = 3

0.5 = 2

0.25 = 1

0 = 0

A suggestion that scores marks under Pro-innovation Proposals will not earn marks again under ESG Proposals and vice versa. In case a Tenderer specified the type of a suggestion under both Pro-innovation Proposals and ESG Proposals and the Tender Assessment Panel (“TAP”) considers that the same suggestion could earn marks under Pro-innovation Proposals and ESG proposals, it will be taken as scoring marks under Pro-innovation Proposals only. Furthermore, a Pro-innovation Proposal scores marks under one (1) Assessment Criterion will not earn marks again under the other Assessment Criteria.

Tenderers should highlight the proposed Pro-innovation Proposals and ESG Proposals and provide sufficient details on what benefits to which their proposed Pro-innovation Proposals and ESG Proposals can bring about and how they are to be implemented in Appendix B to facilitate tender evaluation.

Tenderers shall submit the following information for demonstrating the effectiveness and practicability of the Pro-innovation Proposals/ESG Proposals. Marks will not be given if the Tenderers only propose a concept without sufficient details. The information that shall be provided by the tenderers includes the following:

* if the suggestion is concerned with a kind of technology, equipment, tool, system, material, facility and vehicle, etc.: scope of the services involved, details on how to implement, specifications, catalogues, features, functions, quantity, coverage, locations and outcome, etc. as appropriate;
* if the suggestion is concerned with a kind of measure, service, scheme and activity, etc.: the objective, scope of the services involved, details on how to implement, functions, quantity, monetary value, scale, coverage, locations, frequency, duration, outcome and number of target beneficiaries, etc. as appropriate; and
* if the suggestion is related to manpower: the objective, scope of the duties involved, details on how to implement, work shifts (full time or part time), posts, recruitment method, means to approach the target candidates, quantity, monetary value, scale, coverage, locations, frequency, duration, outcome and number of target beneficiaries, etc. as appropriate.

Tenderers may also be requested to provide supporting documents or a demonstration to prove the practicability of their Pro-innovation Proposals/ESG Proposals. All proposed Pro-innovation Proposals and ESG Proposals will be assessed on the basis of the information provided in Appendix B and the factual supporting documents (e.g. test reports/certificates) provided by the Tenderers upon request by the Government. The demonstration will not be taken into account in marking. It only serves as a means to enable members of the TAP to have a better understanding of the Pro-innovation Proposals/ESG Proposals proposed by the Tenderers. During the demonstration, Tenderers are also not allowed to provide additional information not contained in their original tender submissions.

**Note 6: for Assessment Criterion 6**

Assessment will be based on the aggregate number of years of experience of the Tenderer in providing the employment related support services in the nine (9) GBA Mainland cities for Young Persons working there in the past five (5) years immediately preceding the Original Tender Closing Date.

Weighting will be given in accordance with the following rule:

|  |  |
| --- | --- |
| Weighting | Aggregate number of years of experience in the past five (5) years immediately preceding the Original Tender Closing Date |
| 1 | The Tenderer has five (5) years of experience in providing relevant services for Young Persons. |
| 0.75 | The Tenderer has at least four (4) years of experience in providing relevant services for Young Persons. |
| 0.5 | The Tenderer has at least three (3) years of experience in providing relevant services for Young Persons. |
| 0.25 | The Tenderer has at least (2) years of experience in providing relevant services for Young Persons. |
| 0 | The Tenderer does not have any experience in providing relevant services for Young Persons. |

**Stage 4 – Price Assessment**

7. A Tender with **incomplete price information in the Price Proposal (Appendix C) will not be considered further**.

8. A maximum weighted price score of 30 will be allocated to the conforming Tender with the lowest Total Estimated Service Price while the weighted price score for other conforming Tenders will be determined by the following formula:

|  |  |
| --- | --- |
| 30 x | The lowest Total Estimated Service Price amongst all conforming Tenders |
| Total Estimated Service Price of the conforming Tender being assessed |

**Stage 5 – Calculation of Combined Score**

9. The combined score of a conforming Tender will be determined by the following formula:

Weighted technical score + weighted price score

10. While the Tender with the highest combined score as evaluated in accordance with the Marking Scheme will normally be recommended for award of Contract, the Government is not obliged to accept the Tender with the highest combined score or any Tender.

- END of Appendix G -