**Schedule B – Technical Proposal**

## for the Provision of Management Services for the Y.E.S. Centre

**Tender for □ Y.E.S.(Mong Kok) □ Y.E.S.(Kwai Fong)**

(Please “✓” as appropriate)

|  |  |
| --- | --- |
| **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: |  |

**Tenderers are strongly advised to take note of Clause 5 of the Terms of Tender and the marking scheme in Annex A to the Terms of Tender before completing this Schedule B. Tenderers may complete this Schedule in either English or Chinese.**

**The submission of the Schedule shall not be more than 35 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 (see Clause 3(i)(ii) of Terms of Tender).**

**Part 1 Execution Plan**

Tenderers are required to submit the following proposal for evaluation of tenders. (Please use additional sheets if the space provided is not sufficient and mark clearly on the sheets the relevant part of Schedule B being referred to.) Failure to provide the proposal required for Schedule B may render the tender invalid because the assessment based on Assessment Criteria 1 to 5 under Stage 3 – Technical Assessment in Annex A to the Terms of Tender may not be possible and may result in the Tenderer failing to achieve the passing mark (i.e. 16 marks).

1. Proposed employment-related training programmes to be provided under the Contract and the delivery plan of these employment-related training programmes on a year basis during the Implementation Period (Assessment Criteria 1 and 2):

|  | Applicable category and sub-category based on the categorisation as mentioned below | Name of training programme | Frequency of the training programme to be conducted per year | Total training hours of all training programme(s) per year | Type/description of the training programme  (e.g. content, trainers, target participants, etc) | Teaching method(s) to be adopted |
| --- | --- | --- | --- | --- | --- | --- |
| 1. |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |
| 3. |  |  |  |  |  |  |
| 4. |  |  |  |  |  |  |
| 5. |  |  |  |  |  |  |
| 6. |  |  |  |  |  |  |
| 7. |  |  |  |  |  |  |
| 8. |  |  |  |  |  |  |

* Category: **soft skills**; sub-categories under such category: e.g. career planning, communication skills
* Category: **job hunting and related skills**; sub-categories under such category: e.g. career talk, curriculum vitae building
* Category: **job specific skills**; sub-categories under such category: e.g. junior photographer assistant, wedding planner
* Category: **self-employment support**; sub-categories under such category: e.g. marketing techniques, writing business proposals

1. **Human Resources and Centre Management Plan** (Assessment Criterion 3)

|  |
| --- |
| The human resources and centre management plan shall include the following items:   1. division of responsibility and line of command for each rank of staff; 2. measures to ensure the safe and proper use of facilities and services provided at the Y.E.S. Centre by Members; 3. transition-in arrangements to take over the management of the Y.E.S. Centre from the existing Operator to ensure continuity of services; and 4. transition-out arrangements to handover the management of the Y.E.S. Centre to the Government or new Operator to avoid disruption of services before and after expiry or termination of Contract. |

1. **Quality Assurance and Publicity Plan** (Assessment Criterion 4)

|  |
| --- |
| The quality assurance and publicity plan shall include the following items:   1. measures to monitor the quality of various services to be provided at the Y.E.S. Centre including professional counselling services, career counselling services, training activities and recruitment functions; 2. measures to improve the service quality, including collect feedbacks or achieve performance exceeding or in addition to performance standards set by the Labour Department in Clause 36 of the Service Specifications; 3. proposals to reach out to and enrol target users as Members of the Y.E.S. Centre; and 4. proposals to encourage Members to make frequent use of the full range of services of the Y.E.S. Centre. |

1. **Number of the Operator Staff as committed by Tenderer** (Assessment Criterion 5)

The Tenderer shall confirm below whether the provision of Operator Staff fulfils/exceeds the minimum requirements of the number of staff as stated below. The minimum number of staff to be deployed by the Operator as specified in Clause 27 of the Service Specifications are repeated below:

| Rank | Type | Minimum Number |
| --- | --- | --- |
| Centre-in-charge | N.A. | One (1) full time |
| Professional Staff | A  (to perform the full range of duties of type “C” staff and to be designated to deputise the duty of Centre-in-charge in his/her absence) | One (1) full time |
| B  (to support self-employment service) | One (1) full time |
| C  (to provide counselling, training and recruitment related services) | Three (3) full time |
| Counter/Clerical Staff | N.A. | Three (3) full time |

**Operator Staff Confirmation**

1. We, the Tenderer named in Schedule B above, hereby commit that if we are awarded with the Contract, the individuals to be deployed by us for filling in the various Operator Staff positions as mentioned in the first column of the preceding table above for the Contract shall at least meet the minimum requirements of the number of staff as specified above.
2. We, the Tenderer named in Schedule B above, also hereby confirm as follows (Please “✓” as appropriate):

* Yes, we will provide Operator Staff which exceed the minimum requirements in terms of the number of staff as specified above. *(NB: Please fill in the relevant row below for the relevant Operator Staff positions in respect of which the minimum requirements are surpassed.)*
* No, we will not provide Operator Staff which exceed the minimum requirements in terms of the number of staff as specified above. However, all of them will just meet the minimum requirements.   
  (*NB: please disregard the table below*.)

(NB: If any space is left blank below, it shall be assumed that the Tenderer does not propose any higher commitment to the number of persons. Alternatively, the Tenderer may put in “N/A”.)

| Rank | **Additional** number of persons as committed  by the Tenderer  (Please specify “full time” or “part-time” for each additional rank. For “part-time” post, please also specify the number of weekly working hours) |
| --- | --- |
| *e.g. Type A Professional Staff* | *e.g. One more part-time, 18 hours/week* |
| Centre-in-charge |  |
| Type A Professional Staff |  |
| Type B Professional Staff |  |
| Type C Professional Staff |  |
| Counter/Clerical Staff |  |

1. **Innovative Suggestions** (Assessment Criterion 6)

Tenderers are encouraged to make innovative suggestion(s), including Pro-innovation Proposals for provision of management services for the Y.E.S. Centres, and measures to improve environmental protection, sustainability or governance or social responsibility (“ESG Proposals”) in their proposed plan. Please complete the tables below if such Pro-innovation Proposals and ESG Proposals are to be provided.

**(i) Pro-innovation Proposals**

Pro-innovation Proposals are technological means / arrangements / work process / solutions / equipment that can enhance efficiency, effectiveness and productivity of the service outcome. The emphasis is on output-based service delivery of which the contributions should be visible, and preferably be quantifiable and measurable. Assessment will be based on the number of Pro-innovation Proposals proposed by Tenderer(s) which are considered effective and practicable in improving and enhancing the service delivery by the Y.E.S. Centres. The positive values and/or benefits that Pro-innovation Proposals shall bring about have not been pre-defined for tender assessment. Tenderers may propose Pro-innovation Proposals, which may not necessarily be technology-related, bringing positive values and/or benefits in terms of any of the following:

* + - attaining better quality of various services to be provided at the Y.E.S.;
    - boosting of Members’ satisfaction with the services of the Y.E.S.;
    - attracting more target young people to become Y.E.S. members and increasing its utilisation;
    - promoting the services and activities of the Y.E.S.; and
    - any other benefits that can enhance the effectiveness of the Y.E.S. and the achievement of its performance standards set by the Labour Department in Clause 36 of Service Specifications or outcome indicators proposed by the Tenderer(s).

**(ii) ESG Proposals**

ESG Proposals may but need not be directly relevant to the Services and need not be innovative. Assessment will be based on the number of ESG Proposals proposed by Tenderer(s) which are considered effective and practicable in bringing about positive values and/or benefits to the Government or the public at large. Such positive values and/or benefits may include, inter alia, the following:

* environmental protection;
* social responsibility; and/or
* governance.

Tenderers should explain clearly the positive values and/or benefits that their proposed Pro-innovation Proposals and ESG Proposals can bring about and how they are to be implemented in their submissions to facilitate Tender evaluation. Tenderers may also be requested to provide supporting documents to prove the practicability of their Pro-innovation Proposals and ESG Proposals whenever necessary.

**Innovative suggestions will be assessed in comparison to the current/conventional mode of service delivery adopted by the Government.** “Innovative Suggestions” can be any suggestion **not** conventionally adopted or even readily envisaged by the Government that can create or bring about positive value and/or benefits to the Government or the public at large. Tenderers should explain clearly the positive values and/or benefits that their proposed innovative suggestions can bring about in their submissions to facilitate tender evaluation. Tenderers may also be requested to provide supporting documents or a demonstration to prove the practicability of their innovative suggestions whenever necessary.

**The Government may, at its absolute discretion, accept one or more of the innovative suggestions submitted by the successful Tenderer in its Tender. The Accepted Innovative Suggestions shall form an integral part of the Contract.**

Tenderers, if selected, will be required to provide details of the innovative suggestion(s) implemented in the yearly performance reports as prescribed by LD pursuant to Clause 42 (where applicable) of the Service Specifications.

|  | **(i) Pro-innovation Proposal(s)** | Positive value and/or benefits to the services of the Y.E.S. |
| --- | --- | --- |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| … |  |  |

|  | **(ii) ESG Proposal(s)** | Positive value and/or benefits to the services of the Government or the public at large |
| --- | --- | --- |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| … |  |  |

**Part 2 Experience and qualifications of the Tenderer**

1. **Experience in running youth centre(s) in the past seven (7) years immediately preceding the Original Tender Closing Date** (Assessment Criterion 7)

* The Tenderers are required to provide the information in the table below together with the documentary proof on experience in running youth centre(s).

For counting of the Tenderer’s experience, there shall be **no double counting** of the length of the experience for provision of services during overlapping periods.

If the table below is left blank, it shall be assumed that the Tenderer does not provide any information on relevant experience for assessment. Alternatively, the Tenderer may put in “N/A”.

|  | Name and address  of the youth centre(s) | Operating period falling within the seven years’ period preceding the Original Tender Closing Date (with commencement and end date, if any) |
| --- | --- | --- |
| 1. | *e.g. ABC Youth Services Centre*  *(Address: XXX)* | *e.g. 1.3.2019-28.2.2021* |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| … |  |  |
| **Total number of calendar days :** | | **days** |
| **Total number of aggregate years :** | | **years** |

1. **Experience in providing school stationing social work service for young people in the past seven (7) years immediately preceding the Original Tender Closing Date** (Assessment Criterion 7)

* The Tenderers are required to provide the information in the table below together with the documentary proof on providing school stationing social work service for young people.

For counting of tenderer’s experience, there shall be **no double counting** of the length of the experience for provision of services during overlapping periods.

If the table below is left blank, it shall be assumed that the Tenderer does not provide any information on relevant experience for assessment. Alternatively, the Tenderer may put in “N/A”.

|  |  |  |
| --- | --- | --- |
|  | Name and address of the school(s) | Period of providing the school stationing social work service falling within the seven years’ period preceding the Original Tender Closing Date  (with commencement and end date, if any) |
| 1. | *e.g. ABC Secondary School*  *(Address: XXX)* | *e.g. 1.3.2019-28.2.2021* |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| … |  |  |
| **Total number of calendar days :** | | **days** |
| **Total number of aggregate years :** | | **years** |

1. **Experience in providing pursuant to service contract(s) counselling service given by registered social workers employed by the Tenderer for young people in the past seven (7) years immediately preceding the Original Tender Closing Date** (Assessment Criterion 7)

The Tenderers are required to provide the information in the table below together with the documentary proof of providing pursuant to service contract(s) counselling service given by registered social workers employed by the Tenderer for young people.

For counting of tenderer’s experience, there shall be **no double counting** of the length of the experience for provision of services during overlapping periods.

If the table below is left blank, it shall be assumed that the Tenderer does not provide any information on relevant experience for assessment. Alternatively, the Tenderer may put in “N/A”.

|  |  |  |
| --- | --- | --- |
|  | Period of the service contract falling within  the seven years’ period preceding the Original Tender Closing Date  (with commencement and end date, if any) | |
| 1. | *e.g. 1.3.2019-28.2.2021* | |
| 2. |  | |
| 3. |  | |
| 4. |  | |
| 5. |  | |
| … |  | |
| **Total number of calendar days :** | | **days** |
| **Total number of aggregate years :** | | **years** |

1. **Experience and qualifications of the Operator Staff as committed by Tenderer** (Assessment Criterion 8)

The Tenderer shall confirm below whether for those roles which are not Key Personnel roles (i.e. Type C Professional Staff and Counter/Clerical Staff), the Tenderer will deploy nominees to fulfils/exceeds the minimum requirements in terms of experience and/or qualifications. For those roles which are the Key Personnel roles (i.e. Centre-in-charge, Type A and Type B Professional Staff), whether or not the minimum requirements are fulfilled or exceeded shall be seen from the actual experience and qualifications of the nominees for these three Key Personnel Roles provided by the Tenderer in Schedule A. The minimum experience and qualification requirements for Operator Staff to be deployed by the tenderer as specified in Clause 27 of the Service Specifications are repeated below:

| Rank | Type | Minimum Number | Minimum Qualification | Minimum Work Experience |
| --- | --- | --- | --- | --- |
| Centre-in-  charge | N.A. | One (1)  full time | A registered social worker with a bachelor degree in social work recognised by the Social Workers Registration Board | With 3 years’ work experience in youth services and 2 years’ experience in centre supervision |
| Professional Staff | A  (to perform the full range of duties of type “C” staff and to be designated to deputise the duty of Centre-in-  charge in his/her absence) | One (1)  full time | A registered social worker with a bachelor degree in social work recognised by the Social Workers Registration Board | With 1 year work experience in youth services |
| B  (to support self-  employment service) | One (1)  full time | A registered social worker with a diploma in social work recognised by the Social Workers Registration Board or a person with a diploma in business administration | With 1 year work experience in youth services and 1 year work experience obtained from self-employment or in providing supporting service for self-employment |
| C  (to provide counselling, training and recruitment related services) | Three (3)  full time | A registered social worker with a diploma in social work recognised by the Social Workers Registration Board | With 1 year work experience in youth services |
| Counter/  Clerical Staff | N.A. | Three (3)  full time | Completion of Secondary 5 | With six months’ work experience in youth services, counter and clerical services |

**Operator Staff Confirmation**

1. We, the Tenderer named in Schedule B above, hereby commit that if we are awarded with the Contract, the individuals to be deployed by us for filling in the various Operator Staff positions as mentioned in the first column of the preceding table above for the Contract shall at least meet the minimum experience and qualification requirements as specified in Clause 27 of the Service Specifications.
2. We, the Tenderer named in Schedule B above, also hereby confirm in relation those Operating Staff which are not the Key Personnel as follows (Please “✓” as appropriate):

* Yes, we will provide Operator Staff which exceed the minimum requirements (whether in terms of experience and/or qualifications). *(NB: Please fill in the relevant row below for the relevant Operator Staff positions in respect of which the minimum requirements are surpassed.)*
* No, we will not provide Operator Staff which exceed the minimum requirements. However, all of them will just meet the minimum requirements.   
  (*NB: please disregard the table below*.)

(NB: If any space is left blank below, it shall be assumed that the Tenderer does not propose any higher commitment. Alternatively, the Tenderer may put in “N/A”. In the fourth column, the Tenderer shall fill in details of any trainer qualification obtained by the Operator Staff and provide documentary evidence of such qualification prior to the commencement of the Implementation Period or in case of change of Operator Staff during the Implementation Period, prior to the commencement of duty by the proposed new member of the Operator Staff concerned (if any).) (Please use additional sheets if the space provided is not sufficient and mark clearly on the sheets relevant part of the Schedule B being referred to.)

| Staff Rank | Qualifications | Experience | Details of trainer qualifications obtained prior to the commencement of Implementation Period/duty |
| --- | --- | --- | --- |
| Type C Professional Staff (No. 1) |  |  |  |
| Type C Professional Staff (No. 2) |  |  |  |
| Type C Professional Staff (No. 3) |  |  |  |
| Counter/Clerical Staff |  |  |  |

1. **Integrated Children and Youth Services Centre** (Assessment Criterion 9)

The Tenderer shall specify in the table below the number of Integrated Children and Youth Services Centre(s) (ICYSC) operated by the Tenderer as at the day immediately preceding the Original Tender Closing Date which are funded by the Social Welfare Department (if any) with documentary proof.

|  |  |
| --- | --- |
| Number of ICYSC operated by the Tenderer as at the day immediately preceding the Original Tender Closing Date: |  |

Name and address of the ICYSC specified above:

|  |  |
| --- | --- |
| 1. | *e.g. ABC Youth Services Centre*  *Address: XXX* |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| … |  |