**The Hong Kong Council of Social Service**

**RFP Ref. no.** HKCSS – GTP2021

**Project:** **“Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform”**

**Summary**

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| --- | --- |
| RFP NUMBER: | HKCSS – GTP2021 |
| DESCRIPTION: | We are looking for a vendor to conduct the Impact Assessment and Annual Evaluation of the Gerontechnology Platform. |
| PUBLISH DATE: | 1 September 2021 (Wednesday) |
| CLOSING DATE: | 21 September 2021 (Tuesday) |
| CLOSING TIME: | 12:00 Noon |
| BRIEFING SESSION: | Date: 26 August 2021 (Thursday)  Time: 9:30a.m. – 11.00a.m.  Address: Room 201, 2/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong |
| TENDER INTERVIEW | Date: 7 October 2021 (Thursday)  Time: TBC  Address: Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong |
| BID RESPONSES MUST BE HAND DELIVERED / COURIERED TO: | The Hong Kong Council of Social Service (HKCSS)  **The Tender Box**, 13/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong |
| ENQUIRIES: | Ms. Wing CHOW  Innovation and Technology for Ageing  Email: [wing.chow@hkcss.org.hk](mailto:wing.chow@hkcss.org.hk)  Tel: 3611 8311 |

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22. **Introduction**

**The Hong Kong Council of Social Service (HKCSS)** is a federation of non-government social service agencies of Hong Kong. We were established in 1947 with the aim to plan and coordinate large scale relief works and social welfare after the Second World War. In 1951, we became a statutory body under the Hong Kong Council of Social Service Ordinance, Chapter 1057 of the Laws of Hong Kong.

The Council has since become an essential partner of the Hong Kong Government in social welfare and development. Today we represent more than 490 Agency Members that provide quality social services through their 3,000 operating units in Hong Kong.

Since 2017, HKCSS has been actively promoting the development of Gerontechnology in Hong Kong. We are now inviting proponents to submit a proposal for the **“Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform”**.

**1.1 Project Name**

Gerontechnology Platform

**1.2 Project Description**

The Social Innovation and Entrepreneurship Development Fund (“SIE Fund”) has appointed HKCSS as an “Intermediary” (“Intermediary”), together with nine Collaborative Partners, to design, develop and operate an inclusive one-stop Gerontechnology Platform (“GT Platform”). The Platform is to link up different stakeholders on the supply and demand sides and enhance synergy by way of engagement, cross-sector partnership and collaboration, with the aim of fostering the development and application of gerontechnology to enhance the well-being, quality of life, independence and self-reliance of the elderly as well as provide support to their families, caregivers, healthcare staff and institutions. The project commenced on 1 January 2021 and will last for three years.

Objectives

* Collaborate to stimulate, raise awareness and promote the adoption of gerontechnology;
* Collaborate to support gerontechnology startups in knowledge transfer;
* Collaborate to advise and localise overseas product and promote local R&D in product development;
* Collaborate to provide a testing ground.

Expected outcomes and impacts

* **Project level:** We will enhance public understanding and awareness of the development gerontechnology in the ageing population and the vagueness in the testing ground for gerontechnology adoption.
* **Sectoral level:** We are eager to build a vibrant and sustainable gerontechnology ecosystem by facilitating cross-sectoral partnership and the engagement of stakeholders of diverse background. We will groom projects of high potential and demonstrate cases of successful gerontechnology application and adoption, which can then become role models to their counterparts.
* **Societal level:** Our collaboration will ignite a reliable and active network to address the challenge of ageing in the future society. By creating and demonstrating the impact of the adoption of technology, we expect more people and organisations will participate in building up the ecosystem of gerontechnology and development supporting policies about this.

The Gerontechnology Platform comprises four basic functionalities, namely:

1. **Knowledge Hub**
   * An online repository of different resources to facilitate the acquisition of appropriate resources for stakeholders by providing the latest knowledge and information, such as: Services and events organised by the GT Platform (Networking and Capacity Building events, Consultation services, Testing Support); Information on the supporting services/initiatives provided by other organisations; Gerontech products database (local and overseas); Up-to-date industry news, articles, good practices sharing; Library of industry publications (e.g. newsletters, research findings, study reports, training tools and materials etc.); Videos; List of funding schemes, sponsorship, donations; Shared databases for background research, data analysis (e.g. service data, categorised contact list of professional experts);
   * Channel(s) for receiving and answering enquiries from stakeholders;
   * Portal(s) for supporting GT Platform operation, such as data/ reports submission, stakeholder engagement and service enrolment;
   * Database for recording and managing stakeholder activities in the GT Platform and capturing useful data for impact assessment.
2. **Networking and Capacity Buildin**g
   * Help build capability and grow talent so that we can transform solution, project and programme delivery in the community. With the help of this networking, we will have developed connectivity that will drive the future sector development and recognised for that in its development.
   * Establish networks and organise engagement and step-up events for stakeholders with interest in the solution, project and programme delivery who want to learn and share experiences and knowledge; e.g. local/overseas study tours, annual summit, briefings, training, etc.
   * Connect stakeholders on the supply and demand sides and enhance synergy and cross-sector partnership and collaboration.
3. **Consultancy, Localization and Testing Support**

* Foster collaboration and innovation, as well as shortening product development cycle.
* Provide consultancy service to provide support to supply and demand side, by
  + helping supply side to develop, test, validate and promote their products/solutions;
  + assisting service operators select and apply Gerontechnology products/solutions.
* Identify and source overseas gerontechnology products and related services that suit the demands in Hong Kong.
* Provide innovation testing support.
* To test and research at residential homes / day care on themed products, develop and record testing processes.
* To consolidate experiences, develop and disseminate the testing records and protocol for future testing foundations.
* To develop the Gerontech Living Laboratory capability, and to test and validate the blueprint strategy of testing product at community level within Hong Kong.

1. **Impact Assessment** 
   * Publication of the Gerontechnology Landscape Report 2.0.
   * Regular assessment and evaluation of the GT Platform impact; such as surveys; focus groups; brainstorming sessions / forum / future camp; co-creation workshop; and task force meetings etc.

The four essential elements shall be run in an integrated manner. For instance, the Knowledge Hub is not only to collect knowledge but serves as an online connector among stakeholders and increase the engagement between them. It is an all-inclusive solution that covers the requirements of the Knowledge Hub and connecting and networking stakeholders online, on the other hand, complementing the proposed services in Networking and Capacity Building digitally. Besides, all the promotion of the GT Platform and side event will be delivered through the hub, as well as the application of testing of gerontech products and the dissemination of testing results will be published at the hub. The data collected from the hub and the business analytics can form a valuable database to improve our GT Platform further and also provide supporting data for impact assessment.

For details, please visit

the SIE Fund website: <https://www.sie.gov.hk/en/what-we-do/gerontech.page>

the Gerontechnology Platform website (interim): <https://gtplatform.hk/en/>

As stated in below specification, this research project shall comprise the impact assessment and evaluation of the GT Platform impact; and the annual evaluation of the GT Platform Intermediary performance.

Project Date and Time

Engagement period of GT Platform : 1 January 2021 – 31 December 2023  
Post-engagement period of GT Platform: 1 January 2024 – 31 December 2026

**2. Specification**

Scope of work, deliverables and tentative timeline

After completing the tendering process, the awarded research team shall be appointed and start with proposed tasks commencing (tentatively) late October 2021.

The required deliverables include but not limited to the following –

**(a) Impact Assessment**

* To design and implement a mechanism to regularly measure and evaluate the effectiveness of the GT Platform against its objective as a change agent to form a new culture for gerontechnology development and adoption; agreed key performance indicators (“KPIs”), target outcomes and expected impacts as compared to the baseline situation within the engagement period, 2021-2023 and for three (3) years thereafter, i.e. the post-engagement period, 2024-2026.

|  |  |  |
| --- | --- | --- |
|  | Deliverables | Timeline |
| 1 | At least 12 meetings with GT Platform Intermediary and consortium partners to collect feedback on the research design, discuss findings and recommendations.  Proposed meeting for each report: 2 preparation meetings and 2 post-mortem meetings | Along the project period |
| 2 | 1 set of evaluation framework and methodology, including, but not limited to, the following content:  - Initial review of service data completed  - Stakeholders mapping completed  - Research methodology proposed (including sets of outcome metrics and framework)  - Research activities proposed  - Research timeline | On or before  12 November 2021 |
| 3 | Research tasks:  Quantitative and qualitative data collection and analysis including but not limited to open-ended questions survey, focus group, interview or meeting with relevant stakeholders, etc. | Along the project period |
| 4 | 1 Interim Report (1st – 18th month) in English completed with findings and enhancement suggestions; plus a bilingual Executive Summary | On or before  31 October 2022  (the 22nd month) |
| 5 | 1 Final Report (1st – 36th month) in English completed with findings and enhancement suggestions; plus a bilingual Executive Summary | On or before  31 January 2024  (the 37th month) |
| 6 | 1 Post-engagement Report (37th – 72th month) in English completed with findings and enhancement suggestions; plus a bilingual Executive Summary | On or before  31 January 2027  (the 73th month) |
| 7 | At least 6 focus group / roundtable sessions on project evaluation attended with presentation materials English and Chinese prepared  (2 sessions for each report are proposed) | On or before   * 31 May 2024  (the 41st month) * 31 May 2027  (the 77th month) |
| 8 | 1-2 press briefings attended with presentation materials in English and Chinese prepared | On or before   * 31 May 2024  (the 41st month) * 31 May 2027  (the 77th month) |

**(b) Annual Evaluation**

* To conduct an annual review and submit an Annual Review Report to the Trustee of the SIE Fund on the performance of the Intermediary (HKCSS) that covers the following areas:
  + views of the SIE Fund Task Force, the Trustee of SIE Fund and his representatives, stakeholders of the gerontechnology ecosystem and users of the GT Platform on the performance of the Intermediary and effectiveness of the GT Platform;
  + progress-to-date and whether any Milestones have been achieved or missed and if missed, the possible reasons, therefore;
  + problems encountered and remedial measures made or to be made so far;
  + a list of the Deliverables completed by the Intermediary so far;
  + achievements against the intended outcomes/impacts of the GT Platform so far;
  + evaluation of the Intermediary Services against the Performance Indicators committed by the Intermediary;
  + if applicable, the recommendation to refine the GT Platform and Intermediary Services having regard to the Objectives; and
  + such other information as the Trustee may reasonably require.
* To conduct a satisfaction survey in each engagement year to evaluate stakeholders' satisfaction from both supply and demand sides with the GT Platform. The survey results shall be reflected in the Annual Review Reports and the interim and final Impact Assessment Reports as part of the findings.

|  |  |  |
| --- | --- | --- |
|  | Deliverables | Timeline |
| 1 | At least 10 meetings with GT Platform Intermediary and consortium partners to collect feedback on the research design, discuss findings and recommendations.  Proposed meetings:  1st year: 2 preparation meetings and 2 post-mortem meetings; 2nd year: 1 preparation meeting and 2 post-mortem meetings; 3rd year: 1 preparation meeting and 2 post-mortem meetings | Along the project period |
| 2 | 1 set of evaluation framework and methodology, include but not limited to below content:  - Initial review of service data completed  - Research methodology proposed  - Research activities proposed  - Research timeline | On or before  12 November 2021 |
| 3 | Research tasks:  Quantitative and qualitative data collection and analysis, including but not limited to survey, focus group, interview or meeting with relevant stakeholders, etc. | Along the project period |
| 4 | 3 sets of Stakeholder Satisfaction Survey with at least 300 participants in each survey completed | * 15 February 2022 (the 14th month) * 15 February 2023 (the 26th month) * 15 February 2024 (the 38th month) |
| 5 | 3 sets of Annual Review Report in English completed | * 31 March 2022 (the 15th month) * 31 March 2023 (the 27th month) * 31 March 2024 (the 39th month) |
| 5 | At least 6 focus group/ roundtable sessions on project evaluation attended with presentation materials prepared | On or before  31 May 2024  (the 41st month) |

Note:

During the engagement period, two of our Gerontechnology Platform Collaborative Partners will have conducted some baseline studies that might be helpful or instrumental to your impact assessment considerations.

Those would include:

* The Gerontechnology Landscape Report 2.0, conducted by Our Hong Kong Foundation, through desktop research/literature review and stakeholder interviews, to assess the gaps and difficulties currently facing the gerontechnology ecosystem in Hong Kong; and to identify the development and differences from the first landscape study, will tentatively be published by the end of 2021 (please see Presentation Slide Set #2 – Gerontechnology Landscape Report 2.0, for reference).
* The Global Centre for Modern Ageing (GCMA) will help HKCSS to develop a Gerontech Living Laboratory (either in a physical or practice-driven form) in Hong Kong for pilot testing protocols for product testing at the community level. During the process, GCMA will undertake a project plan which includes mapping of the ecosystem to provide a connected view of the various elements that comprise the system. This may include an understanding of customer requirements, creating opportunities for smart manufacturing and useful services, and drawing connections between different elements of structural and cultural challenges and opportunities; and a collation and evaluation of global research on best practices, including a review of Living Laboratories dedicated to ageing and an analysis of research already undertaken on ageing (particularly ageing in place/home). A blueprint strategy will be ready by, tentatively, mid-2022 (please see Presentation Slide Set #3 - Global Centre for Modern Ageing, for reference).

**The Hong Kong Council of Social Service**

**RFP Ref. no. HKCSS – GTP2021**

**Project: “Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform”**

3. Tender Questionnaire

**Company information**

Name of Company

|  |  |
| --- | --- |
| Company |  |
| Address |  |
| Business Registration No. |  |
| Duration in Present Business |  |
| Senior Staff of the Company: |  |

Details of Principal Contact

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| Telephone |  |
| E-Mail |  |

**Experience and Personnel**

**Company Profile**

Provide a brief company profile

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**Company Experience**

Provide case studies for projects of similar scope and scale that your company has delivered within the last three years that the company has successfully delivered services within a tight timescale and demonstrated good value for money.

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**Technical Proposal**

Approach and Methodology

Describe the project approach and methodology

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| --- |
|  |

Project Schedule

Provide your proposed schedule for the design and delivery of the services detailed in the tender invitation.

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|  |

Cost breakdown

Provide an indicative breakdown of your proposed cost for each round of:

(a) the Impact Assessment;

(b) the Annual Review; and

(c) the Satisfaction Survey.

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**Compliance**

Please confirm whether the offered services comply with the requirements laid down in this Request for Proposal documents. (Please answer in full sentence as “We confirm the offered services comply with the requirements laid down in this Request for Proposal documents.”)

|  |
| --- |
|  |

I/We confirm that our proposal does not comply fully with the requirements laid down in this Request for Proposal documents, in the following aspects:

|  |
| --- |
|  |

**Certification**

I certify that the information provided within this tender questionnaire is accurate

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| For and on behalf of |  |
| Date |  |

**Appendix**

**1. Interpretation**

In all Proposal Documents, unless the context otherwise requires:

“Awarded Party” means a Candidate whose Proposal is accepted;

“Candidate(s)” means the person or persons and/or the firm or the company who has submitted a Proposal in compliance with the requirements laid down in the Proposal Documents;

“Closing Date” means the latest date and time by which a Proposal must be received by HKCSS, which is (time) sharp on (date). In case a black rainstorm warning or typhoon signal No.8 or above is hoisted, the Closing Date will be extended to 12:00 noon sharp on the next business day (except Saturday);

“Contract” means a contract for the Project **‘Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform’** in a form and substance similar to the Conditions of Contract to be entered into between an Awarded Party and HKCSS, and reference to the terms thereof shall include the Proposal Documents unless inconsistent with the context of such reference, in which case the terms of the Contract shall prevail. The Contract shall include, inter alia, the Proposal Documents and an Awarded Party’s related submissions (if any);

“Proposal” means a set of Proposal Documents with all required information duly completed and submitted by a Candidate and shall include, where necessary and/or applicable, all subsequent information and documents submitted; such a Proposal shall constitute an offer from the Candidate submitting such Proposal which HKCSS may accept within the period stipulated in Clause 13;

“Proposal means the complete set of three contract documents comprising

Documents” (a) Form of RFP; (b) Tender Questionnaire; and (c) Requirements and Specifications for Project **‘Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform’**

“Representative” means the Representative of HKCSS who will be conducting the RFP process;

“Services” means the supply of all part or parts of the service of Project **‘Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform’** as specified in the Proposal Documents;

**2. Invitation to Submit Proposal**

2.1 Proposals are invited from Candidates for the supply of the Services to be delivered subject to and in accordance with the terms and conditions laid out in the Proposal Documents.

2.2 Proposals submitted by Candidates will be vetted by HKCSS.

2.3 After the vetting of the submitted Proposals and decisions made, and Awarded Party shall enter into a Contract with HKCSS.

2.4 Acceptance of the Proposed Project from an Awarded Party by HKCSS shall be by way of issuing a Letter of Acceptance by HKCSS.

**3. Proposal and Proposal Preparation**

3.1 Proposals must be related to the supply of all (or any part) of the project **‘Provision of Impact Assessment and Annual Evaluation of the Gerontechnology Platform’** as specified in the Proposal Documents.

3.2 Proposals and all accompanying documents must be completed in English and submitted in the manner stipulated in the RFP form. Candidates shall submit their Proposals in three copies plus relevant softcopy stored in a USB flash drive on or before the Closing Date. Proposals are to be completed in ink or typescript. Proposals not so completed may not be considered.

3.3 The Form of RFP shall not be altered by the Candidate. Any modification considered necessary by the Candidate should be the subject of a separate document accompanying the Proposal. Figures should not be altered by erasure. Any alteration should be effected by striking through the relevant figures and inserting the amendment figures in ink above the original figures. The Candidate should initial all such amendments in ink.

3.4 The Proposal shall reach HKCSS on or before the Closing Date.

3.5 A Proposal shall constitute an offer from a Candidate that shall remain open for not less than 90 days after the Closing Date. If any Candidate is unable to comply with this requirement, he must clearly state the period for which his Proposal is valid for acceptance in his Proposal. If an offer is withdrawn before the expiry of the agreed validity period, due notice will be taken of such action.

**4. Prices**

4.1 The prices to be quoted by Candidates are to be in Hong Kong dollars and must be shown on the Price Schedule. Such prices shall be net prices already allowed for all trade and cash discounts. Any price terms on which the quotation is based must be clearly stated in the Proposal.

4.2 Prices quoted

Unless Candidates clearly stipulate otherwise, it will be assumed that all prices quoted will remain valid for the Contract's entire duration. No request for price variation will be considered. If, however, a Candidate wishes to submit a conditional offer that contains a price variation clause, he may do so with the clear understanding that such an offer may prejudice the award of a Contract. The prices quoted in the Price Schedule shall be inclusive of all insurance and delivery charges if any.

4.3 Accuracy of Prices quoted in Proposals

Candidates should make certain the prices quoted are accurate before including them in their Proposals. Under no circumstances will any request be accepted for a price adjustment on the ground that a mistake has been made in the prices quoted in the Proposal.

4.4 Payments will be made in Hong Kong Dollars.

**5. Information to be supplied by Candidates**

5.1 The following information shall be submitted together with the Proposal (hereinafter referred to as the Candidate's Submission). Further, the Candidates shall supply all other information that is not mentioned here but is required in the Proposal Documents. A Candidate's Submission may be considered invalid, and the Candidate will be disqualified if any of the information is not submitted.

5.2 Statement of Compliance

Candidates shall submit a clause-by-clause statement of compliance with their Proposals stating whether the offered services comply with the requirements laid down in the Proposal Documents. If a Proposal does not conform in any particular aspect, the relevant Candidate shall provide full details of an alternative offer to such requirement. However, HKCSS reserves the right to accept or reject any such Proposal. Candidates shall also submit a description note to summarize their Proposals, highlighting the most important features and describe how the offered services can meet the requirements of the Proposal Documents.

5.3 Price Schedule

Candidates must provide the Price Schedule and all information required therein. Items in the Price Schedule should be fully priced and totaled. The Candidate must duly sign the Price Schedule with company chop.

5.4 Company Information

The information to be supplied by Candidates under Clause 13 herein.

**6. Complete Offer**

6.1 Candidates shall submit Proposals to meet all the requirements as stated in the Proposal Documents. Proposals with only a partial quotation will not be considered.

**7. Candidates’ Proposals**

7.1 Counter proposals from Candidates will only be considered in exceptional circumstances and at the absolute discretion of HKCSS on an issue of fundamental importance to the Proposal Documents. Any counterproposal must be drafted and submitted in the following manner:

a. The counterproposal must be put under a separate appendix called “Counter proposal to the Proposal Documents”.

b. The counterproposal must adhere to the format of the Proposal Documents.

c. The original version of the relevant provision must be fully recited before any proposed alteration or deletion is made.

d. Any alteration to any terms or requirements must be underlined and must bear the corresponding clause number unless it is an addition to the Proposal Documents.

e. Words to be deleted should be crossed out by a single line only.

f. Explanation should be given below any such alteration or deletion and be put in a bracket ( ).

7.2 A counterproposal not submitted in accordance with the above requirements will be considered to be general comments only and will not in any way affect the validity of any terms and conditions in the Proposal Documents.

7.3 Alternative proposals that will improve the value of a Proposal may be submitted. HKCSS, through her Representative, reserves the right to negotiate with any Candidate about the terms of a Proposal.

**8. Acceptance**

8.1 HKCSS is not bound to accept the lowest priced or any Proposal at all and reserves the absolute right to accept all or any part or parts of any Proposal at any time within the period mentioned in clause 4 hereof.

8.2 HKCSS will enter into a Contract with an Awarded Party. Tenderers who do not receive any notification within the Tender Validity Period of their offer shall assume that their offers have not been accepted.

8.3 Documents of unsuccessful Candidates will not be returned to the Candidates regardless of the result of the bidding.

**9. Proposal Documents Addenda**

9.1 All addenda to the Proposal Documents, if any, will be in writing and forwarded to all Candidates. Candidates must acknowledge receipt of all addenda.

**10. Equipment and Services Marketed by Other Parties**

10.1 If any Proposal includes equipment and services marketed by other parties or companies, the proposing Candidate shall act as the prime contractor and the sole point of contact about contractual stipulations, including payment of all charges. In addition, an Awarded Party will be responsible for meeting all other requirements of the Proposal specifications.

10.2 Use of sub-contractors/joint partners is allowed but must be disclosed in the Proposal. All communications connected with or arising out of the Proposals shall be conducted directly between HKCSS and the Candidate(s) irrespective of the number of sub-contractors/joint partners proposed

**11. Offer of Products and Services**

11.1 Candidates shall declare that all the products and equipment used in supplying the Services will fit for the purpose(s) for which they are intended and further shall warrant that there is no infringement of copyright or patent or intellectual property rights of any kind or nature in connection with all the products and/or equipment whatsoever.

**12. Provision of Everything Necessary**

12.1 Anything not explicitly mentioned in the Proposal Documents but necessary for the fulfilment of the guarantees and requirements called for in any requirement specifications and/or the Contract, or necessary for the satisfactory working of the Project Impact Assessment and Annual Evaluation of the Gerontechnology Platform is to be provided under the Contract.

**13. Company Status**

13.1 Candidates must provide full details as follows:-

a. Name and address of the Candidate

b. The duration it has been in present business

c. Senior Staff and Members of the Company

**14. Candidates’ Inquiries**

14.1 Any inquiries from Candidates concerning the Proposal Documents or relating to any required specifications up to the date of lodging the Proposal shall be in writing and shall be submitted to:-

Contact person: Ms Wing CHOW

Address: Room 1206, 12/F Duke of Windsor Social Service Building, 15 Hennessy

Road, Wanchai, Hong Kong

Telephone: 3611 8306

Email: wing.chow@hkcss.org.hk

14.2 All other inquires will be responded to in written form via email.

14.3 After submitting a Proposal, Candidates, shall not attempt to initiate any further contact, whether direct or indirect, relating to the Proposal or the Proposal Documents. HKCSS, through her Representative, shall have the sole right to initiate any such further contact. All contacts initiated by HKCSS and replies from the Candidates to such contacts shall be in writing.

**15. Candidates’ Response to Inquires**

15.1 If clarification of any point of a submitted Proposal is necessary, the relevant Candidate will be advised in writing. Such a Candidate shall clarify the queries within three working days in writing.

**16. Participation from HKCSS**

16.1 Candidates should specify, if necessary, what participation and/or resource requirements they expect HKCSS to involve and/or commit. Agreement to such involvement and/or commitment is entirely at the absolute discretion of HKCSS.

**17. Personal Data Provided**

17.1 Candidates’ personal data provided in the Proposals will be used for Proposal evaluation and Contract award purposes. If insufficient and inaccurate information is provided, such a Proposal may not be considered.

17.2 Candidates have the right of access and correction concerning personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Cap. 486). The right of access includes the right to obtain a copy of the Candidate's personal data provided in the Proposal.

**18. Confidentiality**

18.1 Every recipient of the Proposal Documents must keep the Proposal Documents confidential and not disclose any of their contents to any other party without the prior written permission of HKCSS. All parties must maintain confidentiality even after entering into a Contract with an Awarded Party.

18.2 This set of Proposal Documents remains the property of HKCSS and HKCSS reserves the right to demand the return of the original and all copies of the Proposal Documents from all recipients of the Proposed Documents at any time.

18.3 The Candidate/recipient who receives this set of Proposal Documents agrees to the confidentiality undertakings and return requirements stipulated above.

**19. Prevention of Bribery Ordinance**

19.1 It is an offence under the Prevention of Bribery Ordinance that Staff member(s) accept advantages from suppliers and contractors or the suppliers and contractors offer advantages to Staff member(s) relating to Council purchases. The Council should not permit its staff to receive advantages (including payment of commission) from suppliers and contractors. They should inform suppliers and contractors in writing that the offer of such advantages to Council staff relating to their official duties is illegal. This could be done by incorporating a statement in terms of quotations and tenders.

**20. Evaluation Criteria**

20.1 The primary evaluation criteria of RFP will include but not limited to:

1. Cost of the Candidate’s Submissions: 40%
2. Ability to comprehend and complete the review: 25%
3. Composition of the team (technical and Project management): 15%
4. Track record in conducting similar research, and in working with NGOs and/or IT sector: 15%
5. Innovation or value-added services to be offered: 5%
6. **Payment Schedule**

22.1 Upon acceptance of the proposal, the contract sum will be paid in accordance with the following schedule:

|  |  |
| --- | --- |
| Work Stage | Percentage of the Lump sum payable |
| Upon satisfactory completion of one (1) set of evaluation framework and methodology of Impact Assessment and one (1) set of evaluation framework and methodology of Annual Evaluation | 15% of the total sum |
| Upon satisfactory completion of the first Annual Review Report | 5% of the total sum |
| Upon satisfactory completion of the Impact Assessment Interim Report | 20% of the total sum |
| Upon satisfactory completion of the second Annual Review Report | 10% of the total sum |
| Upon satisfactory completion of the Impact Assessment Final Report and the third Annual Review Report | 30% of the total sum |
| Upon satisfactory completion of the Impact Assessment Post-engagement Report | 20% of the total sum |

-- End --