

## Tender Evaluation Procedures, Criteria and Marking Scheme

### Provision of Building Attendant Services to Civil Aid Service Headquarters

1. A two-envelope approach with a technical to price weighting of **50:50** will be adopted for tender evaluation whereby price assessment will only be conducted after technical assessment. All Tenders will be assessed in the following manner:

#### **Stage 1 – Completeness Check**

2. All Tenders received will be checked on whether all the documents and information required in **Paragraph 3.4** of the Terms of Tender have been submitted. Failure to submit any of the documents stated in **Paragraph 3.6** of the Terms of Tender **before the Tender Closing Time** will **render a Tender invalid and will not be considered further.**

#### **Stage 2 – Compliance with Essential Requirements**

3. A Tender which has passed Stage 1 will be checked to determine its compliance with all the essential requirements as set out in **Paragraph 8** of the Terms of Tender. A Tender which fails to meet any of the essential requirements will not be considered further. A Tender which passes Stage 2 will proceed to Stage 3 assessment.

#### **Stage 3 – Technical Assessment**

4. The Government will use a marking scheme in assessing the conforming tenders. The technical assessment comprises Section A (Execution Plan), Section B (Experience and Certification) and C (Wages, Working Hours & Record of Demerit Point(s)). The maximum total technical marks are 100 and are divided into seven assessment criteria. There is no overall passing mark for the total marks scored in the technical assessment. Passing mark of 9 is set for Assessment Criterion 1. **Tenders that do not attain the said passing mark for Assessment Criterion 1 will not be considered further.**
5. The Tenderer who has passed the technical assessment and attained the highest technical mark would be awarded with a weighted technical score of 50, while the weighted technical score for other Tenderers who have passed the technical assessment would be calculated by the formula in Remark 3.
6. The submission for Section A (Execution Plan), excluding related annexes and documentary proof, **shall not be more than 100 pages in A4 size paper for text** (with margin not less than 25 mm and character font size not less than 12). For the avoidance of doubt, pages exceeding the specified limit and/or not complying with the specified requirements on margin and/or font size will be considered in the tender evaluation but 0.5 marks will be deducted from the total technical marks as follows -

Each excessive page	0.5 marks per page (subject to a maximum of 5 marks)
Non-compliance with the margin requirement	0.5 marks
Non-compliance with the font size requirement	0.5 marks

**(i) Technical Assessment**

Assessment Criteria <sup>#</sup>		Maximum Marks	Unit Marks (M)	Standard Score (S) (See Remark 1)					Marks Scored (M x S)	Basis of Assessment
				4	3	2	1	0		
Section A - Execution Plan (criterion 1 with an individual passing mark)										
1.	Management and Supervision Plan (Passing Mark: 9)	36	9							See Note 1
2.	Innovative suggestions									
	(a)	Pro-innovation Proposals – directly relevant to the Services	9	3	N.A					See Note 2(a)
	(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	6	2	N.A					See Note 2(b)
Section B – Experience and Certification (criteria without an individual passing mark)										
3.	Experience of Tenderer	9	3	N.A						See Note 3
4.	Accreditation of Valid and relevant ISO certifications	3	1	N.A						See Note 4
Section C - Wages, Working Hours & Record of Demerit Point(s) (criteria without an individual passing mark)										
5.	Record of Demerit Points under All Government Contracts	6	3	N.A.	N.A.					See Note 5
6.	Proposed daily maximum allowable net working hours for Building Attendants for this Contract	6	6	N.A.	N.A.	N.A.				See Note 6
7.	Proposed monthly wages for Building Attendants for this Contract	25	N.A.							See Note 7
	Total Technical Mark	100								

- # In case Tenderers indicated in the tender returns that they may apply for the Enhanced Supplementary Labour Scheme, for the avoidance of doubt, marks will not be given to any proposal which is made solely to comply with the requirements under the Enhanced Supplementary Labour Scheme administered by the Labour Department.

Remarks:

1. A Tenderer's proposal / qualifications in respect of the features mentioned in the assessment criteria will be rated as follows -  
For item 1  
Standard score of 4, 3, 2, 1 or 0 will be awarded.  
For items 2(a), 2(b), 3 and 4  
Standard score of 3, 2, 1 or 0 will be awarded.  
For item 5  
Standard score of 2, 1 or 0 will be awarded.  
For item 6  
Standard score of 1 or 0 will be awarded.  
For item 7  
See Note 7
2. The total technical mark is 100.
3. A tender which has passed Stage 3 assessment shall be considered as a "conforming tender". A maximum weighted technical score of 50 will be allocated to the conforming tender with the highest total technical marks, while the weighted technical score for other conforming tenders which has obtained the passing mark in criterion 1 of the technical assessment is -

$$50 \quad \times \quad \frac{\text{Technical mark of the offer being considered which has obtained the passing mark in criterion 1 of the technical assessment}}{\text{Highest technical mark among all Tender offers which have obtained the passing mark in criterion 1 of the tender assessment}}$$

- [Note : Rounding Method: The weighted technical score of each Tender will be rounded to the nearest two (2) decimal places. 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 the 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.

Examples of calculating the weighted technical score and the rounding arrangements are given as follows -

Assuming there are three (3) Tenderers who have obtained a passing mark in criterion 1 of the technical assessment: Tenderer A gains the highest total mark of 72; Tenderer B gains a total mark of 44; and Tenderer C gains a total mark of 34. The weighted technical scores of the three (3) Tenderers are -

Tenderer A: 50;

Tenderer B:  $50 \times 44 / 72 = 30.555$ ; and

Tenderer C:  $50 \times 34 / 72 = 23.611$ .

After they have been rounded to the nearest two (2) decimal places, the weighted technical score of Tenderers A, B and C will become 50, 30.56 and 23.61 respectively.]

## Section A – Execution Plan

### 1 - Management and Supervision Plan

- Note 1 :
- 4 - Proposed plan is practicable with detailed information covering all of the ten (10) listed aspects\*
  - 3 - Proposed plan is practicable with detailed information covering nine (9) listed aspects\*;
  - 2 - Proposed plan is practicable with detailed information covering eight (8) listed aspects\*;
  - 1 - Proposed plan is practicable with detailed information covering seven (7) listed aspects\*;
  - 0 - Proposed plan is impracticable; or detailed information is not provided for at least seven (7) listed aspects\*.

[\* Remark: The listed aspects of the management and supervision plan are listed in Paragraph 9.1 of the Terms of Tender.]

### 2 – Innovative Suggestions

Note 2(a): Pro-innovation Proposals – directly relevant to the Services

Marks for Pro-innovation Proposals are assigned to practicable and effective Pro-innovation Proposal(s) that is/are directly relevant to the Services and can enhance service delivery. 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. Pro-innovation Proposals in each applicable component of the management plan will be assessed in comparison to how the services are delivered under the existing contract or the conventional mode of the service delivery adopted by the Government in general. Only Pro-innovation Proposal(s) that is/are considered effective and practicable in improving service delivery or operations will be given marks for innovation. Their improvements / benefits / positive values may include, inter alia, (1) saving of manpower resources; (2) higher operational efficiency / performance reliability / productivity; (3) shortening of gearing-up period; (4) better service quality; or (5) improved or greater flexibility to adapt to operational changes.

- 3 - There are three (3) or more effective and practicable Pro-innovation Proposals;
- 2 - There are two (2) effective and practicable Pro-innovation Proposals;
- 1 - There is one (1) effective and practicable Pro-innovation Proposal;
- 0 - There is no effective and practicable Pro-innovation Proposal.

- [Remarks:
- (i) Tenderers shall highlight all of the following details in the Pro-innovation Proposals(s) -
    - (a) sufficient details on what improvements / benefits / positive values, including items (1) to (5) above, to which their proposed innovative suggestions can bring about; and
    - (b) how they are to be implementedin their submissions to facilitate tender evaluation.
  - (ii) 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 -
    - (a) 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;
    - (b) 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

- (c) 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.
- (iii) Tenderers may be requested to provide supporting documents or a demonstration to prove the effectiveness and practicability of their Pro-innovation Proposal(s) / ESG Proposal(s). All Pro-innovation Proposal(s) / ESG Proposal(s) will be assessed on the basis of the information provided in the tender submissions and factual supporting documents (e.g. test reports / certificates) provided by the Tenderers upon request by the Government. The demonstration (if any) will not be taken into account in marking. It only serves as a means to enable members of the Tender Assessment Panel (“TAP”) to have a better understanding of the Pro-innovation Proposal(s) / ESG Proposal(s) proposed by the Tenderers. During the demonstration, Tenderers are also not allowed to provide additional information not contained in their original tender submissions.
- (iv) Tenderers should only propose practicable Pro-innovation Proposal(s) / ESG Proposal(s) that they would be capable of and responsible for implementation.
- (v) Marks will not be given to any Pro-innovation Proposal / ESG Proposal which (i) is related to labour benefit measures scored under the Section C “Wages, Working Hours & Record of Demerit Point(s)”; or (ii) a tenderer will neither be capable of nor responsible for implementation; or (iii) the provisions or requirements that have already been set out in the Tender Documents/Contract; or (iv) additional cost would be incurred to the Government for the implementation; or (v) detailed information is not provided on the practicability and effectiveness; or (vi) has already scored marks under other assessment criteria.
- (vi) The successful Tenderer shall be responsible for the implementation of the Pro-innovation Proposal(s) / ESG Proposal(s) and facilitate Government’s monitoring and inspection of the Pro-innovation Proposal(s) / ESG Proposal(s) without additional cost to the Government.
- (vii) A suggestion that scores marks under Pro-innovation Proposals will not earn marks again under ESG Proposals and vice versa. In case a Tenderer specifies the type of a suggestion under both Pro-innovation Proposals and ESG Proposals and the TAP considers that the same suggestion could earn marks under both Pro-innovation Proposals and ESG Proposals, it will be taken as scoring marks under Pro-innovation Proposals only. Each suggestion will be counted once, irrespective of the number of improvements/positive values/benefits involved.
- (viii) Tenderers should propose Pro-innovation Proposals / ESG Proposals and explain clearly with sufficient details on what improvements / positive values / benefits to which their Pro-innovation Proposals / ESG Proposals can bring about as well as how they are to be implemented by filling in the details in Contract Schedule 3 (Execution Plan) to facilitate tender evaluation.
- (ix) All practicable Pro-innovation Proposals / ESG Proposals accepted by the Government shall form part of the Contract. Any failure to perform such Pro-innovation 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.]

Note 2(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

Marks for ESG Proposals are assigned to practicable and effective suggestions that will improve environmental protection, sustainability or governance or social responsibility in the execution of the Contract throughout the Contract Period, which may but need not be directly relevant to the Services, but can bring about positive values/benefits to the Government or the public at large. Their improvements / benefits / positive values may include, inter alia, (1) environmental protection (e.g. use of green materials / products, reduction in energy consumption or promotes waste reduction in the execution of the Contract); (2) social responsibility (e.g. employment of people with disabilities and/or rehabilitated persons for the contract); or (3) governance.

- 3 - There are three (3) or more effective and practicable ESG Proposals;
- 2 - There are two (2) effective and practicable ESG Proposals;
- 1 - There is one (1) effective and practicable ESG Proposal;
- 0 - There is no effective and practicable ESG Proposal.

- [Remarks: (i) Tenderers shall highlight all of the following details in the ESG Proposal(s) -
- (a) sufficient details on what improvements / benefits / positive values, including items (1) to (3) above, to which their proposed suggestions can bring about; and
  - (b) how they are to be implemented
- in their submissions to facilitate tender evaluation.
- (ii) Remarks (ii) to (ix) of Note 2(a) above are also applicable to this Note 2(b)]

## Section B – Experience and Certification

### 3 – Experience of Tenderer

- Note 3 : 3 - A Tenderer has at least three (3) contracts and each contract shall be either (i) a completed contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million and the last one (1) year of that contract must fall within the past two (2) years prior to the Original Tender Closing Date; or (ii) a contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million which is subsisting as at the Original Tender Closing Date with the contract commencement date not less than one (1) year prior to the Original Tender Closing Date;
- 2 - A Tenderer has two (2) contracts and each contract shall be either (i) a completed contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million and the last one (1) year of that contract must fall within the past two (2) years prior to the Original Tender Closing Date; or (ii) a contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million which is subsisting as at the Original Tender Closing Date with the contract commencement date not less than one (1) year prior to the Original Tender Closing Date;
- 1 - A Tenderer has one (1) contract which shall be either (i) a completed contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million and the last one (1) year of that contract must fall within the past two (2) years prior to the Original Tender Closing Date; or (ii) a contract for the provision of building attendant/security guard services with an annual contract value of not less than HK\$1.4 million which is subsisting as at the Original Tender Closing Date with the contract commencement date not less than one (1) year prior to the Original Tender Closing Date and ;
- 0 - None of the above.

- [Remarks: (i) Assessment on the experience of Tenderer under this assessment criterion will be solely based on information on the Tenderer's past experience as stated by the Tenderer in its Tender on or before the Tender Closing Date. a Tenderer should submit tender information on its past experience as required in **Annex C**.
- (ii) If the contract period of the quoted contract covered more than one (1) year, the average annual contract value will be calculated as follows –  
Total contract value / Number of months covered in the quoted contract x 12 months  
For example, if the quoted contract covered a period of 2 years (i.e. 24 months) with the total contract value of HK\$6,000,000, the average annual contract value will be counted as HK\$3,000,000 (i.e. HK\$6,000,000 / 24 months x 12 months).
- (iii) For the purpose of counting the number of relevant contracts, the contracts with overlapping periods between contracts are acceptable. For example, a Tenderer will be counted as having three (3) relevant contracts if it had contracts each with an annual contract value of not less than HK\$1.4 million covering the period of (1) "1.8.2021 – 31.7.2024; (2) 1.11.2022 – 31.10.2024; and (3) 1.5.2023 – 30.4.2026."
- (iv) Documentary proof, e.g. copy of contract, client reference letter, etc. clearly showing the contract description, the contract commencement and completion dates, the contract value and the scopes of services must be provided by the Tenderer to substantiate the past experience claimed in the Tender. Otherwise, the relevant claimed past experience will not be taken into account.
- (v) If the Tenderer is a partnership, only the experience gained by the partnership, but not the individual experience of the participants to the partnership, will be counted.]

#### 4 - Accreditation of Valid and Relevant ISO Certifications

- Note 4 :
- 3 - Accredited to ISO 9001, ISO 14001 and ISO 45001 on provision of property management / security services and supported with documentary proof of all certificates which are valid as at the Original Tender Closing Date.
  - 2 - Accredited to any two of ISO 9001, ISO 14001 or ISO 45001 on provision of property management / security services and supported with documentary proof of all certificates which are valid as at the Original Tender Closing Date.
  - 1 - Accredited to any one of ISO 9001, ISO 14001 or ISO 45001 on provision of property management / security services and supported with documentary proof of the certificate which is valid as at the Original Tender Closing Date.
  - 0 - None of the above.

[Remark: Assessment on the accreditation of valid and relevant ISO certifications of the Tenderer under this assessment criterion will be solely based on information as stated by the Tenderer in its Tender on or before the Tender Closing Date. In this connection, a Tenderer should submit with the relevant information as required in **Annex B** to the Terms of Tender.]

#### Section C – Labour Benefits

##### 5 – Record of Demerit Points under All Government Contracts

Note 5 : Where a Tenderer has been a Government service contractor of Non-skilled Worker Contract within thirty-six (36) months immediately before the Tender Closing Date (“previous Government Contractor”), standard scores will be given to Assessment Criterion 5 in accordance with the following rule –

- 2 - No Demerit Points issued within thirty-six (36) months immediately before the Tender Closing Date.
- 1 - One (1) Demerit Point issued within thirty-six (36) months immediately before the Tender Closing Date.
- 0 - Two (2) Demerit Points issued within thirty-six (36) months immediately before the Tender Closing Date.

[Remarks: (i) If the Tenderer is a company, the record of demerit points issued to any shareholder of the company will also be counted.  
(ii) Demerit Points under appeal shall also be counted for the purpose of tender evaluation.]

##### 6 - Proposed Daily Maximum Allowable Net Working Hours

- Note 6 :
- 1 - Proposed daily maximum allowable working hours for all Building Attendants are ten (10) hours excluding meal break (i.e. net total) or less.
  - 0 - Proposed daily maximum allowable working hours for Building Attendants are more than ten (10) hours excluding meal break (i.e. net total).

[Remark: If a Tenderer fails to indicate any daily maximum allowable net working hours for its Building Attendants in its Tender on or before the Tender Closing Time, the Tender will be evaluated but the respective working hours proposed will be deemed to be more than ten (10) hours excluding meal break for the purpose of tender evaluation. If the Tenderer offers the daily maximum allowable net working hours of ten (10) hours or less in a subsequent clarification in writing upon request by the Government Representative at any time before the tender exercise is completed, the Tender will only be assessed on the basis that the daily maximum allowable net working hours offered by the Tenderer is more than ten (10) hours. However, the smaller number of net working hours offered by this Tenderer shall become binding if the Contract is subsequently awarded to this Tenderer.]

##### 7 - Proposed Monthly Wage

Note 7 : - The marks scored by each conforming tender for this assessment criterion will be determined by the following formula -

$$25 \times \frac{W - S}{H - S}$$

W = Proposed monthly wage for Building Attendants of the conforming tender being considered  
H = Highest proposed monthly wage for Building Attendants among all conforming tenders  
S = Average monthly salary of building attendant/guard employed under 3-shift system (8 hours per shift) (September 2024) as published by the Census and Statistics Department

Please refer to the example below:

Illustrative Example for Tenderer's Proposed Monthly Wage for Building Attendants	Marks Scored (Example)
$W = \$16,420$ $H = \$17,120$ $S = \$15,074$	Marks scored = $25 \times \frac{16,420 - 15,074}{17,120 - 15,074}$ = 16.45 (Marks)

- [Remarks: (i) The marks scored of each tender will be rounded to the nearest two (2) decimal places according to the rounding method as shown in Note under Remark 3.
- (ii) If the proposed monthly wage for Building Attendants is \$15,074, **no mark** will be given.
- (iii) If a Tenderer fails to state the monthly wage in Contract Schedule 2 or the monthly wage stated by the Tenderer is less than \$15,074,
- (a) then such wage submitted by the Tenderer will be deemed to be not less than \$15,074 for the purpose of tender evaluation. Such presumption will be revoked immediately if the Tenderer fails to confirm in writing the correctness of this presumption upon request by the Government at any time before the tender exercise is completed; and
- (b) If the Tenderer offers an amount which is not less than \$15,074 in subsequent clarification in writing pursuant to (a), the Tender will only be assessed on the basis that the Tenderer's committed monthly wage is the same as \$15,074. However, the higher wage offered by this Tenderer shall become binding if the Contract is subsequently awarded to this Tenderer.

#### **Stage 4 – Price Assessment**

7. Upon completion of the technical assessment, the price information will be evaluated. The calculation of weighted price score of the conforming tender is:

$$50 \quad \times \quad \frac{\text{Lowest tender price among all conforming tenders}}{\text{Tender price of the conforming tender being considered}}$$

[Remark: The weighted price score of each conforming tender will be rounded to the nearest two (2) decimal places according to the rounding method as shown in Note under Remark 3.]

#### **Stage 5 – Calculation of Combined Score**

8. The combined score of a conforming tender will be determined by the following formula –

$$\text{Combined score} = \text{Weighted technical score} + \text{Weighted price score}$$

9. Normally, the Tender with the highest combined score will be recommended for acceptance if the Government is satisfied that the recommended Tender is fully (including technically, commercially and financially) capable of undertaking the Contract, and that the recommended Tender is the most advantageous to the Government in accordance with the Tender provisions. If two or more Tenders obtain the same highest combined score, the Tender which obtains the highest weighted technical score will be recommended for acceptance.