PART 3 – CONTRACT SCHEDULES

**CONTENT**

CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION

CONTRACT SCHEDULE 2 – SERVICE PLAN and SERVICE TEAM STRUCTURE

CONTRACT SCHEDULE 3 – PUBLICITY PLAN, OPERATIONAL ARRANGEMENTS, SERVICE MONITORING, QUALITY ASSURANCE, TRAINING PROGRAMMES AND PUBLIC EDUCATION PROGRAMMES

CONTRACT SCHEDULE 4 – WORKING TIMELINE

CONTRACT SCHEDULE 5 – Pro-innovation Proposals and ESG Proposals

CONTRACT SCHEDULE 6 – KNOWLEDGE AND EXPERIENCE IN THE ADDICTION COUNSELLING AND TREATMENT FIELD

CONTRACT SCHEDULE 7 – fee proposal

CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers are required to provide the following details (including the company / organisation status and relevant experience of any sub-contractor who may be involved in the provision of the proposed Services):

|  |
| --- |
| **I. Details of Service Provider** |
| Name: |  |
| Address: |  |
|  |  |
|  |  |
| Telephone No.: |  | Fax No.: |  |
| Website: |  |
| Please also list out the name, position and address of each director of the Service Provider where the Service Provider is a company incorporated / registered under the *Companies Ordinance*, or the name and address of each trustee where the Service Provider is registered/incorporated under the *Registered Trustees Incorporation Ordinance (Cap. 306)*(as the case may be):

|  |  |
| --- | --- |
| Name and position: | Address: |
| Name and position: | Address: |
| Name and position: | Address: |

*(Please insert more rows for completion if appropriate.)* |
| **II. Details of Contact Person of Service Provider** |
| Name: |  Mr./Ms./Mrs.  |
| Post Title: |  |
| Address: |  |
|  |  |
|  |  |
| Telephone No.: |   | Fax No.: |   |
| Email Address: |  |
|  |
| **CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION (CONT.)****III. Organisation Nature of Service Provider** |
|  |  |
| Charitable Organisation\* | 🞏 Yes 🞏 No |
| \**Please “✓” the appropriate box.* |

Please submit the following documentary evidence (as the case may be) to prove the eligibility of the Service Provider in compliance with Clause 3.1 of Part 1 – Terms of Tender.

1. Where the Service Provider is a charitable body corporate in Hong Kong which has been established by legislation, a certified true copy of:
2. the relevant ordinance; and
3. a valid document issued by the Inland Revenue Department certifying that the Service Provider is a Tax-Exempt Organisation.
4. Where the Service Provider is a company incorporated or registered under the Companies Ordinance, a certified true copy of:
5. a Certificate of Incorporation or a Certificate of Registration of Non-Hong Kong Company (as the case may be) issued under the Companies Ordinance; and
6. a valid document issued by the Inland Revenue Department certifying that the Service Provider is a Tax-Exempt Organisation.
7. Where the Service Provider is a trustee registered under the Registered Trustees Incorporation Ordinance (Cap. 306), a certified true copy of:
8. a Certificate of Incorporation issued/granted under the Registered Trustees Incorporation Ordinance (Cap. 306); and
9. a valid document issued by the Inland Revenue Department certifying that the Service Provider is a Tax-Exempt Organisation.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

**CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION (CONT.)**

|  |
| --- |
| **IV. Background of Service Provider** |
| *(Please give a brief introduction on the background of the Service Provider, including its objectives, service targets, major activities/services etc.)* |
| **V. Details of Sub-contractor (if applicable)** |
| Name: |  |
| Address: |  |
|  |  |
|  |  |
| Telephone No.: |  | Fax No.: |  |
| Website: |  |
| **VI. Details of Contact Person of Sub-contractor (if applicable)** |
| Name: |  Mr./Ms./Mrs.  |
| Post Title: |  |
| Address: |  |
|  |  |
| Telephone No.: |   | Fax No.: |   |
| Email Address: |  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

**CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION (CONT.)**

|  |
| --- |
| **VII. Organisation Nature of Sub-contractor (if applicable)** |
|  |  |
| Charitable Organisation\* | 🞏 Yes 🞏 No |
| \**Please “✓” the appropriate box.* |
| Please submit the following documentary evidence (as the case may be):1. Where the Sub-contractor is a charitable body corporate in Hong Kong which has been established by legislation, a certified true copy of:
2. the relevant ordinance; and
3. a valid document issued by the Inland Revenue Department certifying that the Sub-contractor is a Tax-Exempt Organisation.

(b) Where the Sub-contractor is a company incorporated or registered under the Companies Ordinance, a certified true copy of:1. a Certificate of Incorporation or a Certificate of Registration of Non-Hong Kong Company (as the case may be) issued under the Companies Ordinance; and
2. a valid document issued by the Inland Revenue Department certifying that the Sub-contractor is a Tax-Exempt Organisation.

(c) Where the Sub-contractor is a trustee registered under the Registered Trustees Incorporation Ordinance (Cap. 306), a certified true copy of:1. a Certificate of Incorporation issued/granted under the Registered Trustees Incorporation Ordinance (Cap. 306); and
2. a valid document issued by the Inland Revenue Department certifying that the Sub-contractor is a Tax-Exempt Organisation.
 |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

|  |
| --- |
| **CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION (CONT.)****VIII. Background of Sub-contractor (if applicable)** |
| *(Please give a brief introduction on the background of the sub-contractor, including its objectives, service targets, major activities/services etc.)* |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

**CONTRACT SCHEDULE 1 – SERVICE PROVIDER INFORMATION (CONT.)**

|  |
| --- |
| **IX. Information required under Clause 25.2 of the Terms of Tender** |
| \*(a) I/We confirm that none of the events as mentioned in Clauses 25.2(a) to 25.2(d) of the Terms of Tender has ever occurred.\*(b) I/We confirm that the following event(s) as mentioned in Clauses 25.2(a) to 25.2(d) of the Terms of Tender has occurred:

|  |  |
| --- | --- |
| **Date** | **Details of the Event** |
|  |  |
|  |  |
|  |  |
|  |  |

\**Please delete whichever is not applicable.* |
| **X. Declaration of Service Provider** |
| I/We certify that all the information given herein and in relation to this Tender is complete, true and accurate. I/We understand that any inaccurate information may render the Tender invalid. I/We also confirm that except the Service Fee and the amount agreed to be payable by the Corporation in writing for the Service Provider’s provision of the Additional Services (if any) accepted by the Corporation, no other funding has been or shall be received for any part of the Services from the Corporation or any third party. |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 2 – SERVICE PLAN and service team structure

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers are required to state clearly their proposed service plan on the following areas:

1. **Detailed description of (a) design of the Services / proposed Service Plan and (b) composition of the proposed Service Team in pursuing the following Project Objectives:**

|  |  |
| --- | --- |
|  | offer preliminary advice to users through textual means round-the-clock so as to complement the existing services provided by the four counselling and treatment centres; |
|  | target at participants of online gambling and gamblers who do not wish to receive counselling service at conventional counselling centres and encouraging them to receive further counselling services; |
|  | facilitate the development of best practices and expertise in counselling and treatment services for gamblers with gambling disorder, as well as the requisite network with the concerned parties; |
|  | reach out to the community and schools to provide the public and students with information about gambling disorder and preventive measures; and  |
|  | collate appropriate data and statistics for enhancing understanding about the behaviour and risk factors of gambling disorder. |

1. **Design of the Services / Proposed Service Plan***(Please provide an attachment for the details)*
2. **Composition of the proposed Service Team**
3. Service Providers are required to provide the **composition of the proposed Service Team**, such as the number of social workers, counsellors, clerical staff, etc. in the format set out in the following table. The maximum number of members in the proposed Service Team is preferred to be set at seven full-time staff.

| **Job Title** | **Roles and Responsibilities** | **Qualifications / Specialities** ***(please highlight in what ways these qualifications / specialities would contribute to the service delivery of the Smart Counselling Platform and the related Services)*** | **Estimated Efforts*****(in man-days per month)*** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. Service Providers are also required to provide information on the **awards received by the proposed Service Team or by the Service Providers** (as the case may be) in the format as set out in the following table:

|  |  |
| --- | --- |
| **Time of Award** | **Name and other details of the Award** |
|  |  |
|  |  |

1. **Service Level Requirements**

***Mandatory Services***

**2.1 The Operator’s contractual obligations in respect of the output indictor numbers below are set out in Clause 5.1 of the Service Specifications. Service Providers may propose requirements beyond the minimum attainment level in respect of any or all of the output indicators in the third column of the following table:**

| * 1. **Output Indicators (per year)**
 | **Minimum Attainment****Level** | **Proposed Requirements beyond the Minimum Attainment Level (if any)** |
| --- | --- | --- |
| Total number of chabot enquiry cases | **2 400** |  |
| Total number of new cases recruited from chatbot handled by the NGO (gamblers) | **120** |  |
| Total number of online outreach contacts | **6 000** |  |
| Total number of new cases recruited from online outreach handled by the NGO (gamblers) | **30** |  |
| Total number of counselling and treatment sessions provided | **600** |  |
| Total number of mutual support / self-help group sessions organised | **40** |  |
| Total number of staff training sessions | **2** |  |
| Total number of public education programmes | **12** |  |
| Total number of participants attending the public education programmes | **600** |  |
| Total reach via different social media platforms | **100 000** |  |

* 1. **The Operator’s contractual obligations in respect of the output indictor percentages below are set out in Clause 5.2 of the Service Specifications. Service Providers may propose requirements beyond the minimum attainment level in respect of any or all of the outcome indicators in the third column of the following table:**

| **Outcome Indicators (per year)** | **Minimum Attainment Level** | **Proposed Requirements beyond the Minimum Attainment Level (if any)** |
| --- | --- | --- |
| Percentage of cases achieving and maintaining complete abstinence for half a year upon termination of treatment (excluding social gambling) | 60% |  |
| Percentage of cases showing increased ability of control, and ability to manage the emotional, financial and other factors leading to their gambling activities | 70% |  |
| Percentage of cases closed with attainment of agreed goals in the case plans | 70% |  |
| Percentage of cases with improvement in other aspects of the life of the gamblers with gambling disorder which are conducive to eliminating or reducing their gambling problems | 75% |  |
| Percentage of positive feedback from service-seekers on achievement of the Project Objectives and the effectiveness of the Services provided by the Operator in meeting the Project Objectives | 90% |  |

***Additional Services (Optional)***

*(Please provide an attachment for the details if the space is insufficient.)*

1. **Details of the Additional Services**
	1. **Service Providers may also propose the Additional Services to be provided, and the additional funding (if any) required, during the Contract Period. Shall the proposed Additional Services be accepted by the Corporation, they will be incorporated into the Contract. Service Providers are required to provide details of any proposed Additional Services in the following table:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Proposed Additional Services** | **Objectives**  | **Implementation Details** | **Target Group(s)** | **Additional Funding Required** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. **Output and Outcome Indicators for the Additional Services**
	1. **Service Providers are required to propose output indicators and the minimum attainment level for any Additional Services they propose to offer in the following table:**

| **Proposed Additional Services** | **Proposed Output Indicators (per year)** | **Proposed Minimum Attainment Level** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

* 1. **Service Providers are required to propose outcome indicators and the minimum attainment level for any Additional Services they propose to offer in the following table:**

| **Proposed Additional Services** | **Proposed Outcome Indicators (per year)** | **Proposed Minimum Attainment Level** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

1. **Overall intervention strategy in pursuing the Project Objectives including screening services/tools and data collection methods for assessing the severity, needs and profiles of the gamblers with gambling disorder; methods for reaching out and engaging the gamblers with gambling disorder to receive counselling and/or medical treatment.**
2. **Other relevant information (if any).**

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 3 – PUBLICITY PLAN, OPERATIONAL ARRANGEMENTS, SERVICE MONITORING, QUALITY ASSURANCE, TRAINING PROGRAMMES AND PUBLIC EDUCATION PROGRAMMES

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers are required to provide details in the following areas:

1. **Publicity Plan**
2. Concrete measures to publicise the Services and enhance accessibility of the Services to the target groups (if social media is used as a publicity strategy, please include viewership).
3. **Operational Arrangements**
4. Operational arrangements including Working Hours and shift patterns to ensure that the requirements of the Contract are met.
5. Human resources plan to ensure suitable professionals and personnel are timely recruited and engaged as members of the Service Team to provide the Services required under the Contract.
6. Financial control and accounting including the maintenance of proper books and records and supporting documents.
7. Sustainable development plan including analysis of case, development of knowledge base, publications, transfer of the chatbot, transger of cases upon completion or termination of contract.
8. **Service Monitoring**
9. Monitoring of implementation of the programme and reporting to the Corporation.
10. Case flow management, and case monitoring and client profiling.
11. **Quality Assurance**
12. Quality assurance measures and mechanisms (e.g. service manual, guidelines, records, review system, regular meetings, etc.).
13. **Training Programmes and Public Education Programmes**
14. **Staff training programmes** to be organised by the Service Provider to its staff including members of the Service Team; and professional training programmes organised by other professional organisations or NGOs that the Service Provider will arrange its staff including members of the Service Team to attend.
15. **Public education programmes** to be organised by the Service Provider in the community and schools to disseminate anti-gambling messages.
16. **Public education programmes organised by other organisations that the Service Provider will participate in** (i.e. by arranging its staff including members of the Service Team to give talks, participate in forums or provide workshops, etc. in such public education programmes) in the community and schools to help disseminate anti-gambling messages.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 4 – WORKING TIMELINE

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers are required to provide details on their working timeline for setting up of the Smart Counselling Platform and the related services in the following table:

|  |  |  |
| --- | --- | --- |
| **Time** | **Details** (*Service Providers may add other actions items as appropriate.*) | **Remarks****(if the answer is ‘Yes’, please provide a copy for the Assessment Panel’s reference)**  |
|  | Making ready an office for the staff of the Smart Counselling Platform and the related services  | (*Is there an office available?*) |
|  | Making ready a Service Team for the provision of the Services in accordance with the requirements of the Contract | (*Is there an existing Service Team available?*) |
|  | Making ready the publicity plan for the provision of the Services | (*Is there an existing publicity plan available?*) |
|  | Making ready the operational manual and service plan for the provision of the Services | (*Is there an existing operational manual and service plan available?*) |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 5 – Pro-innovation Proposals and ESG Proposals

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers should provide details of the proposed (a) pro-innovation proposals and (b) ESG proposals in the following table.

1. **Pro-innovation proposals - Improving the Delivery of the Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Proposed pro-innovation proposals** | **Brief description on improvements / benefits / positive values that can bring about** | **How to implement** | **Relevant to which assessment criterion** | **Supporting documents** **(if any)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. **ESG Proposals – Measures to Improve Environmental Protection, Sustainability or Governance or Social Responsibility which may not be Directly Relevant to the Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Proposed ESG proposals** | **Brief description on improvements / benefits / positive values that can bring about** | **How to implement** | **Relevant to which assessment criterion** | **Supporting documents** **(if any)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 6 – KNOWLEDGE AND EXPERIENCE IN THE ADDICTION COUNSELLING AND TREATMENT FIELD

**(In completing Contract Schedule, the Service Providers may adjust the spaces provided below.)**

Service Providers are required to provide details in chronological order their relevant **knowledge and experience** **in the addiction counselling and treatment field** in the following table:

|  |  |  |
| --- | --- | --- |
| **Period** | **Type and Scope of Services** | **Details** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |

CONTRACT SCHEDULE 7 – fee proposal

**(The Service Providers should provide the Fee Proposal in Envelope B under seal.)**

The Service Providers should refer to **Part 4 – Service Specifications** for specific service requirements of the Mandatory Services and Additional Services.

|  |  |  |
| --- | --- | --- |
| **Items (Notes)** | **Fee****(HK$)** | **Remarks****(if any)** |
| **Mandatory Services** |  |  |
| **II. Additional Services (if any)** |  |  |
| **Total** |  |  |

Notes:

1. The Service Providers must provide detailed fee breakdown of the Mandatory Services and Additional Services, if any.
2. Acceptance of all or part of the Additional Services suggested by the Service Provider is subject to the final decision of the Corporation.
3. The fee quoted for the Additional Services will NOT be taken into consideration in the fee assessment, but will contribute to the total contract sum. The fees for the Additional Services shall not exceed that of the Mandatory Services.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Service Provider with Chop: |  | Name (in block letters) and Signature of Authorised Person: |  |
|  |  |  |  |  |  |
| Telephone No.: |  | Fax No.: |  | Date: |  |