

Hong Kong-Shenzhen Innovation and Technology Park Limited

Tender Document

< The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park >

Tender Reference:

FD-03-06-02(056)

Express of Interest for Participating Tender Briefing

By 07 February 2025

6:00 pm (HKSAR)

Tender Briefing

12 February 2025

9:30 am (HKSAR)

Tender Submission Period:

17 March 2025

09:00 am to 12:00 noon (HKSAR)

Tender Closing Date:

17 March 2025

12:00 noon (HKSAR)

IMPORTANT NOTICE

This tender document is issued by Hong Kong-Shenzhen Innovation and Technology Park Limited (“**HSITPL**”) and contains confidential information regarding the potential purchase by HSITPL as detailed in this tender document. The purpose of this tender document is to identify potential suppliers. All information supplied by HSITPL in connection with this tender document shall be treated as confidential and strictly for the use by the recipients in response to this tender document only.

In consideration of receiving this tender document, the recipients agree and acknowledge that the tender document and any other information that may be provided to the recipients by or on behalf of HSITPL will be maintained in strict confidence and will not be disclosed to any third party. In particular, your attention is drawn to the fact that your receipt of this tender document and any discussions relating to its contents must be kept confidential at all times.

Please note that this is not an offer and it is only an invitation to interested parties to submit tenders to HSITPL for consideration.

PART I: Terms of Tender

1. General

- a) Recipients (each a “**Tenderer**”) are invited to submit tenders for <**The Facilities Management Services of Batch 1A and Building 1 for Hong Kong-Shenzhen Innovation and Technology Park**> (“**Services**”) in accordance with the requirements of this Invitation to Tender (“**Tender Documents**”), in particular, Submission Requirements as set out in Part III of this Invitation to Tender.
- b) All information provided by Hong Kong-Shenzhen Innovation and Technology Park Limited (“**HSITPL**”) or any other representatives or agents of HSITPL for the purpose of inviting a tender in response to the Tender Documents (“**Tender**”) shall be treated as private and strictly confidential and must not be disclosed or transferred to any other party without the prior written permission of HSITPL. The information provided in the Tender Documents is strictly for use by the Tenderers in response to this Invitation to Tender only. Confidentiality must be maintained by all Tenderers even after the appointment of the successful Tenderer (“**Provider**”).
- c) All costs and expenses incurred by the Tenderer in preparing a Tender shall be entirely borne by the Tenderer.
- d) HSITPL reserves the right at its sole and absolute discretion to modify, amend, revise, or cancel this Invitation to Tender without any liability for any cost, expenses and/or losses whatsoever which may be incurred by the Tenderers.
- e) Tenders may not be considered if false or incorrect information is provided by the Tenderer.
- f) This Invitation to Tender is merely an invitation and shall not in any way be construed as an offer by HSITPL nor constitute a contractual relationship between HSITPL and the Tenderers.
- g) The Contract will tentatively commence, between June to August, 2025 for a term of TWO (2) years, with an optional term of TWO (2) years. Both the commencement date of the Services (“**Commencement Date**”) and the terms referred to in this clause can be changed at the sole discretion of HSITPL.

2. Accuracy and Validity of Offered Prices

- a) Tenderers shall ensure that all information (including quoted prices) in the Tenders is accurate. Under no circumstances will HSITPL accept any request to amend or revise or modify any information (including price) in the Tender.
- b) Tenderers are requested to submit its cost proposal in Hong Kong Dollars. All Tenders shall be valid for a period of six (6) months from the Tender Closing Date (“**Tender Validity Period**”). If an award cannot be made within the Tender Validity Period (or extended Tender Validity Period), a request may be made to some or all of the Tenderers to further extend the Tender Validity Period, at which time they may elect to extend or withdraw their Tender or may agree a further extended Tender Validity Period with HSITPL in writing.
- c) Each and every Tender shall constitute an unconditional and irrevocable offer from the Tenderer capable of being accepted by HSITPL on the terms and conditions contained in the Tender Documents.

3. Tender Briefing, Enquiries, Requests for Clarifications and Addenda

- a) The tender briefing aims to provide interested Tenderers with detailed information about the project requirements, specifications, and evaluation criteria. Please note that attendance of the tender briefing is **not mandatory** but is highly recommended.

The briefing will take place **at 9:30 am on 12 February 2025** at Hong Kong-Shenzhen Innovation and Technology Park Limited, Unit 710, 8 Science Park West Avenue, Hong Kong Science Park, followed by an optional site visit at Building 11, the Hong Kong-Shenzhen Innovation and Technology Park (“**Park**”). Tenderers are required to arrange their own transportation by pre-registered vehicles.

The Tenderer shall register in advance for the attendance of the tender briefing **by email before 6:00 pm of 07 February 2025**. The registration email shall be addressed to:

Mr. Vincent Lin – Assistant Manager, Facilities Management
Email: vincent.kp.lin@hsitp.org
Telephone No.: (852) 2629 7978

The Tenderer shall state in the email subject with “**Tender Briefing - FD-03-06-02(056)**” and provide the names, positions and contact numbers of participants (maximum 3 persons). If Tenderer would like to participate in the optional site visit, please also provide the licence plate number of the vehicle to be used for access to the Park (limited to 1 vehicle)).

- b) All enquiries or requests for clarifications relating to the Tender Documents should be submitted in writing at least one week before the Tender Closing Date to:

Mr. Vincent Lin – Assistant Manager, Facilities Management
Email: vincent.kp.lin@hsitp.org
Telephone No.: (852) 2629 7978

The Tenderer shall state in the email subject heading “**Tender Enquiry - FD-03-06-02(056)**” and provide full contact details in the email.

- c) Should HSITPL wish to clarify the Tender Documents in response to any enquiries or requests for clarifications, such clarifications will be made in writing and sent to all Tenderers by email. Such emails containing the Tenderer’s enquiries or requests for clarifications and HSITPL’s answers will be bound in with, and shall become part of, the documents forming the contract for the appointment of the selected Tenderer (“**Contract**”). Save as aforesaid and unless otherwise expressly stated by HSITPL, any other statement, whether oral or writing, made and any action taken by HSITPL or its consultants or any of their officers in response to any query made by a Tenderer is for guidance and reference purposes only and will not be deemed to form part of the Tender or Contract or in any way alter, negate, waive or otherwise vary any of the terms and conditions contained in the Tender Documents.
- d) Prior to the Tender Closing Date (which may be extended in accordance with the terms of the Tender Documents), addenda (each, an “**Addendum**”) may be issued to clarify or modify the Tender Documents. A copy of each Addendum will be issued to every Tenderer via email and shall become a part of the Tender Documents.

4. Submission of Tender

a) The deadline for submitting a Tender (“**Tender Closing Deadline**”) is **12:00 noon on 17 March 2025** (“**Tender Closing Date**”).

b) Tenderers shall follow a two-envelope system, as set out below, in submitting their Tenders:

(i) Technical Proposal

The front cover of the Technical Proposal envelope shall be clearly marked with the subject of the Tender and the tender reference:

“Technical Proposal: The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. No. FD-03-06-02(056))”

And the Tenderer’s company name

(ii) Price Proposal

The front cover of the Price Proposal envelope shall be clearly marked with the subject of the Tender and the tender reference:

“Price Proposal: The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. No. FD-03-06-02(056))”

And the Tenderer’s company name

c) Tenderers should ensure that their Technical Proposal and Price Proposal are prepared in accordance with the Submission Requirements provided in the Tender Documents.

d) The Tenderers shall submit their Technical Proposal and Price Proposal separately in 2 sealed envelopes from 9:00 am to 12:00 noon on the Tender Closing Date in the tender box located at:

Hong Kong-Shenzhen Innovation and Technology Park Limited
Unit 710, 8 Science Park West Avenue, Hong Kong Science Park.

Attention: Procurement Department (Tender Box)

e) HSITPL reserves the right to disqualify any Tenderer if price information is disclosed in the Technical Proposal.

f) Any late submissions or Tenders not submitted in accordance with the provisions in Clauses 4b) to e) above will not be accepted.

g) In the event that typhoon signal no. 8 or above or a black rainstorm warning is hoisted or announcement on extreme conditions is issued in Hong Kong at any time between 9:00 am and 5:00 pm (Hong Kong Time) on the Tender Closing Date, the Tender Closing Deadline will be extended to 12:00 noon (Hong Kong Time) on the next working day, a day other than a Saturday, Sunday or public holiday or any day on which typhoon signal No. 8 or above or black rainstorm warning signal is hoisted or announcement on extreme conditions is issued in Hong Kong at any time from 9:00 a.m. to 5:30 p.m., on which licensed banks are open for normal business in Hong Kong (“**Working Day**”).

h) Tenderers may be required to make a formal presentation at their own cost of their Tenders in **March / April 2025** (tentative date). HSITPL shall advise the exact time, date and issue formal

invitation to the Tenderers.

- i) Each Tenderer can only submit one Tender. In the event that more than one Tender is submitted by the same Tenderer, all Tenders submitted by such Tenderer will not be considered.
- j) All submitted documents and materials will not be returned to the Tenderers regardless of the results of the Tenders and all the said materials will become the property of HSITPL.

5. Assessment Criteria

- a) All Tenderers shall be evaluated according to the following criteria:
 - 60 % Technical Capability (Maximum technical score: 60)
 - 40 % Pricing (Maximum price score: 40)
- b) As a prerequisite, all terms as set out in the Submission Requirements in the Tender Documents must be fulfilled before the Tender will be evaluated. Tenders which fail to comply with any of such terms will not be considered any further.
- c) Tenders which comply with all the terms as set out in the Submission Requirements will be evaluated based on the following non-exhaustive criteria (which are not ranked in any order of importance). The Tenderer must demonstrate the technical merits of the submitted Tender. Assessments will be based on all materials of the submitted Tender and any presentation or demonstration given by the Tenderer.
 - (i) Understanding the Park’s Operational Objectives with relevant job reference;
 - (ii) Capability and resource allocation;
 - (iii) Operation Plan;
 - (iv) Value added and innovative Idea; and
 - (v) Safety, health and environmental management.
- d) Technical Score shall be assessed by the Tender Assessment Panel members based on the criteria below:

Technical Capability Assessment		Score
A. Understanding the Park’s Operational Objectives	Tenderer to illustrate its: <ol style="list-style-type: none"> 1. Understanding of the constraints of the Park and the risks in facility management and to provide relevant solution(s) 2. Practical experience and/or proposal(s) on similar site operation (with reference case(s)) 	10
B. Capability and Resource Allocation	Tenderer to provide: <ol style="list-style-type: none"> 1. Company Profile with off-site team structure, head- office support and/ or smart system(s) 2. Service team structure proposal and manpower plan 3. Qualifications and experience of service team members 	30

Technical Capability Assessment		Score
C. Operation Plan	Tenderer to provide: <ol style="list-style-type: none"> 1. Transition and handover plan 2. Methodology on how to meet the defined Service Pledge and Key Performance Indicators (“KPI”) 3. Maintenance plan 4. Reports on measurement of performance-based assessment 5. All Standard Operating Procedures (“SOPs”) / Work Plans for FM services at HSITP 	35
D. Value Added and Innovative Ideas	Tenderer to illustrate: <ol style="list-style-type: none"> 1. Idea(s) to enhance work efficiency 2. Idea(s) to enhance cost effectiveness 3. Idea(s) to enhance customer satisfaction 	15
E. Safety, Health and Environmental Management	Tenderer to provide: <ol style="list-style-type: none"> 1. Safety and quality assurance 2. Emergency/ contingency plan 	10
	Technical Score	A+B+C+D +E= 100

e) Evaluation

An assessment panel shall be formed by HSITPL to evaluate all Tenders received by HSITPL (“**Tender Assessment Panel**”). HSITPL shall evaluate the Tenders in strict confidence.

f) Score Calculation Methodology

HSITPL shall adopt the following formula in calculating the overall score for each Tender:

(i) Technical Score

Tenderer’s technical score = (Tenderer’s point score / Highest point score among all Tenderers) x (Maximum technical score)

(ii) Price Score

Tenderer’s price score = (Lowest tender price / Tenderer’s price) x (Maximum price score)

(iii) Overall Score = Technical Score + Price Score

6. Acceptance / Rejection of Tender

a) HSITPL is not bound to accept the Tender, which has the lowest price and/or has the highest overall score and reserves the right in its absolute discretion to decline any offer or cancel this Invitation to Tender at any time without any obligation to explain its decision.

b) HSITPL may, at its sole discretion, accept all or any terms proposed by the Tenderer in the Tender.

- c) HSITPL shall not be responsible for or liable to any Tenderer for any cost and/or expense and/or disbursements incurred by the Tenderers in preparing the Tender and/or any presentation or demonstration given by the Tenderer.

7. Negotiation

HSITPL reserves the right to negotiate the terms proposed in the Tender with any Tenderer.

8. Acceptance Notification

- a) The successful Tenderer, i.e., the Provider, shall receive a purchase order (“PO”) generated from the system of HSITPL within the Tender Validity Period.
- b) Tenderer(s) who do not receive any notification within the Tender Validity Period shall assume that their Tenders have not been accepted.

9. Cancellation of Invitation to Tender

Where there are changes in requirement(s) after the Tender Closing Date for operational or whatever reasons, HSITPL is not bound to accept any conforming Tender and reserves the right to cancel this Invitation to Tender and/or re-issue a new invitation to tender on such other terms and conditions as HSITPL deems fit.

10. Intellectual Property Rights

By submitting the Tender, the Tenderer represents and warrants to HSITPL that none of the information or ideas in the Tender infringes the copyright, trade secrets, or intellectual property rights of any third party, and the Tenderer is deemed to have agreed to indemnify HSITPL against all costs, claims, demands, expenses and liabilities that may be incurred by HSITPL as a result of or in connection with any claim that any information or ideas provided or submitted by the Tenderer infringes the copyright, trade secrets or intellectual property rights of any third party.

11. Offering Gratuities

- a) A Tenderer shall not, and shall procure that its directors, employees, agents involved in preparing the Tender shall not offer any financial or other advantage or benefit to any director or employee of HSITPL, or engage in any activity, practice or conduct which would be in violation of any applicable anti-bribery laws or regulations in connection with the Tender Documents and any matter contemplated herein.
- b) Tenders are warned that offering or giving any gratuity, bonus, discount, bribe, loan or any other gift or consideration as an inducement or reward to any employee or agent of HSITPL in relation to this Invitation to Tender may constitute an offence contrary to the Prevention of Bribery Ordinance (Cap. 201), and that if any Tenderer is found to have made such an offer, HSITPL shall be at liberty to cancel his Tender or terminate the Contract and shall hold such Tenderer liable for any losses or damages which HSITPL may suffer.

12. Non-collusion

- a) As part of its Tender, the Tenderer shall submit to HSITPL a duly signed declaration form regarding its compliance with non-collusion requirements in the form set out in Tender Schedule 2 (“**Non-collusive Tendering Certificate**”). If the Tenderer does not submit a duly signed Non-collusive Tendering Certificate to HSITPL, its Tender may be invalidated. If a Tenderer is selected, the Contract will be entered into in reliance of the statements made by Tenderer in, and conditional upon the effectiveness and veracity of, the Non-collusive Tendering Certificate.
- b) The Tenderer must ensure that the Tender is prepared without any agreement, arrangement, communication, understanding, promise or undertaking with any other person (except as provided in paragraph 3 of the Non-collusive Tendering Certificate in Tender Schedule 2), including regarding price, any adjustment in price, submission procedure of the Tender or any terms of the Tender. In the event that there is any breach of this clause or any breach of, or any misrepresentation made in respect of, the Non-collusive Tendering Certificate by any Tenderer, HSITPL may, without limiting HSITPL’s rights and remedies herein or at law, reject its Tender or terminate the Contract with the selected Tenderer and seek damages.
- c) All anti-competitive practices are strictly prohibited and the Tenderer’s attention is drawn to its obligations under the Competition Ordinance (Cap. 619).

13. Flexibility on Extent or Scalability of the Services

The Provider should be flexible with the provision of the Services. This includes additions or deletions of the scope of the Services and the commencement date(s) of the Services according to the operational needs of the Park. The Manager’s Remuneration and FM Service Cost (defined in Tender Schedule 4) shall be adjusted according to the additions or deletions of the scope by the mutual agreement.

14. Sub-contracting

- a) The Provider shall have the right to sub-contract specific portions of the Services as deemed necessary, provided that such sub-contracting shall not relieve the Provider of its overall responsibility and accountability for the successful completion of the Services. The Provider shall remain fully responsible for the performance, quality, and deliverables of any sub-contracted work and shall be the primary point of contact for HSITPL throughout the duration of the provision of the Services.
- b) The Provider shall notify HSITPL in writing of the list of sub-contractor(s) in their Tender and its intention to sub-contract any portion of the Services, including the scope of work to be sub-contracted and the identity of the sub-contractor(s) involved. The Provider shall follow HSITPL’s procurement policy in selecting its sub-contractor(s). The Provider shall provide cost estimates for the portion(s) of the Services that the Provider intends to be sub-contracted to HSITPL for approval. HSITPL has sole discretion to approve or reject any proposed sub-contractor(s).
- c) The Provider shall promptly notify HSITPL in writing of any proposed change in sub-contractor(s) associated with the provision of the Services, including details of the proposed change, the reasons for the change, qualifications and experience of the new sub-contractor(s) and impact on project

timeline and deliverables. The Provider shall not proceed with any change of sub-contractor(s) unless and until written approval has been obtained from HSITPL, which shall be provided at HSITPL's sole discretion.

- d) In the event of sub-contracting, the Provider shall enter into written agreement(s) with the sub-contractor(s) that is the same or comparable to the Contract and clearly outlines the scope of work, deliverables, timelines, and payment terms. The Provider shall ensure that the sub-contractor(s) complies with all applicable laws, regulations, and contractual obligations.
- e) Any sub-contracting arrangement shall not alter or modify the terms and conditions of the Contract between HSITPL and the Provider. The Provider shall be liable for the acts, omissions, and performance of any sub-contractor(s) it engages. HSITPL shall not be responsible for any disputes, claims, or issues arising between the Provider and its sub-contractor(s).
- f) The Provider shall provide regular progress reports to HSITPL, including updates on the sub-contracted work, if applicable. HSITPL reserves the right to conduct periodic assessments of the subcontracted work to ensure compliance with the contractual terms and specifications.
- g) This sub-contracting clause is subject to the overall terms and conditions of the Tender Documents and may be modified and/or waived only with the prior written approval of HSITPL.
- h) All costs and expenses for services done by sub-contracting shall be fully reimbursed by HSITPL on cost basis upon the approval of HSITPL and no additional charge on the exact pricing being incurred.
- i) The service plan in Appendix C showing the service to be taken up by the Provider and the sub-contractor(s) is for reference only. The Provider shall consider the manpower structure in Table B of Tender Schedule 4: Price Schedule regarding their roles in sub-contractor management.

15. Payment Schedule

- a) Subject to the work done to the satisfaction of HSITPL and any applicable variation made in accordance with Clause 13, payments due under the Contract will be made as per this clause.
- b) The Provider shall submit a detailed monthly performance report to HSITPL within ten (10) Working Days after the end of each calendar month. Upon receipt of the monthly performance report, HSITPL would review and provide feedback on the report within ten (10) Working Days. Based on HSITPL's feedback, the Provider shall incorporate the suggested changes, revise the content, and finalize the report within ten (10) Working Days.
- c) HSITPL reserves the right to withhold or adjust the payment if the monthly performance report is found to be inaccurate, incomplete, or does not meet the agreed-upon service standards. Payment for the services rendered shall be made by purchase order in monthly instalments, subject to the acceptance of the monthly performance report by HSITPL. HSITPL shall have the sole and absolute authority to determine the performance of the Services.
- d) Whenever line items in Table A of Tender Schedule 4 and/or repairs approved by HSITPL are executed and are due for payments, they shall be included in the respective monthly invoice, quoting references of HSITPL's prior written approval for such items and/or repairs. The Provider shall submit their monthly invoice after HSITPL approves the monthly performance report. Upon receipt of each invoice, HSITPL shall review it. If HSITPL considers such invoice is consistent with the terms of the Contract, HSITPL shall approve the said invoice, and payment shall be made to the

Provider according to this clause.

- e) The Provider acknowledges and agrees that payment is contingent upon satisfactory performance and adherence to the terms and conditions of the Contract. HSITPL retains the right to terminate the Contract and withhold payment if the Provider consistently fails to meet the agreed-upon service standards or breaches any provisions of the Contract.
- f) The Provider shall co-operate with HSITPL and update the annual budget cost for the yearly service period (“**Budget Price**”). The Budget Price is intended to be a realistic estimate of the final actual cost (“**Actual Price**”). The Budget Price is calculated based on the following factors: (i) the agreed projected annual service schedule to be included the Provider’s plan for providing the Services for next year, (ii) the actual cost of previous year, (iii) the use rates of tools and consumables to be used for the Park operation, and (iv) prices or amounts in the price schedule of the Tender Documents.

16. Price Proposal

- a) Tenderers shall propose a tender price comprising (i) the annual Facilities Management (“**FM**”) services cost including wage and salary cost and all incidental / associated costs, and (ii) manager’s remuneration, to be payable by HSITPL during the four-year period, by completing Table A of Tender Schedule 4 of this Tender Document (“**Tender Price**”).
- b) Tenderers should take into account the potential adjustment of statutory minimum wage rate (as per the Minimum Wage Ordinance (Cap. 608)), the abolition of offsetting arrangement related to employers’ mandatory contribution under the Mandatory Provident Fund (“**MPF**”) system and all other foreseeable changes of the Employment Ordinance which may come into effect within the Contract period. Tenderers are deemed to have taken into account the above considerations and shall ensure that the tender prices quoted are accurate before submitting their quotation. Under no circumstances will HSITPL entertain any request or claim for price adjustment in respect of the above considerations.
- c) The Provider shall supply computers equipped with licensed software, along with office essentials to consider the well-being of staff while working on-site. such as desks, ergonomic chairs, changing room lockers, security kiosk, temporary mobile toilet (if necessary) and other furniture , tools and equipment, staff uniform and personal protective equipment and all related systems / infrastructure supporting for the Provider’s on-site operation. The hardware, software and licenses of Building Management System (“**BMS**”) / equipment will be provided by HSITPL.
- d) Tenderers shall be responsible for the staff benefits and their staff transportation to and from the Park and the cost shall be in the Tenderer’s oncost which includes but is not limited to MPF, bonus, medical and employee compensation insurance, training, administrative cost, etc.
- e) Tenderers should provide a breakdown of sub-total for FM Service Cost (item (a) in Table A of this Tender Schedule 4) in Table B to state the take-home pay, oncost (actual amount and in percentage of take-home pay) and number of staff for each role to be deployed. For the avoidance of doubt, the competencies for the post assigned shall meet all requirements in Tender Schedule 5 “Requirement Specifications”.
- f) The Provider shall have a share of the cost saved in staff cost. Such saved cost is the difference between the staff cost in Budget Price and Actual Price in the contract year. For example, with the

staff cost in Budget Price of a particular year be defined as X, and staff cost in Actual Price of the same year be defined as Y, based on the % range of saving as indicated in the table below, the Provider will receive a share (as stated in below table) of the saved cost (calculated by the formula: $(X-Y) \times \% \text{ share}$), provided that the Provider achieved the KPIs targets (as stated in Appendix A to this Tender Documents) throughout the entire year.

[Annual Actual Price / Annual Budget Price] x 100% Y/X x 100%	% share of the cost saved on staff cost	
	HSITPL	Provider
Range of Saving		
≥95%	60%	40%
≥90% and <95%	50%	50%
<90%	40%	60%

17. Insurance

- a) The Provider shall, for the full term of the Contract, have in place the following insurance policies at its own cost with reputable insurer(s), on terms which are satisfactory to HSITPL, **in the joint names of HSITPL** as the insured party, and fully comply with the laws of the Hong Kong Special Administrative Region ("HKSAR"):
- (i) General liability insurance for the sum of at least HK\$100,000,000 for any one occurrence and the period of insurance shall cover unlimited occurrences throughout the full term of the Contract. Such policy shall incorporate "Waiver of Subrogation Clause against HSITPL" and "Primary Liability Insurance Clause";
 - (ii) Employees' compensation insurance, which should exclude (1) any terms and conditions which exempt the Provider's liability in respect of any injury by accident or diseases due to or resulting from any act, default or neglect of HSITPL and/or its representatives (including but not limited to HSITPL Representative), and (2) W338 – Indemnity to Principal Clause; and
 - (iii) Motor vehicle insurance, if the Provider's motor vehicles are to enter premises owned, controlled, or occupied by HSITPL, issued as per requirement under Motor Vehicle Insurance (Third Party Risks) Ordinance, including but not limited to "Third Party Bodily Injury" for the sum of at least HK\$100,000,000 for any one event and "Third Party Property Damage" for the sum of at least HKD5,000,000 million for any one event.
- b) HSITPL may from time to time require the Provider to maintain any insurance policies against other insurable risks, which reasonable costs and expenses would be reimbursed by HSITPL provided that such costs and expenses are approved by HSITPL in writing.
- c) In addition to maintaining the required insurance policies, the Provider shall hold HSITPL harmless from any loss, damage, cost, expense, liability etc. and fully indemnify HSITPL and its representatives for any loss, damage, cost, expense, liability etc. that may result directly or indirectly from the negligence of the Provider, its employees, agents, servants or any tiers of sub-contractors (if permitted as per Clause 14 above) in the carrying out of its obligations under the Contract.
- d) The Provider is liable for all policy excesses/deductibles under the insurance policies maintained pursuant to this clause.
- e) The Provider is liable for ensuring all its employees and employees of any agent and/or sub-

contractor (if permitted as per Clause 14 above) are duly covered by employees' compensation insurance policies.

- f) If there is work contracted out by the Provider to sub-contractors, each sub-contractor (and other sub-subcontractors, if any) shall arrange general liability policies, employees' compensation policy and all policy mentioned in clause 1717(a with HSITPL as an insured party on a joint name basis.
- g) The Provider should produce satisfactory evidence to HSITPL prior to the Commencement Date showing that the insurances referred to in this clause have been affected and are in force, including but not limited to, producing a certificate of insurance. If the Provider fails upon reasonable request to produce satisfactory evidence to HSITPL or its representatives, HSITPL may effect and keep in force such insurance policies and pay such premium or premiums as may be necessary for that purpose, and from time to time deduct the amount so paid from any monies due or to become due to the Provider or recover such amount from the Provider. If the Provider fails to produce any such satisfactory evidence as requested by HSITPL or its representatives, HSITPL reserves the right to terminate the Contract.

18. Termination

- a) Without prejudice to any other rights and remedies under the Contract or in law which HSITPL may have, HSITPL may at any time during the Term, terminate the Contract in any of the following events:
 - (i) by giving thirty (30) days' written notice of termination if the Provider has not remedied in all material respects a substantial breach of its obligations under the Contract after notice from HSITPL allowing it a reasonable time to do so; or
 - (ii) immediately on notice if the Provider has committed breaches of its duties or non-observance of any of the terms under this Contract which are individually or accumulatively of such seriousness as to permit HSITPL to treat the Contract as repudiated by breach; or
 - (iii) immediately on notice, if the Provider (a) becomes insolvent, enters into liquidation either compulsory or voluntary (save for the purpose of reconstruction or amalgamation with prior approval of HSITPL), makes an assignment for the benefit of or enters into a scheme of arrangement with creditors, suffers or permits the appointment of a receiver, trustee in bankruptcy or administrator for all or part of its business or assets or if any encumbrances takes possession of any of its assets or suffers any execution to be levied upon its goods, or is unable to pay its debts; or (b) files for or becomes subject to any proceedings in bankruptcy, reorganization, arrangement of debt, insolvency, readjustment of debt, receivership or under any other law relating to insolvency or the protection of rights of creditors, or pursuant to the laws of any other jurisdiction becomes subject to the same or similar proceedings; or
 - (iv) The Provider or any of its directors, employees, agents, contractors and other personnel who are in any way involved in the Services commits any offence under the Prevention of Bribery Ordinance (Cap.201), or commits any other criminal offence which in the opinion of HSITPL has affected the Provider's abilities to perform the Contract; or
 - (v) The passing of any resolutions, the initiation of any proceedings, or the making of any order which may result in the winding up, or dissolution, insolvency, administration, reorganization or reconstruction of the Provider, or the appointment of a receiver, provisional liquidator, liquidator, administrator, administrative receiver, conservator, custodian, trustee or similar officer of the Provider or of any or all of the Provider's assets or revenues, or if the Provider

makes an assignment for the benefit of or composition with its creditors generally or threatens to do any of the above, or any event occurs under the laws of any jurisdiction that has a similar or analogous effect; or

- (vi) There is a change of control of the Provider; or
- (vii) The Provider neglects, persistently or flagrantly fails or refuses to comply fully and/or punctually with its obligations and duties under the Contract; or
- (viii) The Provider has failed to commence the Services on the Commencement Date of the Services, or failed to fulfil HSITPL's due diligence requests; or
- (ix) The Provider has, without the prior written approval of HSITPL, directly or indirectly, assigned, transferred, sub-contracted or otherwise disposed of any or all its interests, rights, benefits or obligations under the Contract to any other third party or purported to do so; or
- (x) The Provider fails to submit any reports, financial accounts or other documents in accordance with the Contract, or any of the data, facts or information represented to or provided by the Provider to HSITPL about the Services or the Contract is incomplete, incorrect, untrue, inaccurate or misleading; or
- (xi) The Provider engages in any conduct which is reasonably considered by HSITPL to be prejudicial to the Services, or that adversely reflect on the commercial integrity of the Contractor; or
- (xii) The Provider's financial position deteriorates to such an extent that in HSITPL's opinion the Provider's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
- (xiii) The Provider stops or suspends payment to its creditors generally, or is unable or admits its inability to pay debts generally as they fall due or is declared or becomes bankrupt or insolvent; or
- (xiv) The Provider's use of any Intellectual Property Rights ("IPRs") for the purpose of or otherwise in connection with the performance of the Contract is held by a court or is alleged to constitute an infringement of any third party's IPRs.

For the purpose of this Clause 18, the term "**control**" (including the correlative terms "**controlling**", "**controlled by**", and "**under common control with**") shall mean possession directly or indirectly, through one or more intermediaries of the power to direct or cause the direction of management and policies of a person, whether through ownership of voting securities or other equity interests, or by shareholders' agreement or otherwise.

- b) In the event of termination of the Contract as aforesaid, HSITPL shall only be liable for a reasonable portion of the Service Fee on a quantum meruit basis based on the part of the Services that have been delivered up to the date of termination and accepted by HSITPL without dispute. Upon necessary payment by HSITPL, the Provider shall immediately (i) deliver to HSITPL all correspondence, materials, presentations, documents, papers, disks, tapes and software storage of any kind relating to the Services and property belonging to HSITPL which may be in the Provider's possession or under its control, and (iii) take immediate actions to bring the Services to an end in an orderly manner. Any amount paid in respect of such part of the Services which has not been

performed at the date of termination shall be refunded to HSITPL.

- c) If the Contract is terminated pursuant to this Clause 18(a), the Provider shall indemnify HSITPL for and against all loss (including loss of bargain), damage, cost and expenses suffered by HSITPL as a result of the termination (including any additional costs in engaging another contractor to perform the Services or the undelivered part of the Services) and/or any demands or legal proceedings that may be brought against HSITPL by relevant government authorities or other third parties. The Provider shall pay any such sum as requested by HSITPL forthwith upon HSITPL issuing written notice(s) to that effect.
- d) Notwithstanding anything provided herein to the contrary, HSITPL may, at any time at its option, terminate the Contract by giving the Provider not less than thirty (30) calendar days' written notice. In such event, the Provider shall be entitled to receive payment for such part of the Services carried out up to the date of termination. Any amount paid in respect of such part of the Services which has not been performed at the date of termination shall be refunded to HSITPL.
- e) Any term of the Contract that expressly or by implication is intended to come into or continue to be in force on or after termination of the Contract shall continue to remain in full force and effect.

19. Use of names and logos

The Provider shall not use the name, logo or corporate identity of HSITPL and the Representative for any purpose without the prior written consent of HSITPL or the Representative (as the case may be); provided that nothing herein shall prohibit HSITPL and the Representative from referring the name of the Provider as the service provider of services to be provided under the Contract.

20. Representative

- a) A representative will be appointed by HSITPL to act on behalf of HSITPL in matters in connection with the Contract ("**HSITPL Representative**"). HSITPL has the right to change the HSITPL Representative in its sole and absolute discretion, by providing notice in writing to the Provider.
- b) HSITPL may, from time to time and in its sole and absolute discretion, specify which function(s), power(s) and/or authority(ies) is/are delegated to the HSITPL Representative by written notice to the Provider. Such delegation may be revoked by HSITPL at any time by providing written notice to the Provider.

PART II: Purchase Order Terms and Conditions

HSITPL shall issue a purchase order ("**PO**") to the Provider on the terms as set out in the Purchase Order Terms and Conditions which is provided separately by HSITPL in PDF file format.

In the event that the Tenderer wishes to propose any revisions to the terms of the Purchase Order Terms and Conditions, the Tenderer should set out such proposed revisions in the Tender but HSITPL is not bound to accept any of such proposed revisions. For the avoidance of doubt, such proposed revisions shall not form part of the PO. HSITPL will not accept any proposed revisions after the Tender Closing Date.

PART III: Submission Requirements

The Tenderer is required to return a complete set of the following documents to HSITPL before the Tender Closing Date.

Price Proposal		Tender Schedule No.
1.	Price Schedule	4

Technical Proposal		Tender Schedule No.
1.	Tender Submission Information	1
2.	Non-collusive Tendering Certificate	2
3.	Form of Tender	3
4.	Requirement Specifications	5
5.	Proposed Solution for Tender	6

Number of documents required:

- a) 5 sets of the “Technical Proposal” in hard copies;
- b) A CD-ROM with an electronic copy of the “Technical Proposal” and presentation deck without any price factor in PDF format; and
- c) 1 set of the “Price Proposal”, i.e., the Price Schedule (Tender Schedule 4), in hard copy.

Tender Schedule 1: Tender Submission Information

To: Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)

Dear Sir / Madam,

“The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

We provide the contact information below for this tender:

Representative:	
Job Title:	
Contact Phone Number:	(Office)
	(Mobile)
Contact Email:	

Tender Schedule 2: Non-collusive Tendering Certificate

To: Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)

Dear Sir / Madam,

Non-collusive Tendering Certificate for
“The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen
Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

1. We, _____ of
(name(s) of the Tenderer(s))

(address(es) of the Tenderer(s))

refer to the tender for the Contract (“**Tender**”) and our bid in relation to the Tender.

Non-collusion

2. We represent and warrant that in relation to the Tender:

- a) Our bid was developed genuinely, independently and made with the intention to accept the Contract if awarded;
- b) Our bid was not prepared with any agreement, arrangement, communication, understanding, promise or undertaking with any person (including any other tenderer or competitor) regarding:
 - (i) prices;
 - (ii) methods, factors or formulas used to calculate prices;
 - (iii) an intention or decision to submit, or not submit, a bid;
 - (iv) an intention or decision to withdraw a bid;
 - (v) the submission of a bid that does not conform with the requirements of the Tender;
 - (vi) the quality, quantity, specifications or delivery particulars of the products or services to which the Tender relates; and

(vii) the terms of the bid,

and we undertake that we will not, prior to the award of the Contract, enter or engage in any of the foregoing.

3. Paragraph 2(b) of this certificate shall not apply to agreements, arrangements, communications, understandings, promises or undertakings with:
- a) HSITPL;
 - b) a joint venture partner, where joint venture arrangements relevant to the bid exist and which are notified to HSITPL;
 - c) consultants or sub-contractors, provided that the communications are held in strict confidence and limited to the information required to facilitate that particular consultancy arrangement or sub-contract;
 - d) professional advisers, provided that the communications are held in strict confidence and limited to the information required for the adviser to render their professional advice in relation to the Tender;
 - e) insurers or brokers for the purpose of obtaining an insurance quote, provided that the communications are held in strict confidence and limited to the information required to facilitate that particular insurance arrangement; and
 - f) banks for the purpose of obtaining financing for the Contract, provided that the communications are held in strict confidence and limited to the information required to facilitate that financing.

Disclosure of sub-contracting

4. We understand that we are required to disclose all intended sub-contracting arrangements relating to the Tender to HSITPL, including those which are entered into after the Contract is awarded. We warrant that we have duly disclosed and will continue to disclose such arrangements to HSITPL.

Consequences of breach or non-compliance

5. We understand that in the event of any breach or non-compliance with any warranties or undertakings in this certificate, HSITPL may, at its discretion, invalidate our bid, exclude us in future tenders, pursue damages or other forms of redress from us (including but not limited to damages for delay, costs and expenses of re-tendering and other costs incurred), and/or (in the event that we are awarded the Contract) terminate the Contract.
6. Under the Competition Ordinance, bid-rigging is serious anti-competitive conduct. We understand that HSITPL may, at its discretion, report all suspected instances of bid-rigging to the Competition

Commission (“**Commission**”) and provide the Commission with any relevant information, including but not limited to information on our bid and our personal information.

For and on behalf of: _____
(Company Name)

Signature with Company Chop: _____
(Authorized Signature)

Name & Position: _____

Date: _____

Additional signature blocks will need to be used where the Tenderer is comprised of multiple parties.

Tender Schedule 3: Form of Tender

To: Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)

Dear Sir / Madam,

“The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

1. We undertake that if our Tender is accepted, to commence the services and complete and deliver the Services within the time stated in the Tender Documents.
2. We agree that this Tender shall be valid for a period of six (6) months from the Tender Closing Date specified in the Tender Documents, and the Tender may be accepted by HSITPL at any time before the expiration of this extended period. If an award cannot be made within the Tender Validity Period (or extended Tender Validity Period), a request may be made to some or all of the Tenderers to further extend the Tender Validity Period, at which time they may elect to extend or withdraw their Tender or may agree a further extended Tender Validity Period with HSITPL in writing.
3. We confirm that this Tender has taken into consideration all tender addenda issued to us (if any) prior to the date hereof.
4. We understand, unless and until a purchase order is issued by HSITPL to us, this Tender, together with your written acceptance thereof, shall constitute a binding agreement between us. The Tender should always form part of the binding agreement between HSITPL and us, while the order of precedence will be lower than the purchase order. We undertake to abide by the terms of the Purchase Order Terms and Conditions enclosed with the Tender Documents in the event that our proposed revisions (if any) to the Purchase Order Terms and Conditions are not accepted by HSITPL.
5. We understand and agree that HSITPL is not bound to accept the lowest or any tender you may receive.
6. We understand and agree that HSITPL is not responsible for any cost or expense incurred for and in connection with preparing the Tender and/or any presentation or demonstration given by us.
7. We confirm that we are not subject to any actual or potential conflict of interest save to the extent already expressly disclosed by us to HSITPL and we undertake to notify HSITPL immediately should any conflict arise.

For and on behalf of: _____
(Company Name)

Signature with Company Chop: _____
(Authorized Signature)

Name & Position: _____

Date: _____

Additional signature blocks will need to be used where the Tenderer is comprised of multiple parties.

Tender Schedule 4: Price Schedule

To: Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)

Dear Sir / Madam,

“The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

1. We agree that HSITPL reserves the right to modify, amend or revise any requirements and/or terms and conditions stated in the Tender Documents.
2. The price indicated in the tables below covers all the items specified in the Requirement Specifications of the Tender Documents.
3. Unless otherwise terminated, the Contract for our provision of services to HSITPL under the Tender shall be valid for a period of two (2) years from the Commencement Date of the Services (“**Initial Term**”), with an option for HSITPL to extend the term of the Contract by up to an additional two (2) years (third year and fourth year) (“**Extended Term**”) under the same terms and conditions at HSITPL’s sole and absolute discretion. We agree that the annual fees quoted for the Extended Term are only payable by HSITPL if HSITPL opts to extend the Contract after the Initial Term.
4. The “Total Sum for 4-year services” quoted in Table A of this Price Schedule shall be inclusive of all such charges, rates and associated costs which we will incur in the provision of the goods or services,, and for subsistence, travel, transport and all associated costs.
5. We acknowledge that (i) only the pricing information in Table A – “Tender Price for providing Facilities Management Services for Buildings 11, 8 & 9 and Building 1” Tender Schedule 4 (including but not limited to “Total Sum for 4-year services”) will be assessed for this Tender, whereas Table B – “Unit Rate of FM Service Cost” is a breakdown of item (a) “Sub-total for FM Service Cost” in Table A; and (ii) HSITPL will not consider any pricing information in Table B – “Unit Rate of FM Service Cost” and Table C – “Unit Rate for Supply of Labour” in Tender Schedule 4 for the purpose of assessing the Tender.
6. We acknowledge that (i) the prices provided in the Price Schedule (including the manager’s remuneration rates) should remain fixed and binding throughout the Contract period, and (ii) the prices quoted should take into account the anticipated price inflation/deflation for the four (4) years as stated in Table A of Tender Schedule 4.
7. We acknowledge that the quoted cost for Table B – “Unit Rate of FM Service Cost” covers the staff cost and all related cost as stated in this Tender. For the avoidance of doubt, the post assigned shall meet requirements as referred to in Appendix A and Tender Schedule 5 Paragraph 5.6.11 “Role and Qualification of Key Personnel”.
8. We acknowledge that HSITPL reserves the right to change the details of the Services referred to the Contract, including but not limited to the scope of Services, working hours, number of headcounts, number of months, and Commencement Date of the Services at its sole and absolute discretion.
9. We agree to provide our price and technical proposals based on the information provided in the

pricing (Table A in Tender Schedule 4) and supplementary tables (Tables B to D in Tender Schedule 4). An open book approach should be used to ascertain the actual costs and expenses of the Services. We acknowledge that HSITPL may pay such costs and expenses by reference to the actual invoice amounts, and HSITPL has absolute discretion to decide whether to approve the payments of such actual costs and expenses.

10. We acknowledge that if the Services are provided for less than a full month, payment shall be assessed on a pro-rata basis instead of the full monthly payment stated in Table B of Tender Schedule 4 as stipulated in the monthly performance reports to be prepared according to Clause 15 “Payment Schedule” of PART 1: Terms of Tender. For ad hoc additional manpower required that is not covered by Table B of Tender Schedule 4, payments shall be subject to the actual service required in respect of number of staff deployed on site as per the unit rate stated in Table C of Tender Schedule 4.
11. We acknowledge that all quoted pricings are accurate and aligned with the project’s schedule that reflects the specific timelines and requirements of each phase as per the Phasing Plan (as defined in Paragraph 5.2 of Tender Schedule 5). The prices quoted for Item (i) to (viii) in Table A of Tender Schedule 4 are chargeable only from the Operation Date as stated in Paragraph 5.2 of Tender Schedule 5. As the Manager’s Remuneration, it should include all cost and expenses associated with the management role, which may be incurred by the Tenderer for the T&C Audit Period, Transition Period and the period after Operation Date.

Table A: Tender Price for providing Facilities Management Services for Buildings 11, 8 & 9 and Building 1:

The annual cost will be the cost for a 12-month period in the relevant services year and the breakdown for Item (a) “Sub-total for FM Service Cost” should be provided in Table B.

FM Service Cost [^]	Tender Price (HK\$) per each services year (12 months)			
	1 st Year (Jul 2025 – Jun 2026)	2 nd Year (Jul 2026-Jun2027)	3 rd Year (Jul2027- Jun 2028)	4 th Year (Jul 2028-Jun 2029)
(i) Integrated Supporting Services				
(ii) Finance and Administration Supporting Services				
(iii) Customer Services				
(iv) Cleaning, Waste Management, Pest Control, Landscaping				
(v) Security and Car Park Management				
(vi) Technical Services				
(vii) Safety And Quality Assurance				
(viii) Tenancy Services Management (move in and out)				
(a) Sub-total for FM Service Cost (sum of (i) to (viii))				
(b) Manager’s Remuneration *				
(c) Mobilization for Building 1 (One off provision sum for Testing and Commissioning audit (“ T&C Audit ”) and Mobilization Arrangement)	N/A	N/A		N/A
Grand Total (a) +(b)+(c)				
Total Sum for 4-year services (i.e. Tender Price)				

Remarks:

[^] The terms “**FM Service Cost**” refers to the total expenses incurred to provide specific services as referred to in Tender Schedule 5, Paragraph 5.6, including but not limited to:

- wage and salary costs paid to staff members, workers or contractors performing the Services
- costs of any materials or supplies needed to deliver the Services

- costs related to the use or rental of equipment necessary for delivering the Services
- any costs associated with transporting personnel or equipment to and from the Park

The individual staff's take-home pay and hourly rate outlined in Tables B and C respectively are unit rates and they should reflect the actual wages received by the staff. These wages may be adjusted based on the actual wages as contained in the monthly invoice submitted. Any such adjustments must receive written approval from HSITPL or HSITPL Representative and the adjusted total amount shall remain within the initially agreed total cost of services, i.e. the Tender Price.

The starting and ending month of a contract year is tentative and subject to change at the sole discretion of HSITPL.

* The **Manager's Remuneration** shall be a fixed lump sum fee for a year, to be paid in twelve (12) monthly instalments (subject to termination and applicable incentives or penalties). It is an overhead cost associated with the management role, which may factor in the fee for the following responsibilities:

- Leading and managing on-site teams, including resource allocation, recruitment, training, and performance evaluations.
- Overseeing the team, including subcontractors, and ensuring that the Services are delivered on time and within budget.
- Building and maintaining relationships with stakeholders, ensuring satisfaction and addressing concerns.
- Ensuring that all activities comply with relevant laws and regulations and managing potential risks.
- Providing regular updates and reports on progress, outcomes, and any issues that arise.
- Providing any technology and systems for operational needs.
- Taking assignments as requested by HSITPL.

No conditions shall be attached to the payment of this Manager's Remuneration except for the following:

- Early termination as stipulated in the termination clause of the Contract.
- The granting of monetary incentives in accordance with the Performance Based Mechanism as stipulated in Appendix A to this Tender.
- The levy of penalties in accordance with the Performance-Based KPI assessment and review as stipulated in this Tender.
- The reduction of the scope of work.

Table B – Unit Rate of FM Service Cost

The staff costs listed below should be inclusive of relivers as per Table D “Holiday and Reliver Arrangements”.

This table set out a breakdown of item “(a) Sub-total for FM Service Cost” in Table A.

1st Year
(Jul 2025 – Jun 2026)*

Role	Take-home pay (HK \$/ month)	Oncost (% of take-home pay)	(a) Monthly Unit Rate	(b) No. of staffing	Total staff cost (a) X (b)
Key Personnel					
Senior Facilities Manager (Site in Charge)					
Facilities Manager (Second Site in Charge)					
Assistant Facilities Manager (Security in Charge)					
Customer Services Manager (Customer Services in Charge)					
Technical Manager (Technical Services in Charge)					
Assistant Technical Manager (Second Services in Charge)					
Operation Team					
Senior Facilities Officer					
Facilities Officer					
Administration Officer					
Accounting & Procurement Officer					
Concierge/Receptionist					
Engineer					
Others (pls specify)					
Technical Team					
Duty Engineer					
BMS Operator					
Senior Technician					
Technician					
Others (pls specify)					
Security Team					
Security Supervisor					
Assistant Security Supervisor					
Senior Security Officer					
Security Officer					
Mover					
Cleaning & Pest Control Team					
Cleaning Supervisor					
Skilled Cleaner					
General Cleaner					
Landscape Team					
Gardener					
Year 1 Grand Total of FM Service Cost [= item (a) in Table A]					

* Tentative and subject to change

2nd Year
(Jul 2026 – Jun 2027)*

Role	Take-home pay (HK \$/ month)	Oncost (% of take-home pay)	(a) Monthly Unit Rate	(b) No. of staffing	Total staff cost (a) X (b)
Key Personnel					
Senior Facilities Manager (Site in Charge)					
Facilities Manager (Second Site in Charge)					
Assistant Facilities Manager (Security in Charge)					
Customer Services Manager (Customer Services in Charge)					
Technical Manager (Technical Services in Charge)					
Assistant Technical Manager (Second Services in Charge)					
Operation Team					
Senior Facilities Officer					
Facilities Officer					
Administration Officer					
Accounting & Procurement Officer					
Concierge/Receptionist					
Others (pls specify)					
Technical Team					
Duty Engineer					
BMS Operator					
Senior Technician					
Technician					
Others (pls specify)					
Security Team					
Security Supervisor					
Assistant Security Supervisor					
Senior Security Officer					
Security Officer					
Mover					
Cleaning & Pest Control Team					
Cleaning Supervisor					
Skilled Cleaner					
General Cleaner					
Landscape Team					
Gardener					
Year 2 Grand Total of FM Service Cost [= Item (a) in Table A]					

* Tentative and subject to change

3rd Year
(Jul 2027 – Jun 2028)*

Role	Take-home pay (HK \$/ month)	Oncost (% of take-home pay)	(a) Monthly Unit Rate	(b) No. of staffing	Total staff cost (a) X (b)
Key Personnel					
Senior Facilities Manager (Site in Charge)					
Facilities Manager (Second Site in Charge)					
Assistant Facilities Manager (Security in Charge)					
Customer Services Manager (Customer Services in Charge)					
Technical Manager (Technical Services in Charge)					
Assistant Technical Manager (Second Services in Charge)					
Operation Team					
Senior Facilities Officer					
Facilities Officer					
Administration Officer					
Accounting & Procurement Officer					
Concierge/Receptionist					
Engineer					
Others (pls specify)					
Technical Team					
Duty Engineer					
BMS Operator					
Senior Technician					
Technician					
Others (pls specify)					
Security Team					
Security Supervisor					
Assistant Security Supervisor					
Senior Security Officer					
Security Officer					
Mover					
Cleaning & Pest Control Team					
Cleaning Supervisor					
Skilled Cleaner					
General Cleaner					
Landscape Team					
Gardener					
Year 3 Grand Total of FM Service Cost [= item (a) in Table A]					

* Tentative and subject to change

4th Year
(Jul 2028 – Jun 2029)*

Role	Take-home pay (HK \$/ month)	Oncost (% of take-home pay)	(a) Monthly Unit Rate	(b) No. of staffing	Total staff cost (a) X (b)
Key Personnel					
Senior Facilities Manager (Site in Charge)					
Facilities Manager (Second Site in Charge)					
Assistant Facilities Manager (Security in Charge)					
Customer Services Manager (Customer Services in Charge)					
Technical Manager (Technical Services in Charge)					
Assistant Technical Manager (Second Services in Charge)					
Operation Team					
Senior Facilities Officer					
Facilities Officer					
Administration Officer					
Accounting & Procurement Officer					
Concierge/Receptionist					
Engineer					
Others (pls specify)					
Technical Team					
Duty Engineer					
BMS Operator					
Senior Technician					
Technician					
Others (pls specify)					
Security Team					
Security Supervisor					
Assistant Security Supervisor					
Senior Security Officer					
Security Officer					
Mover					
Cleaning & Pest Control Team					
Cleaning Supervisor					
Skilled Cleaner					
General Cleaner					
Landscape Team					
Gardener					
Year 4 Grand Total of FM Service Cost [= item (a) in Table A]					

* Tentative and subject to change

Table C – Unit Rate for Supply of Labour

The rates quoted at the table below will be treated as an agreed price for any ad hoc additional manpower as required by HSITPL during the contract period. HSITPL has absolute discretion to engage third party service providers when the needs arise. A minimum of 4 hours of service is required.

Trade	<u>Minimum Qualifications and Specifications for Resources</u>	<u>Hourly Rate (HK\$)</u>	
		<u>Day Time</u> <u>(7:00 am – 7:00 pm)</u>	<u>Night Time</u> <u>(7:00 pm – 7:00 am)</u>
Technician	With at least Registered Electrical Worker (“REW”) A0 qualification + 5 years’ experience		
Artisan	Sufficiently competent* with 3 years’ experience		
Cleaning Foreman	Sufficiently competent* with 3 years’ experience		
Cleaner	Sufficiently competent* with 2 years’ experience		
Mover	Sufficiently competent* with 1 years of experience		
Gardener	Sufficiently competent* with 3 years’ experience		
Security Guard	2 years’ experience in performing security duties in mixed-used developments, campuses or retail environment and are registered under the Security and Guarding Services Ordinance (Cap. 460)		
Outdoor Security Guard	Experience in performing duties in outdoor areas and managing access control to restricted zones.		
Concierge/Receptionist	Sufficiently competent* with 2 years’ experience		
Registered Safety Officer	With minimum 3 years of work experience in the relevant field	Monthly Rate (HK\$) =	

Remarks:

* whether someone is “sufficiently competent” shall be decided at the sole discretion of HSITPL.

Table D - Holiday and Reliever Arrangements

The Provider shall abide by the following holiday and reliever arrangements. Any costs incurred as a result of such arrangements shall be reflected in the pricing information provided.

	Key Personnel and Operation Team	Technical Team, Security Team, Cleaning Team & Landscape Team
Holiday entitlement:	General holiday entitlements	Statutory holiday entitlements
	Any extra annual leave entitled due to length of service shall be borne by the Provider which shall be deemed to have been included in the oncost stipulated in Table B.	
Sick Leave:	In accordance with the Employment Ordinance (Cap. 57).	
Maternity / paternity leave:	In accordance with the Employment Ordinance (Cap. 57).	
	Relievers must be arranged and provided for any leave and/or absence from each position, except for annual leave, weekly regular day off, compensation leave, sick leave and statutory holidays.	Relievers must be arranged and provided for any leave and/or absence from each position except for compensation leave.
	Without prejudice to other rights and remedies of HSITPL, if relievers are not provided which leads to a deviation from the required headcount, HSITPL reserves the right to claim compensation based on the pricing schedule in Table B.	

We offer to provide the services to HSITPL at the prices quoted above and in accordance with the requirements and the terms and conditions stated in the Tender Documents. Acceptance of this offer shall be evidenced by the issuance of a purchase order by HSITPL.

 Authorized Signature (with company chop)

Name & Position: _____

Company Name: _____

Date: _____

Tender Schedule 5: Requirement Specifications

To: **Hong Kong-Shenzhen Innovation and Technology Park
Limited (“HSITPL”)**

“The Facilities Management Services for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

The scope and specific requirements of the goods/services which the tenderer (“**Tenderer**”) shall provide are listed below. The Tenderer shall propose solutions (with detailed explanation) if his proposed items cannot meet any of such scope and/or requirements.

5.1 Statement of Purpose

Hong Kong-Shenzhen Innovation and Technology Park Limited (“**HSITPL**”) would like to invite an experienced Facilities Management Service Provider (“**FMSP**”) to provide the facilities management services (“**Services**”) for Hong Kong-Shenzhen Innovation and Technology Park (“**Park**”). Tenderer is expected to provide facilities management services in a cost-effective manner, while considering relevant legal compliance requirements and operation safety. The Tenderer is expected to provide facilities management services for Buildings of Batch 1A as set out in Paragraph 5.6 of this Tender Schedule 5.

5.2 About HSITPL

Hong Kong-Shenzhen Innovation and Technology Park Limited, a wholly owned subsidiary of Hong Kong Science and Technology Parks Corporation, is vested with the responsibility to develop, operate, maintain, and manage the Hong Kong-Shenzhen Innovation and Technology Park (“**Park**”).

The Park envisions to serve as a world-class knowledge hub and innovation & technology (“**I&T**”) centre, converging enterprises, research & development (“**R&D**”) institutions and higher education institutions from Hong Kong, Mainland and overseas, which can connect upstream and midstream research to downstream market, further enhancing collaboration among industry, academic and research sectors.

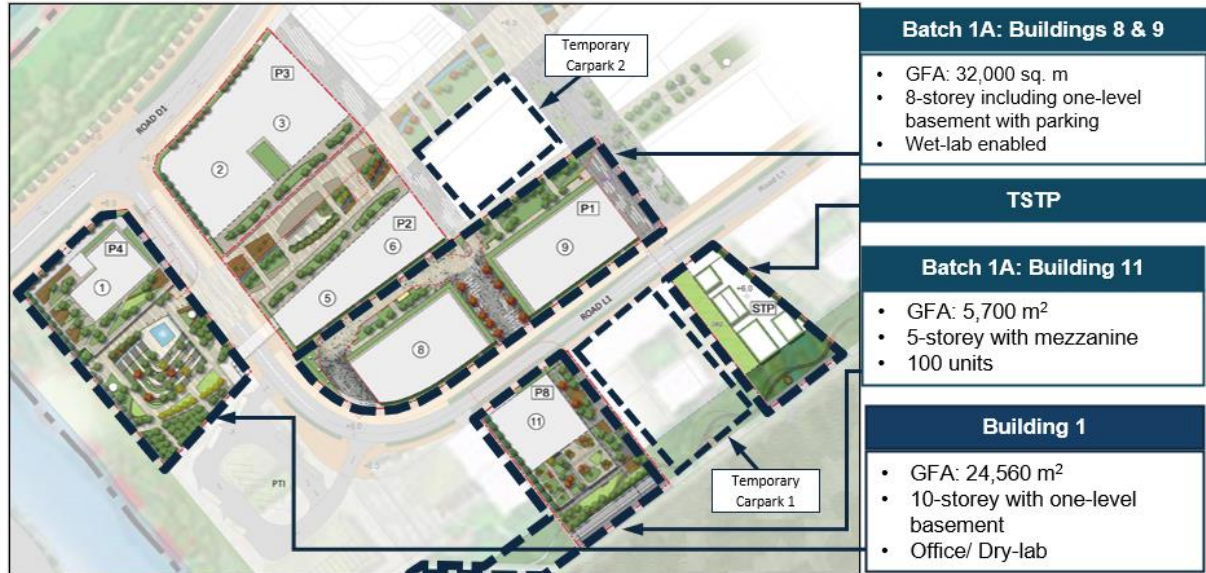
The Park focuses on six I&T pillar industries including life and health technology, artificial intelligence & data science, materials, new energy, robotics and microelectronics.

With the size of 87.7 hectares in the Lok Ma Chau Loop, the Park is a large-scale and long-term project in Hong Kong, which will be developed in two phases.

Phase 1 will be developed in 3 batches i.e., Batch 1, Batch 2, and Batch 3. The first development batch, Batch 1, has been further sub-divided into Batches 1A, 1B and 1C and Building 1. Batch 1 of Phase 1 is being developed by HSITPL which consists of 8 buildings with a total Gross Floor Area (“**GFA**”) of 116,000 sq. m. This part will be tentatively completed in late 2024 onwards. Batch 1A, with a site area of 38 hectares, consists of Buildings 8 and 9 (wet laboratory blocks),

Building 11 (talents accommodation block), Temporary Sewage Treatment Plant (“TSTP”), and two temporary carparks (“TCP”). Building 1 consists of offices and dry laboratories within the same building. Buildings 1, 8,9, and 11 are collectively the “Buildings”.

The general building information for each building shows as follows:



Building area summary:

Buildings	TSTP*	Building 1	Buildings 8&9	Building 11
GFA (sq. meter)	2,738*	24,560	32,000	5,700

*For TSTP no GFA is counted, site area is given for reference, and it is handed over to HSITPL in September 2024.

Temporary Carparks summary:

Area	Total Parking lots* (including EV charging parking lot)	EV charging parking lot
TCP 1	73	23
TCP 2	79	24

*The number of parking lot is given for reference only and subject to actual handover condition.

The tentative schedule for the T&C Audit Period, Transition Period and Operation Date of the following buildings (“Phasing Plan”):

Building	T&C Audit period	Transition Period	Operation Date (i.e. the Commencement Date)
TSTP	N/A	Not earlier than May 2025	Not earlier than July 2025
No. 11	N/A	Not earlier than May 2025	Not earlier than July 2025
Nos. 8&9 & TCP1	N/A	Not earlier than May 2025	Not earlier than September 2025
No. 1 & TCP 2	Around 3 months before Operation Date (which is expected to be not earlier than April 2027)	N/A	Not earlier than July 2027

Please note that the Phasing Plan may vary and is subject to construction progress and building development.

“**Transition Period**” means the period of time for the Provider to take over the FM services from the existing provider pursuant to Paragraph 5.6.1.2.

5.3 Purposes of Services

- 5.3.1 The Services require facilities management assignment requiring customer service approach and cost-effective solutions, integrating all functions necessary to support the daily operations ranging from premises security, cleaning, landscaping, pest control to customer services, deploying competent, suitably trained and experienced work force under a well-structured system, and using modern management techniques. Maintenance of equipment and buildings shall be ensured as Life Cycle Maintenance Plan with maintenance schedule, procedures, self-audit and continuous improvement, precisely determining the most appropriate type and level of services.
- 5.3.2 The Provider would provide the Services for Batch 1A and Building 1 of the Park (collectively “**Premises**”). The Provider being the FMSP is expected to conduct due diligence audit and transition management for the takeover / handover of facilities for the purpose of taking over for Management providing the Services (“**Site Takeover**”, to be further explained in Paragraph 5.6.1.1 of this Tender Schedule 5) and provide site readiness preparation and operation services for the Premises.

5.4 The Brief

The buildings information provided in the Appendix B of the Tender Documents (“**Facilities**”) are not exhaustive and are subject to potential modifications, additions, or deletions at the sole and absolute discretion of HSITPL. The purpose of providing such information of the Park is to provide an initial overview of the facilities to be considered for takeover purposes. The final determination of the facilities to be handover to the Provider to manage will be based on various factors, including but not limited to operational requirements, feasibility studies, and any subsequent negotiations between the parties.

5.5 Project Timeline

5.5.1 Tender schedule (Tentative)

Invitation to tender	03 February 2025
Tender briefing and site visit	12 February 2025
Tender submission deadline	17 March 2025
Tender assessment interview	March / April 2025
Tender award	June 2025
Commencement of the Contract	June - August 2025 (subject to further confirmation)

5.5.2 Tender briefing

Tenderers will be invited to tender briefing in a week after receiving the Letter of Invitation to Tender. HSITPL will advise the exact time slot. No more than 3 representatives from each Tenderer are allowed for the site visit. The licence plate number of the vehicle to be used for access to the Park & names with related details of the representatives must be submitted before the site visit to apply for site access permission. The site of the Premises (“**Site**”) is now occupied by other contractors. The Tenderers are deemed to have inspected the surroundings of and the mode of access to the Site and to have acquainted themselves with the conditions of the Site after the site visit.

5.6 Scope of Services

The Provider shall take full responsibility for performing all acts and things which may be necessary or expedient for the good management, operation and comprehensive maintenance of the Park. The Provider shall also handle other responsibilities such as remedial work to all damage by whatever means. HSITPL’s objective (which the Provider acknowledges) is that the Provider perceives this as an exercise in asset value maximization and asset life preservation and prolongation.

The Provider shall provide the “planned maintenance services” for all building elements, fabric, plant and equipment and “predictive maintenance services” for electricity supply system and standby power supply system of wet laboratories which shall include the services and works set out in the Scope of Work as listed below from Paragraphs 5.6.1 to 5.6.11 and in response to the building information as set out in Appendix B and all such services and works as required to comply with the Service Pledge (“**Service Pledge**”) and according to the KPI in Appendix A: Performance Based Mechanism to assess the performance of the Provider and the amount of manager’s remuneration respectively.

The Provider shall utilize the latest technologies and intelligent system including but not limited to Big Data Analytics, Artificial Intelligence, Smart Sensors, Internet-of-Things (“**IoT**s”), Integrated Building Management System (“**iBMS**”), Building Information Modeling (“**BIM**”), Building Asset Management System, Mobile Technologies and APPs, Robotics, etc. in order to achieve the best operating efficiency and customer experience.

Scope of Services covered in:

Paragraph 5.6.1 Testing and Commissioning Audit and Mobilization Arrangement.

Paragraph 5.6.2 Integrated Supporting Services

Paragraph 5.6.3 Finance and Administration Supporting Services

Paragraph 5.6.4 Cleaning, Waste Management, Pest Control and Landscaping Services

Paragraph 5.6.5 Security and Car Park Management

Paragraph 5.6.6 Technical Services

Paragraph 5.6.7 Planned and Predictive Maintenance

Paragraph 5.6.8 Safety and Quality Assurance

Paragraph 5.6.9 Tenancy Services Management

Paragraph 5.6.10 Provision of systems and Tools & equipment

Paragraph 5.6.11 Roles and Qualifications of Key Personnel

5.6.1 Testing and Commissioning Audit and Mobilization Arrangement

5.6.1.1 Site Takeover

- a) Witness and assist T&C Audit and system verification;
- b) Review the T&C Audit documents' submission and procedures, etc. provided by the construction contractor;
- c) Evaluate the testing protocols and procedures to ensure they are comprehensive, well-documented, and properly executed;
- d) Verify that appropriate testing methods and equipment are used, and that the test results are accurately recorded and analysed;
- e) Assess the quality assurance and control measures in place during the testing and commissioning processes;
- f) Identify any non-conformities or deviations from the specified requirements or standards. Evaluate the impact of these issues on the overall performance and safety of the systems or equipment being audited;
- g) Consolidate and timely update non-conformance list & defect list;
- h) Check and comment on full set of as-fitted drawings (CAD, PDF and Hardcopies), site plans, specifications, operation and maintenance manual ("**O&M Manual**") and related certifications (lift, fire services, electricity, security system, etc.);
- i) Establish the filing system for all the facilities, system report and key registration as well as all drawings, manuals and certificates mentioned in h) above;
- j) Take over asset and spare parts, and prepare checklists and inventory lists;
- k) Maintain updated records of relevant licenses, warrant letter, warranties and guarantees and user manuals, etc.; and
- l) Consolidate and provide a full testing & takeover report based on an agreed and approved format.

5.6.1.2 Transition Arrangement

- a) Prepare team duty roster, inspection & maintenance schedules;

- b) Review O&M Manual and conduct testing, training sessions and drills;
- c) Review and update the Standard Operation Procedure (“SOP”) & Emergency Operation Procedures (“EOP”). Set up a periodic training plan and conduct emergency drills and evacuation procedures;
- d) Prepare inspection, maintenance report for building, equipment, system and other critical facilities;
- e) Assess and evaluate the level of security risk and take relevant control measures including but not limited to setting up security patrol routes, vehicular checkpoints and arrangement of periodic security audit, etc.
- f) Prepare and maintain an updated version of security operational manual / handbook;
- g) Prepare key management policy and relevant procedures;
- h) Conduct waste management, waste data collection, duty of care documentation and waste collection routing;
- i) Prepare schedules of cleaning and hygiene management including but not limited to daily routine cleaning, scheduled / deep cleaning, etc.;;
- j) Prepare green management plan including but not limited to landscape maintenance schedules and operational plan and maintain the updated tree/plant lists with relevant specification record and labelling;
- k) Setup a performance management mechanism for Provider’s suppliers or subcontractors including but not limited to a Service Level Agreement (“SLA”) for HSITP’s approval;
- l) Prepare schedules of planned, preventative & predictive maintenance for building and building services systems such as BMS and other critical facilities;
- m) Review and maintain an updated version of documents including but not limited to the tenant handbook and fit-out guide for Laboratory, Food and Beverage (F&B), Retail, office and accommodation, etc.

5.6.1.3 Mobilization Arrangement (only applicable to Building 1)

- a) Transition Period as defined in Paragraph 5.2 of Tender Schedule 5 (“**Transition Period**”) shall NOT be less than 1 month, or such other period as may be prescribed by HSITPL, before takeover the operation of the Building 1; and
- b) The Site in Charge and other key personnel (as stated in Table B of Tender Schedule 4) on-site shall be engaged during the Transition Period to ensure a smooth takeover. During this period, all outsourced contracts to be arranged by the Provider shall be in place through competitive tendering as required by HSITPL (HSITPL will instruct the Provider to carry out the tender process following the procurement guideline of HSITPL). The existing outsourced contracts in relation to facility management of the

Park shall be novated to the Provider at the end of the defect liability period or when instructed by HSITPL.

5.6.1.4 Handover Exercise

- 5.6.1.4.1 The handover exercise shall be conducted not less than one month before the expiry of the Contract.
- 5.6.1.4.2 Handover exercise includes but is not limited to the following:
- General training and demonstration for all the necessary knowledge on the plant and equipment installed to the incoming FMSP.
 - Submit a “Handover Exercise Report” in a format approved by HSITPL. The report shall include
 - The check of the working conditions for the whole Installations of the Premises
 - Any faults and defects with recommendations for rectification
- 5.6.1.4.3 The Provider shall be responsible for rectifying at his own cost all faults and defects identified during the handover exercise within the time limits specified by the HSITPL Representatives.
- 5.6.1.4.4 The handover exercise and all rectifications must be completed and signed-off by the HSITPL Representatives before the expiry of the Contract. HSITPL reserves the right to deduct part of the related FM Service Cost or management remuneration for any incomplete tasks.

5.6.2 Integrated Supporting Services

5.6.2.1 Site Management

Provider must:

- a) Act on behalf of the HSITPL Representative, take timely and effective actions pursuant to the Service Pledge KPIs and in Appendix A of the Tender Documents to deal with all routine matters relating to facility management and maintenance services of all facilities including resolving all management complaints, communicating with, directing all matters to and following up with Operation Team on the management and use of the Buildings.
- b) Appoint a Senior Facilities Manager (as per Table B of Tender Schedule 4 of the Tender Document) as the Provider’s representative with adequate experience and professional qualifications to oversee the performance of the Services for the Buildings. The Senior Facilities Manager shall directly report to and keep in contact daily with HSITPL Representative about all matters relating to the Services. This Senior Facilities Manager acts as the primary point of contact between the Provider and its on-site team and sub-contractors on all matters relating to Buildings operations and facilities management services on a day-to-day basis throughout the Contract period;
- c) Shall ensure the Senior Facilities Manager, or other designated person in-charge for each shift who assumes the role of the site manager, always properly supervise the Provider’s employees in discharging all the Services under the Contract.

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- d) Responsible for the administration and supervision of all its employees, and all pre-approved sub-contractors employed by it for the provision of the Services under the Contract.
 - e) Maintain a safe and secure environment by complying with the latest Occupational Safety and Health Ordinance (Cap. 509) and adopting industry recognized practices for safe working across all the FM service lines.
 - f) Continually improve the Services quality through the introduction of a quality management system to recognize and audit standards such as ISO 9001.
 - g) Ensure that all facilities, building services systems and installations and/or building structures are in compliance with applicable latest statutory requirements, legislation, rules and regulations have appropriate and valid permits and licenses (and such permits and licenses are appropriately displayed according to the requirements of the applicable laws and regulations) during the Contract period.
 - h) Prepare and maintain the following documents which shall be submitted for approval by the HSITPL Representative:
 - a) An Incident Management Plan (“IMP”) and Operation Monthly Report
 - b) A Service Level Agreement to be signed by between HSITPL and Provider at no lesser standards than those set out in the Service Pledge and KPIs in Appendix A.
 - c) SOPs which shall be reviewed and submitted to the HSITPL Representative for approval
 - d) A Tenant Handbook, Accommodation Handbook, Fit-out guide and Safety, Health & Environmental Handbook which shall be reviewed and submitted to the HSITPL Representative for approval
 - e) Assisting HSITPL Representative to draw up a set of House Rules / User Manuals (if required) to suit the operation of the Buildings for approval by HSITPL Representative and ensuring that the House Rules / User Manuals are enforced at all times;
 - i) Develop the SOPs to be applied across the delivery of all service lines as per this Paragraph 5.6 and the SOPs which shall include at least the following sections:
 - a) Site Information;
 - b) Building Operations Policies;
 - c) System Operation Management Manual;
 - d) Emergency and Crisis Management;
 - e) Drill and Testing Procedure Management;
 - f) Sub-contractor Performance Management;
 - g) Procurement Management Protocol;
 - h) Tenancy Management such as Fitting-Out and Reinstatement Guidelines;
 - i) Event Support Services Protocol;
 - j) Smart Initiative System Management;
 - k) Financial Support Service Protocol;

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- l) Office Administration Protocol;
 - m) Customer Services and Equity Protocol;
 - n) Key and Access Management; and
 - o) Escalation & Communication Plan
- j) Maintain robots, kiosk system, tools and equipment for services in good order through the introduction of a quality system for benchmarking such as 5S, and be responsible for:
- a) Up-keeping all tools and equipment which shall be ensured as “Lifetime Care” with planned preventive maintenance schedule, procedures, audit review and continuous improvement;
 - b) Carrying out safety check on all tools and equipment;
 - c) Updating the relevant asset registers for all tools and equipment and
 - d) Procuring new tools and equipment for the Services as required.
- k) Maintain a traceable record of all enquiries, complaints, reports and instructions, etc. relating to the Services performed for the inspection of the HSITPL Representative upon request.
- l) Conduct thorough research on the requirements and regulations for but not limited to WELL, Fitwel, BEAM Plus, and LEED certification renewals. Analyze industry best practices to inform the preparation process for renewal of those Green Building certification and licenses in accordance with HSITPL’s terms and conditions to be provided to the Provider.
- m) Apply the following standards as the general requirements across all service lines and sections:
- a) Safe working practices are adopted at all times;
 - b) All staff including its specialist staff:
 - Are suitably trained and qualified, and of the requisite levels of professionalism and competency commensurate with the responsibility of the post held;
 - Are fully conversant with the Buildings and the associated emergency procedures;
 - Engaged in service delivery are turned out in the agreed uniform for the task(s) being undertaken; and
 - Keep all records, reports and related documents updated, accurate and well maintained so that they are available to HSITPL for inspection at all times.
 - n) Observe and adopt the best trade practices in building management, including:
 - a) Proposing continuous improvement and providing value-added services subject to the agreement of HSITPL Representative to enhance value of the Services provided; and
 - b) Using automatic machinery(ies) for efficiency improvement and reduction in

manpower.

- o) Carry out annually services satisfaction level survey for the Services including, but not limited to, the tenants and on-site team to review the Services quality provided by the Provider. A review of the results shall be carried out by HSITPL Representative and plans shall be finalized where there are areas which require improvement and deadlines shall be mutually agreed between HSITPL Representative and the Provider on the actual date of implementation.
- p) Provide the Services specified in this Scope of Services and ensure that the Services are in compliance with, or in excess of the service levels set out in this Scope of Services and the Service Pledge and the KPIs set out in Appendix A. Those standard only identifies the minimum level of Services to be provided in respect of the individual items of Services. The Services shall not be limited to the items outlined in this Scope of Services, but also cover all items that are required for the facilities management of the Buildings.
- q) Assist HSITPL Representative in meeting its landlord's obligations in relation to the open space carpark at the basement of the Buildings. This includes, but is not limited to, the provision of technical support for landlord's obligations, and incident management in conjunction with HSITPL Representative.
- r) The Provider shall manage all relative systems for the Park which include but not limited to the following systems:
 - a) Facilities Management System
 - b) Smart Home App
 - c) Mobile App
 - d) Robot System
 - e) Smart Laundry System
 - f) Weather Station
- s) Ensure all areas of the Services are in compliance with relevant legislation, rules, regulations, and the HSITPL's policies and procedures.

5.6.2.2 Customer Services

- a) The Provider shall ensure that a hotline is available 24/7 to address inquiries, complaints, and service requests from tenants and establish and maintain quick response times for all inquiries to enhance customer satisfaction in the services standard not less than Service Pledge and KPIs.
- b) The Provider shall ensure that a suitable representative is on call to manage emergency situations where substantial damage may result due to serious incidents. This representative shall be always accessible by HSITPL Representative via telephone. The suitable representative will usually be the person in-charge for the shift or another person agreed with HSITPL Representative.

- c) The Provider shall respond to any written or verbal queries relating to the Services in writing within the timeframe shown in the Service Pledge and the KPI, or if no such timeframe is specified, within one Working Day to issue a written reply with acknowledgement and follow-up actions or within the time as directed by HSITPL Representative.
- d) The Provider will provide a response to general enquiries and complaints (received via counter, telephone, email etc.) related to the Services for the tenanted areas at the Buildings. Response times will be in accordance with the Service Pledge or, if no such timeframe is specified, within one Working Day to issue a written reply with acknowledgement and follow-up actions or within the time as directed by HSITPL Representative.
- e) The Provider shall provide 24-hour, 365-Day Emergency Response Service to urgently deal with incidents that affect or may affect the Buildings. In the event of such incidents, the Provider shall determine and take appropriate actions, immediately advise HSITPL Representative and report the incidents to the relevant authorities concerned where necessary.
- f) The Provider shall deploy extra manpower with appropriate qualifications, skills and tools to perform special duties and/or to handle emergency situations within one Working Day upon written request by HSITPL Representative. All costs and expenses for extra manpower or duties of the Provider shall be deemed to have been included in Tender Schedule 4: Price Schedule and the Provider shall not be entitled to additional reimbursements or payments for the extra manpower or duties, unless such extra manpower or duties are out of scope in the Scope of Services and are executed on instruction in writing issued by HSITPL Representative.
- g) The Provider shall conduct regular audits and surprise checks on all customer service operations, including but not limited to hotline responsiveness, email reply times, and request handling. These audits should align with the guidelines set forth in ISO 10002:2018, which focuses on customer satisfaction and complaints handling.

5.6.2.3 Visitor Centre Management

The Provider shall provide Management Service for an about 5,000 sq. ft. Visitor Centre which is a digital and interactive experience centre to showcase the specialist of the Park. The visitor center is open **by appointment only**. The service provided shall include but not limited to below:

- a) Daily operation and provision of security, cleaning services and necessities, etc.
 - Staff for reception & operation will be required upon reservation.
 - All the other services such as security, cleaning and refilling consumables will be the same as the Park's facility management.
- b) Maintenance Services
 - Regular inspections and servicing of equipment and systems to prevent breakdowns.
 - Following up repairs and maintenance progress with the maintenance contractor of the hardware supplier(s).

5.6.2.4 Regular Meetings

- a) The Provider shall hold bi-weekly dashboard meetings with HSITPL Representative to discuss and review the handling and progress of any current management issues.
- b) The Provider shall hold ad-hoc meetings, such as those required to support event preparation, from time to time as deemed necessary with HSITPL Representatives for specific issues.
- c) The Provider shall carry out regular review meetings with other sub-contractors to review their performance and operations, and to establish the action plan for the service improvement if required.
- d) The Provider shall prepare and submit a report outlining all the issues to HSITPL Representative **10 Working Days prior to each meeting for review.**

5.6.2.5 Provision of Reports

- a) Upon reasonable prior notice to the Provider, HSITPL Representative may revise the form of the reports required in this Scope of Services to a form reasonably acceptable to the Provider. The Provider shall have 30 days after receipt of the notice to comply with HSITPL's new reporting requirements.
- b) The Provider shall provide a monthly summary of reports which summarizes all the reports to be provided by the Provider for that month, their submission frequencies and the supporting documents required for acceptance. All reports are subject to review by HSITPL Representative and will be used as required to determine the Provider's performance against the KPI. The Provider shall provide clarifications to such reports when requested by HSITPL Representative.
- c) The Provider shall provide a detailed report of these audits on a quarterly basis, including findings, areas for improvement, and evidence of corrective actions taken. The Service Provider must ensure that all customer service personnel are trained and aware of the standards outlined in ISO 10002, and they must demonstrate adherence to these standards during audits.
- d) The Provider shall prepare and submit reports after inspections to HSITPL Representative as follows but not limited to:
 - Monthly building licensing and maintenance contract summary;
 - Monthly update the planned maintenance;
 - Monthly PO work list summary;
 - Monthly job order list summary and satisfactory level;
 - Monthly utilities consumption analysis and study;
 - Monthly report for system / equipment breakdown report;
 - Monthly report for incident response (IR));

- Quarterly building operation schedule update report;
- Quarterly inventory / tools / spare checklist;
- Quarterly building irregularity checklist;
- Quarterly enquiry, feedback, requests and complaint report
- Other irregularity records/ reports on request;

5.6.2.6 Procurement & Tendering

- a) The Provider shall adopt appropriate procurement / tendering governance process as directed by HSITPL according to HSITPL's procurement guidelines to ensure a fair, true and open competition. The Provider will be responsible for undertaking any procurement exercise in accordance with the procurement policy of HSITPL, initiating negotiations, making recommendations to HSITPL for approval, including subsequent co-ordination and supervision works, and timely submitting of necessary payment application(s) forming part of the income and expenditure statements for the works and/or services completed. HSITPL Representative shall have the right on the final selection of the tenderer lists and the awardees of the tenders and reserves the right to require any re-tendering.
- b) The Provider shall keep proper records of procedures employed for procurement and a tally on inventory for all tools, equipment and spare parts. The movement of all tools, equipment and spare parts in and out shall be maintained and should be recorded and such records shall be supplied to HSITPL Representative at least once per month.
- c) For the avoidance of doubt, the Provider will be deemed to have included in their proposed manning for the Contract in undertaking the procurement of capital equipment items including but not limited to: communications equipment, Buildings designated access equipment, waste compactors and office equipment. These items will be paid for and owned by HSITPL, but the Provider will assist in procuring those capital equipment items on behalf of HSITPL through the Provider's supply chain.

5.6.2.7 Staff, Training & Administration

- a) The Provider shall form a team for the Services consisting of:
 - (i) Key Personnel;
 - (ii) Operation Team;
 - (iii) Technical Team;
 - (iv) Security Team
 - (v) Cleaning Team;

The Provider shall comply strictly to Table B of Tender Schedule 4 for the staff structure.

- b) All staff and workmen under the category in this Paragraph 5.6.2.7 sub-Paragraphs (a)(i) Key Personnel, (a)(ii) and (a)(iii) Technical Team are directly employed by the Provider dedicated to work exclusively for the Contract.

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- c) The staff and workmen under the category in this Paragraph 5.6.2.7 sub-Paragraphs (a)(iv) The Security Team, and (a)(v) Cleaning Team can either be in house direct employees and workmen of the Provider or employees or workmen of the approved sub-contractors of the Provider.
- d) The Core Team under the Contract (“**Core Team**”) consists of:
- (i) The Key Personnel;
 - (ii) The Engineer and the Senior Facilities Officer in the ; and
 - (iii) The Security Supervisor and Cleaning Supervisor in the Security Team & Cleaning Team.

The Core Team are required to be interviewed and approved by HSITPL Representative for appointment with terms of employment to be approved by HSITPL Representative on or before the Operation Date.

- e) When Core Team staff resigns, HSITPL representatives must be notified one month in advance. The Provider must ensure replacement is arranged in a timely manner. HSITPL reserves the right to deduct part of the management fee for any period of the unfilled position.
- f) During the Contract period, if any staff cannot perform his duties and is underperforming, HSITPL Representative has the right to request the Provider to replace that staff. The replacement of staff of supervisory grade including the Core Team shall be interviewed by HSITPL Representative before being appointed.
- g) The Provider must ensure that all customer service personnel are trained and aware of the standards outlined in ISO 10002, and they must demonstrate adherence to these standards during audits.
- h) The Provider shall provide training to all Provider’s direct and outsourced staff, including temporary staff and relievers with training records maintained and made available to HSITPL for inspection if so requested. Training will include but not be limited to:
- (i) Staff on-boarding with the on-site team including the expected staff culture;
 - (ii) FM systems training including Information and Communications Technology (ICT) platforms, mechanical, electrical and plumbing systems operation;
 - (iii) Building-specific trainings including but not limited to:
 - a) Health and safety;
 - b) Facilities operation;
 - c) Emergency management;
 - d) Risk assessment;
 - e) Complaint handling.

- (iv) The Provider shall uphold HSITPL's service philosophy of customer-centricity and provide training to frontline staff including the security guards, cleaners and other management staff to equip them with essential skills to deal with enquiries / complaints handling, incidents handling and disputes handling.
- (v) The Provider shall arrange induction programme(s) for all its onsite staff including sub-contractors and suppliers to let them fully understand the facilities in the Buildings and the required standard of the Services and shall arrange refresher sessions at regular intervals to enable the on-site teammates to become familiar with the up-dated facility related knowledge of the Buildings operation.
- (vi) The Provider shall review and suggest amendment(s) to the training handbook for HSITPL Representative's approval to suit the operational needs of the Buildings from time to time.
- (vii) The Provider shall comply with the latest revisions of all related statutory requirements and minimum wage rates announced by the Government of HKSAR and keep records of all staff working hours and pay and have them ready for inspection by HSITPL Representative upon request. The Provider shall impose the same obligations on its sub-contractors to ensure their compliance of this paragraph.
- (viii) The Provider is required to keep full records of and supply to HSITPL a set of employment records and documents supporting the payment of wages and benefits in respect of Provider's employees and sub-contractor's employees by the end of each month following the servicing month which shall include:
 - a) Payroll;
 - b) Any other information / documents for the purpose of verifying the correctness of paid amount.

5.6.2.8 Sub-Contractor Management

- a) The Provider shall provide information for all services sub-contracted and obtain HSITPL Representative's approval for any change of sub-contractors with reasonable justifications during the Contract period which has been approved by HSITPL Representative.
- b) The management team and staff of supervisory grade in the sub-contractor's employees of the approved sub-contractors are to be interviewed and approved by HSITPL Representative on or before his/her on-board date. Any replacement are to be interviewed and approved by HSITPL Representative.
- c) The Provider shall take the whole responsibility to monitor the performance of and supervise all sub-contractors, whether the services are procured by HSITPL Representative direct or via the Provider. The Provider shall:
 - i) Oversee the sub-contractors for provision of manpower and other resources (e.g.,

materials) as stipulated in the respective sub-contract(s);

- ii) Monitor if any sub-standard performance and default in the pledged services by the sub-contractors and take corrective actions;
- iii) Regularly review with the HSITPL Representative the performance of the sub-contractors; and
- iv) Record and report serious complaints/default of the sub-contractors.

5.6.2.9 Provision of Uniform

- a) The Provider shall provide proper uniforms to the satisfaction of HSITPL in accordance with the quality and design specified by HSITPL if required.
- b) The Provider shall provide clean and tidy uniforms for all staff and workmen including part time workmen, relievers or those of the sub-contractors. The uniform and display name tags / identification labels must be worn by all staff and workmen who are engaged in carrying out duties under the Contract to uphold the image and identity of the Buildings.
- c) The Provider shall provide proper gear to ensure workplace safety and health of their on-site staff in accordance with the required regulation or best practice, such as personal protective equipment (“PPE”) and safety shoes for staff.
- d) The guards shall be well equipped with proper tools and equipment, such as torches and tool bags for efficient services.
- e) The Provider shall always ensure the maintenance staff/worker wears safety boots, goggles, protective clothing and all other safety items during the maintenance operations, and all such safety items are to be reviewed by HSITPL Representative upon request.
- f) The Provider shall ensure that staff conducting outdoor duty, such as in the car park area, while working shall wear appropriate highly visible vests, safety shoes, earplugs, sunglasses and masks as appropriate and needed. Windshield and weatherproof jacket with highly visible stripes and safety helmet are recommended for rainy days, days with strong wind or typhoon hoisting during patrolling.
- g) The Provider shall replace uniform and items for all frontline staff that are frequently used, such as tops, trousers, footwear at least on an annual basis. Any worn / torn uniforms must be replaced within three Working Days.

5.6.2.10 Key and Access Control Management

- a) The Provider shall develop and enforce procedures for key management and access to all restricted / controlled areas (including plant rooms and specialist equipment rooms). The Provider will be responsible for the safe working (in respect to FM services) in restricted / controlled areas at all times and this will be managed by a permit to work system.
- b) The Provider shall provide a professional key management service, being the custodian of building access keys and alarm system codes, ensuring compliance with statutory requirements.
- c) The Provider shall maintain and audit key registers on a regular basis with an updated list ready for HSITPL Representative for inspection at any time.

5.6.3 Finance and Administration Supporting Services

5.6.3.1 Financial Support Services and Reporting

- a) The Provider shall mail or transmit unaudited financial statements and reports in respect of the Services to HSITPL no later than five (5) Working Days after the end of each month.
- b) The Provider shall provide audited financial statements in respect of the Services by an auditor acceptable to HSITPL within three (3) months or such period as notified by HSITPL after the expiry of each financial year and in respect of the last audited financial statements, within three (3) months after the expiry or sooner termination of the Tender.
- c) Each accounting entry shall be supported by sufficient documentation to ascertain that each such entry has been properly and accurately made. Such books and records shall be maintained by the Provider at the Provider's address or at such other location as may be mutually agreed upon in writing by HSITPL and the Provider.
- d) The Provider shall ensure adequate and proper safe control over accounting and financial transactions as is reasonably required to protect HSITPL's monetary assets from theft, error or fraudulent activity on the part of Provider's employees, agents or other third parties.
- e) The Provider shall maintain copies of the following as additional supporting documentation to the financial reports and statements when required:
 - i) General ledger listing (including at HSITPL's request, copies of all invoices paid during a specified period);
 - ii) Detailed general ledger; cash receipts and disbursement records, if any.
- f) Summaries of adjusting journal entries.
- g) The Provider shall maintain accurate records of all monies received and disbursed in connection with its management of the property and facilities for the Park. All such records shall be open for inspection by HSITPL Representative at all reasonable times.

- h) Upon reasonable prior notice to the Provider, HSITPL may revise the form of the financial reports and statements required hereunder to a form reasonably acceptable to the Provider. The Provider shall have thirty (30) days after receipt of the notice to comply with HSITPL's new reporting requirements.

5.6.3.2 Filing & Administrative Work

- a) The Provider shall establish a filing index for keeping all records and data used in the day-to-day operations.
- b) The Provider shall keep all cost and budget reports, in a proper order and way and be ready for HSITPL Representative's inspection.
- c) The Provider shall maintain proper records and storage of all statutory licenses, permits, certificates etc. in the FM systems and show their details on a summary sheet.
- d) The Provider shall file and keep an index of all as-built drawings, 2D and 3D BIM drawings, tenant fit out drawings, operations and maintenance manuals and shall review and update the same every six months.

5.6.3.3 Audit Rights

- a) During the Contract period and for 4 years thereafter, HSITPL reserves the right to conduct examination of the books and records maintained for HSITPL regardless of where such books and records are located. HSITPL also reserves the right to perform any and all additional audit tests relating to the Provider's activities either in the Park or at any office of the Provider, provided such audit tests are related to those activities performed by the Provider for HSITPL pursuant to the Contract. Any and all such audits conducted either by HSITPL's employees or appointees shall be at the sole expense of HSITPL.
- b) In the event HSITPL discovers either weaknesses in the Provider's internal controls or errors in record keeping, HSITPL shall notify the Provider of such weakness or discrepancy in writing, and the Provider shall either (1) correct such errors upon notification or discovery, and/or (2) demonstrate to HSITPL's reasonable satisfaction that the Provider's internal controls are in conformance with generally accepted accounting practices. The Provider shall immediately inform HSITPL in writing of the actions taken to correct such weaknesses or errors.

5.6.4 Cleaning, Waste Management, Pest Control and Landscaping Services

5.6.4.1 General Duties

- a) The Provider shall be responsible for the cleaning and pest control management including without limitation the following:
- i) Provide effective cleaning, refuse collection and disposal, waste recycling works, carpet disinfectant spraying service, floor deep cleaning and waxing and other sanitation services to maintain a clean and hygienic environment;
- ii) Arrange/engage professional cleaning staff/ sub-contractors to carry out the

cleaning and pest control services and supervise the performance closely to ensure that the cleaning shall be up to good standard and to the satisfaction of HSITPL Representative;

- iii) Provide additional cleaner(s) to carry out extra cleaning works that are outside of the scope of routine services subject to the instruction given by HSITPL Representative for daily and routine operation from time to time;
- iv) Be responsible for efficient performance of the cleaning services and for good conduct of its employees whenever they carry out cleaning duties;
- v) Maintain enough cleaners at all specific times to properly fulfil its obligations under the Contract. Manpower plans will be agreed with HSITPL Representative and will be reported monthly in accordance with the manpower schedule and timetable reporting;
- vi) Comply with the latest revisions of all related statutory requirements and minimum wage rate announced by the Government of HKSAR and keep records of all staff working hours and pay and ready for inspection by HSITPL Representative upon request and impose the same obligations on its sub-contractors to ensure their compliance of this requirement;
- vii) Provide adequate training for the cleaners to guarantee a high cleaning standard as required of the Provider under the Contract;
- viii) Provide both male and female cleaning staff to clean all washroom areas;
- ix) Deploy consistent cleaners, especially in the performance and related areas to ensure familiarization with requirements in specific areas;
- x) Submit daily cleaning report that is verified by the Operation Team duty officer (as stated in Table B of Tender Schedule 4);
- xi) The Provider shall well manage and keep in good condition for the cleaning and disinfection robot in response to the operation system and all operation need that is not limited to mapping, refill consumable, robot cleaning, etc.
- xii) Provide cleaning services on each and every day of Buildings operation/opening to include but not limit to:
 - Routine, comprehensive internal and external cleaning services;
 - Responsive janitorial cleaning services;
 - Periodic cleaning regime (deep cleaning);
 - Provision of consumables (such as soap, paper towels and toilet paper); and
 - Waste disposal service.
 -

5.6.4.2 Routine Cleaning

The Provider shall devise an efficient method to keep track of the cleaning frequencies and monitor the cleaning standard at toilets such as using electronic patrol system.

The Provider shall provide routine cleaning for the Park with the general scope of cleaning works including, without limitation, the following:

- a) Routine cleaning services within the Park, which include, but are not limited to:
 - i) Vacuum cleaning on carpets and upholstery;
 - ii) Window cleaning;
 - iii) Dust removal, remove stains and clean surfaces of desks, chairs, tables, filing cabinets, furniture, partitions and unobstructed work areas;
 - iv) Empty and damp wipe all waste receptacles;
 - v) Remove stains and fingerprints from entrance door-frames, handles, glass doors, thresholds, light switches and unobstructed work areas;
 - vi) Dust clean ceiling of vents;
 - vii) Sweep surfaces of access and main entrance areas;
 - viii) Report any unusual occurrences, malfunctions and/or damages;
 - ix) Arrange inspection and cleaning of the roof areas including the floor drains, rainwater drainage pipes with appropriate tools and cleaning equipment to ensure they are free from debris/obstacles.
 - x) Ensure all areas, furniture and equipment within the Park are maintained to a high level of general cleanliness and remain presentable;
 - xi) Provision of a responsive cleaning service within the Park during operating hours of the Park.
- b) Cleaning services for Toilets
 - i) Ensure that all toilet facilities, fittings, and equipment are clean and sanitary at all times, including sweeping and mopping all toilets in the Park at least four times per day (twice in the morning and twice in the afternoon);
 - ii) Sanitization of toilet appliances (e.g., urinals, water closets and sinks) using safe disinfectants and stain removal with chemicals that do not damage the drainage system;
 - iii) Cleaning toilets with soap solutions and maintaining an odor-free environment using deodorizers.
 - iv) Cleaning of mirrors and removing all stains;
 - v) Regular refilling of soap dispensers and other toilet consumables.
 - vi) For toilets with high utilization i.e., toilets located at G/F or open to the public, the cleaning frequency shall be at the minimum of 3 times in the morning and 3 times in the afternoon.
 - vii) Each cleaning service shall be scheduled at appropriate intervals to maintain a good hygiene level of the toilets.
- c) Cleaning services for outdoor areas:
 - i) Sweeping and cleaning of all furniture such as garden benches, equipment displays boards, signs, grass areas, slopes, surface channels and drains to keep them free from litter and any waste materials at all times;

- ii) Sweeping and cleaning of all the floors including open space temporary car park;
- iii) Cleaning and polishing of all brass, aluminum and metal items with appropriate chemical cleaners and polishing agents; and
- iv) Monitoring the cleaning condition closely and providing advice with recommendations on improvement areas required;

5.6.4.3 Cleaning Standard

- a) The Provider shall monitor the provision of the cleaning services on a daily basis to ensure that a high quality of service is provided and all areas are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.
- b) The Provider shall keep and maintain at all times the following cleaning standards for the applicable areas within the Park.
- c) Routine cleaning and maintenance of waste collection and handling infrastructure shall include:
 - i) All equipment, bins, machinery, refuse rooms and other areas should be regularly cleaned and disinfected to remove the accumulated waste debris and dust and minimize the emission of any odors;
 - ii) Provision for associated machinery and other infrastructure for the cleaning of waste receptacles and other associated infrastructure;
 - iii) Routine washing of waste collection and handling containers and other equipment; and
 - iv) Remove all non-construction waste from any events.
- d) The Provider shall ensure the prevention of pests from entering waste areas including refuse rooms and storage containers.
- e) The Provider must conduct cleaning of all washrooms to ensure they are cleaned before events, after intervals.
- f) The Provider shall provide additional cleaning services to meet ad hoc event requirements agreed with HSITPL Representative.
- g) High level cleaning which is reachable by Mobile Elevating Work Platform (provided by HSITPL) shall be included.
- h) Janitorial cleaners shall attend to emergency situations and take corrective actions within 5 minutes.
- i) Responsive cleaning to enhance pre-and post-performance / event and report the corrective action monthly.

5.6.4.4 Deep Cleaning

- a) The Provider shall provide a mobile cleaning team to carry out all deep and heavy-duty cleaning tasks. The team members shall be properly qualified to use and operate the cleaning equipment such as mobile scaffold system and waxing machine, etc.

- b) A programme for the periodic and deep cleaning activities will be developed and included in an annual cleaning programme which is to be produced each year, three months prior to the anniversary of the Contract, and which will include full details of the periodic and deep cleaning activities for the upcoming year.

5.6.4.5 Special Cleaning

- a) The Provider shall provide:
- i) Protective cleaning to counter Severe Acute Respiratory Syndrome (SARS), Avian Flu or Coronavirus Disease 2019 (COVID-19) at various frequencies;
 - ii) Special cleaning with full-time attendance during major events and functions;
 - iii) Indicative event schedule and the associated cleaning requirement;
 - iv) Special cleaning upon request.
- b) The Provider should refer to, and perform services in accordance with, any manufacturer's recommendations.

5.6.4.6 Waste Management

- a) The Provider shall adopt an environmentally friendly waste disposal policy as follows:
- i) The refuse collection vehicle operator engaged by the Provider should comply with the Code of Practice on the operation of refuse collection vehicles;
 - ii) Vehicles developed by the Government of HKSAR and the Occupational Safety and Health Ordinance (Cap 509) when collecting waste;
 - iii) Maintaining recycling bins;
 - iv) Arranging a suitable vehicle to collect and transport different types of waste, including but not limited to paper waste, plastic waste and aluminum can and glass waste to the recyclers for sorting waste at their sorting centre; and
 - v) Keeping records of the quantities of the recyclable waste collected by the recyclers and submission of material collection analysis reports monthly to HSITPL Representative.
- b) The Provider shall handle waste as follows:
- i) Food waste management: The Provider, if instructed by HSITPL Representative, shall operate food waste composting machine, provided by HSITPL, to manage food waste and shall properly handle, store and use the compost as fertilizer for landscaping and horticultural services;
 - ii) General and human waste management: The Provider shall be responsible for:
 - Daily collection and disposal of general waste from the designated collection points marked by HSITPL Representative;
 - Handling and disposal of the collected wastes in accordance with the relevant legislation, rules and regulations.
 - Disposal of the collected waste to Environmental Protection Department's (EPD's) designated landfill or transfer station;
 - Empty litter bins and ash trays and removing all waste from the Park.

- c) The Provider shall empty all waste receptacles and remove the waste to the designated central waste store/room, and keep all waste receptacles clean, free from dust, spillages and offensive odors.
- d) There is one common grease trap for oil and grease interception for the food & beverage tenants in Building 11. The Provider shall arrange for a specialist grease trap waste collector to collect and transport grease trap waste.
- e) The Provider shall submit receipt and handling of all applicable waste transfer notices.
- f) The Provider shall store different types of waste including food and recyclable waste generated in the Park in appropriate bins or containers with permanent, well-fitting lids. The Provider shall procure all waste bins and containers on behalf of HSITPL and ensure that they conform to Deutsches Institut für Normung (DIN) standards for mobile waste containers bins with compatibility with the waste transportation system.
- g) The waste bins should have capacity for storage of at least two days' waste. Although waste will be collected and transported daily as a minimum (but should not exceed 80% capacity), the Provider shall ensure sufficient storage capacity to store waste during typhoons and other emergency situations.
- h) The Provider shall keep all the bins including bins in the public zones and non-public zones in a clean and presentable condition and free of any dirt, accumulated waste or dried liquids.

5.6.4.7 Automatic Refuse Collection System (ARCS)

An automatic refuse collection system has been installed in the Park to facilitate a central collection of refuse in an automatic manner which will be tentatively available in year 2028 (subject to the actual date of handover). The refuse is to be collected in two categories prior to the disposal in the system. Separated refuse is disposed in the disposal inlets installed at each floor of the refuse room in the buildings, one for recyclable paper and one for the ordinary waste. The control of the ARCS is fully automatic. The refuse is collected to a refuse collection point. There are refuse separator, compactor and container assembly in the central refuse collection plant.

The Provider shall be responsible for the operation and the routine maintenance of the ARCS in the highest hygienic standard.

The Provider should manage the waste management including but not limited to collecting waste from waste collection point of individual floor and clearing up all wastes daily out of the site before ARCS operation.

5.6.4.8 Pest Control

- a) The Provider shall provide a preventive and responsive pest control service to eradicate any pests, termite and vermin without the creation of health and safety hazards to Park occupants or a present or future environmental risks.
- b) The Provider shall employ an experienced and properly qualified pest control sub-contractor to carry out regular pest control for any signs of infestation of insects, termite and other vermin and pests.

- c) All necessary costs for sub-contractor costs, labour, plant, equipment, materials and pesticide are deemed to have included in the relevant contract rates in Tender Schedule 4: Price Schedule.
- d) The frequency of pest control services should be based on the actual condition. However, under no circumstances shall the number of pest control services be less than 4 times per year.
- e) The Provider shall carry out fogging or spraying of all manholes, ponds, pits, common grease traps (excluding those in tenanted areas), sewage pipelines, concealed drains, duct rooms and plant rooms on a weekly basis.
- f) The Provider should provide HSITPL with Safety Data Sheet (SDS) for approval prior to usage at the facilities.

5.6.4.9 Recycling

- a) The Provider shall undertake daily collection and sorting of recyclable materials including wastepaper, plastic bottles, aluminum can, and glass bottles from regular rubbish bins and recycling bins (excluding Sundays and Public Holidays) and temporarily keep in the designated recyclable waste storage area.
- b) The Provider shall transport the recyclable waste from the designated recyclable waste storage area to recognized recyclers once a week and keep the track records of recyclable waste transportation, collection and treatment for checking.
- c) The Provider shall submit monthly recyclable materials collection analysis report to HSITPL Representative.
- d) The Provider should manage the food waste decomposer and food waste storage container including but not limited to collecting waste from food waste collection point of individual floors and responsible for all operation needs.

5.6.4.10 Landscaping

- a) Landscaped areas shall be maintained to a high level of cleanliness and upkeep, visual and aesthetic appeal, length of plants, materials, prevention of pests and diseases, daily watering, periodic trimming, cutting, pruning, moving, manuring, fertilizing, replanting, removal of weeds etc. Potted plants shall be maintained to a high degree of freshness and health by periodic rotation, watering, manuring, etc.
- b) The Provider shall assume full responsibility for the safety of all operations and methods of operations. A risk assessment shall be submitted to HSITPL before commencement of the Services for review and the risk assessment shall be updated from time to time.

5.6.5 Security and Car Park Management

5.6.5.1 General Duties

- a) The Provider shall comply with the latest revisions of all related statutory requirements and minimum wage rate announced by the Government of HKSAR and keep records of all relevant staff working hours and pay and ready for inspection by HSITPL Representative upon request. The Provider shall impose the same obligations on its sub-contractors to ensure that they will observe the same requirements of this paragraph.
- b) The Provider shall produce and maintain a detailed full-scale i.e. twenty-four (24) hours a day and seven (7) days a week, security operation plan, reviewing and updating as requested by HSITPL Representative. This plan shall be drafted by appropriate and qualified security professionals and must, as a minimum, include but not limited to the below aspects:
 - i) The vulnerabilities, risk and threats of the Park;
 - ii) Recommendation for improvements to this Specifications;
 - iii) Patrolling schedules and monitoring/ clocking points;
 - iv) Meal / break times arrangement;
 - v) Use of security equipment on site;
 - vi) Training provided for the guards and supervisors;
 - vii) Management of new directives such as changes in legislation & regulations, etc.
 - viii) Ensure all on duty security staff are contactable via telephone, mobile phone or two-way radio at all times (walkie talkie are provided by HSITPL)
- c) The Provider shall develop and maintain a comprehensive security services strengthening the safety and security of the users against:
 - i) Fire risks;
 - ii) Theft and burglary;
 - iii) Vandalism;
 - iv) Unauthorized entry;
 - v) Unauthorized parking and impoundment;
 - vi) Disturbance to peace and order
 - vii) Other services are usually associated with security services.
- d) All security staff must be trained in keeping with the requirements of the security and guarding services industry and that all security staff are licensed (Category B Security Personnel Permit) prior to commencing work in the Park in accordance with the terms of the Security and Guarding Services Ordinance (Cap. 460).
- e) All security staff employed must hold a valid security guard permit issued by the Commissioner of Police. The employer of the security staff (either the Provider or its sub-contractor, as the case may be) must hold a valid licence and comply with its obligations in accordance with the Security and Guarding Services Ordinance (Cap. 460).
- f) All security supervisors and/or security guards deployed at each shift should at least keep one for fluent Cantonese, basic Mandarin and simple English respectively and be able to communicate with international visitors in a good manner.
- g) The security staff shall perform all security service duties, operations, and management duties as required by HSITPL Representative.

- h) The site manager and the offsite staff of the Provider shall conduct regular and surprise checks in different shifts to ensure quality performance by security staff. The Provider shall arrange teleprotection. With teleprotection available, at least 2 surprise checks per week must be done overnight between 1:00 a.m. and 6:00 a.m.
- i) The security guards shall maintain the safety of all persons, and their belongings and protect all assets, staff and visitors against theft, vandalism, unacceptable behavior, malicious tampering and criminal damage and a safe and orderly environment for all users.
- j) The security guards shall carry out immediate investigation of any pilferage or theft cases in accordance with the Incident Management Plan and put up the written reports as required by HSITPL Representative.
- k) The Provider shall deliver the security services in accordance with the approved security operation plan at all times.
- l) The security staff shall assist the Operation Team to open and close the Buildings each day, ensuring that it is staffed at the agreed specified time until the events finish each evening.
- m) The Provider shall ensure that all security access passes / keys/ entry card passes to be issued, are recorded, reclaimed and audited in accordance with access control systems and the agreed assignment instructions.
- n) The Provider shall operate communication tools and monitoring systems including CCTV, access control systems, fire alarm systems, intruder alarm systems and any other communication systems as required to facilitate an effective and efficient security service.
- o) The Provider shall submit a daily incident report summary by 09:00 every morning to the Operation Team's Duty Officer, a detailed incident report shall be submitted within 48 hours. The format of both reports should be agreed with HSITPL Representative.
- p) The Provider shall develop and manage a robust and auditable lost property system, ensuring this system is in place and an up-to-date record of lost and found properties shall be maintained by the Provider at all times.
- q) The Provider shall ensure all incidents of crime are recorded and reported in accordance with the agreed security operation plan.
- r) Security services shall be provided twenty-four (24) hours a day, and seven (7) days a week with well-trained staff members to ensure the quality of the service. Each shift should have 20 minutes overlapping for operation briefing and handover of duties.
- s) The Provider shall perform traffic control and maintain the clearance of vehicle access all the times within the Park boundary.
- t) The Provider shall manage the car park operation including access control at loading/unloading bay, hourly parking at open space car park, etc.
- u) The Provider shall arrange and accompany the inspection or touring of the Park including leasable area as requested by HSITPL Representative for different parties including but not limited to property agents, government departments, prospective tenants, etc.

5.6.5.2 Routine Patrol

- a) The Provider shall implement an electronic patrol monitoring system to manage patrol routes for both operating and non-operating hours, and schedule in agreement with HSITPL Representative. Sufficient number of checkpoints will be assigned by HSITPL Representative to ensure adequate patrolling.
- b) The patrol routes and schedule shall be reviewed on a quarterly basis and approved by HSITPL Representative.
- c) Patrol staff shall undertake regular patrols around the Park as well as the boundaries of the Park during both core operating hours (7:00 am to 7:00 pm) (“**Core Operating Hours**”) and non-core operating hours (7:00 pm to 7:00 am the next day) (“**Non-Core Operating Hours**”).
- d) The Provider shall maintain proper records of duties / attendance of all guards / supervisors and daily occurrences pertaining to security services.
- e) Indoor and outdoor patrols to external corners of each floor of the Buildings shall be carried out.
- f) If a bird carcass is found, it is essential to adhere to the safety guidelines for handling wild bird carcasses as provided by the Agriculture, Fisheries and Conservation Department.

5.6.5.3 Guarding

- a) There shall be no failure to provide guarding presence to the Park at all times.
- b) Security guards shall control access to all doors, entrances and exits at the Buildings.

5.6.5.4 Emergency Management

- a) The Provider shall provide emergency response services twenty-four (24) hours a day, seven (7) days a week. The response time must be within the specific time frame of any major system breakdown shown in the Service Pledge and KPIs.
- b) The Provider shall carry out appropriate action in accordance with established and approved procedures before arrival of the emergency services in the case of any outbreak of fire or activation of the fire alarm in buildings.
- c) All requests for reactive security attendance must be recorded.
- d) The Provider shall carry out the emergency services on such arrival time and in accordance with the requirements for implementation of temporary and permanent solutions and submission of incident reports as set out in the Service Pledge / KPI.
- e) Security guard(s) shall attend to emergency situations and take corrective actions in accordance with the Service Pledge / KPIs.
- f) The Provider shall conduct two evacuation drills in conjunction with the district fire brigade in the first year of the Contract and once every year thereafter.

5.6.5.5 Provision of Tools and Equipment

- a) It is mandatory for all security guards to wear appropriate PPE including highly visible vests, safety shoes, earplugs, sunglasses and masks where necessary. Windshield and weatherproof jacket with highly visible stripes and safety helmets are recommended for raining/windy days or typhoon during patrolling.

5.6.5.6 Crowd Control

- a) The Provider shall implement crowd control and aid, direct and regulate pedestrian flow in all areas of the Park, especially during pre and post event performances.
- b) The Provider shall provide support for emergency situations by directing traffic and pedestrian flow during forced evacuation at the Park or any building under the direction of the Security Officer in Charge.
- c) The Provider shall follow any ad-hoc crowd control operations and monitoring tasks as may reasonably be specified by HSITPL Representative.
- d) Security guards involved with crowd control should report any vehicle incident and emergency involving personnel injury or asset damage during routine patrol/inspection to the site manager for further escalation and emergency services such as the Hong Kong Police Force, Fire Services Department and Ambulance. Security guards shall provide onsite support to control and make sure the site is secure such as direct traffic or crowd until the Hong Kong Police Force (“HKPF”) or Fire Services Department (“FSD”) or Ambulance arrival to take charge of the incident site, assist in closure of footpath or road for crowd safety, and support HKPF or emergency services in incident handling.
- e) Security guards shall direct and regulate the traffic movement and crowd control of pedestrian flow at the Park. The Provider shall patrol and monitor and ensure no excessive build-up of pedestrian crowds.
- f) The Provider shall provide crowd management procedures to be reviewed on a quarterly basis and updated as and when necessary.

5.6.5.7 Traffic Control

- a) The Provider shall undertake the vehicle impoundment for the unauthorized parking within the Park boundary and the necessary processes for the return of impounded vehicle(s) to the owner(s) in accordance with the relevant legislation, rules, regulations, and impounding management procedures of HSITPL Representative.
- b) The Provider shall perform traffic control and maintain the clearance of vehicle access all the times within the Park boundary.

5.6.5.8 Loading and Un-Loading Control

- a) The Provider shall provide a security post to screen all incoming vehicles and persons.
- b) The Provider shall provide access round the clock, twenty-four (24) hours a day, seven (7) days a week for any deliveries.
- c) The Provider shall secure the provision of delivery date/time and details of the vehicle and driver to the security prior to delivery arrival, for verification.
- d) At the loading bay area/s, the Provider shall provide the following:
- e) Monitoring of all closed-circuit television (CCTV) coverage of vehicle unloading/loading areas; and
- f) Loading dock attendant to maintain a log of all vehicles, drivers, and time in/time out.
- g) The Provider shall ensure that movement of drivers and delivery personnel shall be confined to the loading dock area and/or vetted (pre-registered) or accompanied by tenants at all times.

- h) Delivery personnel who may be required to enter the building to deliver/collect items must be registered at guard post and hold a valid visitor pass.

5.6.5.9 Central Control Centre

- a) The Central Control Centre shall be staffed and operational at all times by trained personnel with twenty-four (24) hours a day, seven (7) days a week.
- b) (7) days a week and provide security services in accordance to the security operation plan.
- c) Alarm handling - Security staff will monitor the access control alarm systems and respond within 5 minutes to alarm activations.
- d) The Provider must perform a functional test of central equipment including but not limited to door contacts, alarm system, and security operation terminal.
- e) The Provider shall submit reports on work performed and any findings from the routine checks.
- f) CCTV monitoring and recording shall be provided within the Central Control Centre.
- g) A security in charge shall be stationed in the main office of the Central Control Centre to oversee the security operation of the Park.
- h) Security staff shall carry out remote surveillance through CCTV and patrol at designated locations, time intervals, routes, etc.
- i) Security staff will monitor and operate all systems within the Central Control Centre in the Park and take expeditious action to rectify any faults/issues via the appropriate contractor.
- j) Security staff are required to respond to facilities helpdesk enquiry from 8 pm to 8 am next day.

5.6.5.10 First Aid and Related Services

- a) The Provider shall provide sufficient qualified first aiders. The ratio shall be one first aider for each shift for round-the-clock services. An updated name list shall be provided to HSITPL Representative once every 6 months.
- b) The Provider shall prepare a full set of Incident Management Plan (IMP) which shall be approved by HSITPL Representative. These IMP's shall be reviewed and updated at least once per annum by the Provider. The IMP's shall include immediate response plans, escalation and reporting details, course for immediate responsive, corrective actions and incident reporting with root cause analysis and recommendations for further corrective actions to be adopted for avoidance of similar recurrence in the future.
- c) The Provider shall prepare an annual drill plan, within the first 30 calendar days of each financial year, a schedule for execution of various drills for the approval of HSITPL Representative. The drills shall include fire, gas leakage, power suspension etc. Drills shall be conducted at least once per financial year with the district fire brigade. The Provider shall notify all tenants and occupiers of the date, time, arrangements and type of drills to be conducted. The Provider shall coordinate with relevant authorities to conduct some of the drills (e.g., fire incident, body injuries, emergency evacuation, etc.)

5.6.6 Technical Services

5.6.6.1 General Requirements

- a) The Provider shall ensure the day-to-day operation, adjustment and configuration of the plant and equipment within the Park, including all base built infrastructure used by and connected into all tenanted and licensed areas.
- b) The Provider shall ensure the provision of responsive and rectification technical services (including the provision of a 24-hour call-out service) of the plant, system and equipment within the Park in accordance to the KPIs - "System Uptime" 100% for Electricity Supply System for wet laboratories and at least 99.5% for common area and other facilities.
- c) The Provider shall undertake the programming and management of statutory testing, inspections and subsequent certifications, including but not limited to the following:
 - i) Form CT3 and annual audit for freshwater cooling tower scheme
 - ii) Form WR2 for electricity periodic test certificate
 - iii) Form FS251 for FS equipment
 - iv) Dangerous Goods (DG) licenses
 - v) Ventilating System Certificate for fire dampers checking and inspection
 - vi) Use Permit for Lift (Form LE11) and Escalator (Form LE12)
 - vii) Certificate for Gondola, Power-operated Elevating Work Platforms, loading device
 - viii) Pressure vessels certificate
- d) The Provider shall undertake the routine inspection and rectification of all the building elements, fabric, plant and equipment in accordance with all the latest legislation, statutory requirements, codes of practice & standards, CIBSE guide, operation and maintenance manual and manufacturers' instructions to ensure optimum life expectancy.
- e) The Provider shall ensure there is no disruption to Buildings operations by effective forward planning of intrusive rectification and/or improvement works.
- f) Any works that may affect Buildings operations or disturb the tenants or occupants shall be performed outside of Core Operating Hours where possible, otherwise prior agreement with the Operation Team is required. A minimum of 5 Working Days' notice is required for any work that will cause disruption except in the case of emergency maintenance.
- g) The Provider shall ensure the continued operation, health operation condition and availability of the plant and equipment within the Park at all times.
- h) The Provider shall maintain plant rooms, storage area, workshop and flat roof areas in a safe, clean and tidy manner on all occasions. All rubbish and items that are not required for the completion of tasks are to be removed by the end of each Working Day and any equipment / tools left shall be stored properly.
- i) The Provider shall develop procedures to review all requests by the Park stakeholders for modifications and additions to building services and reconfiguration of space, including threshold requirements for approval.
- j) The Provider shall provide support and co-ordination of work by other agencies and companies, with specific consideration to third-party access requirements for the maintenance and operation of plant and equipment.

- k) The Provider shall respond to any update of the equipment schedule and replacement record in the FM systems, BMS, BIM and other correlated computerized maintenance management system after any replacement, repairing work or modification work bi-monthly for record of HSITPL Representative.
- l) The Provider shall provide routine repair works for all facilities in the Park, which includes, without limitation, Mechanical, Electrical, and Plumbing (MEP), Building management system (BMS), Extra Low Voltage (ELV) Systems, building elements and fabrics works, etc.
- m) The Provider shall prepare tender documents for outsourcing works including facilities services, repair, maintenance, renew/replace works, test & inspection, recondition, overhaul, fitting-out, renovation, certification and license renewal services on HSITPL's terms and conditions.
- n) The Provider shall manage the sub-contractors of all building equipment/systems maintenance to perform their works according to the Contract and services standards. Regular meetings with the sub-contractors should be conducted and meeting minutes should be prepared.
- o) The Provider should submit a proposal with quotations for any minor repairing work, replacement work and term maintenance work of major building systems through the procurement procedures of HSITPL for HSITPL Representative's review and approval prior to the works.
- p) The Provider shall be responsible for the repair and maintenance of all areas in the Park, other than the specialist laboratory related systems and equipment.
- q) At least one of the team member should be a competent person for metal scaffolding, who is authorized to issue "Form 5" for mobile metal scaffolds according to Construction Sites (Safety) Regulations (Cap. 591).

5.6.6.2 Attendance

- a) The Provider shall attend to the engineering systems, including the whole MEP, ELV, and BMS systems.
- b) The operation of the MVAC system and Electrical provision should be looked after by a professional technical team with proper technical qualifications in 3 shifts round the clock. There should be at least one technician in each team to oversee the operation during opening hours.
- c) The Provider shall provide competent and skilled technicians to carry out routine maintenance and provide emergency call service. They shall report to the site manager and at the time be directed by the site manager in carrying out the works.
- d) The Provider shall replace any of the technical staff on the Site whose skills, competences and working attitude, in the opinion of HSITPL Representative, is unsatisfactory for the particular work.

5.6.6.3 Tools and Instruments

- a) The Provider shall provide its employees and workmen and those of any approved sub-contractors with all necessary hand tools, and instrument in order that they are fully equipped to carry out all necessary repairs and daily operation.

- b) The Provider shall provide all necessary equipment and facilities and adequate training to its employees and workmen and those of its approved sub-contractors for ensuring them to carry out all works in safe manner and in compliance with all latest safety regulations and requirements stipulated by the Relevant Authorities and utility supply companies.
- c) Air flow meter, handheld thermostat, Lux meter, sound level meter, handheld air quality monitor with valid calibration certificate shall be provided by the Provider.

5.6.6.4 **Workmanship**

All works carried out by the Provider shall be to the standard accepted and approved by HSITPL Representative under the Contract and in compliance with all latest regulations and requirements stipulated by the Relevant Authorities and utility supply companies.

5.6.6.5 **Minor Project Delivery**

HSITPL Representative may direct the Provider to coordinate, organize and oversee the running from time to time of projects, these will be done on an ad-hoc basis as per instructions and guidelines from HSITPL Representative.

5.6.6.6 **Service Standard for MEP, BMS and ELV Installation**

- a) The Provider shall undertake the provision of responsive technical services (including the provision of a 24-hour call out service) of the building elements, fabric, plant, system and equipment within the HSITP. The following standards are required:
 - i) All plant and equipment to be available, in good condition and operational at all times and subject to the correct adjustment and configuration required to maintain their efficient operation;
 - ii) All planned maintenance activities to be carried out in accordance with the annual maintenance plan, statutory requirements, codes of practice, O&M manual manufacturer's instructions and Chartered Institute of Building Services Engineers (CIBSE) to provide optimum efficiency, operation condition and life expectancy;
 - iii) All periodic statutory tests / inspections including public health, hygiene, fire inspections, etc. (statutory planned preventive maintenances schedule))) are to be carried out in accordance with the annual maintenance plan, latest legislation, approved codes of practice, minimum maintenance standards and manufacturers' instructions and best industry practice to provide optimum life expectancy;
 - iv) All necessary certification in respect of periodic statutory tests / inspections to be in place and up-to-date;
 - v) All reactive repair work requests are to be responded to, made safe and rectified within specified and agreed timeframe;
 - vi) In the case of an emergency response to critical areas, it will be a requirement to immediately commence full repairs on initial attendance and rectified within specified and agreed timeframe;

- vii) All planned maintenance to be carried out in accordance with all latest legislation, approved codes of practice, minimum maintenance standards and manufacturers' instructions and best industry practice to provide optimum life expectancy;
- viii) An annual maintenance plan to be produced and submitted no later than 3 months before the anniversary of the Contract for the approval by HSITPL Representative. The maintenance plan should be checked monthly and updated if necessary as per their work done;
- ix) A minimum of 5 days' notice to be given for all works within Core Operating Hours that may affect Buildings operations or disturb the occupants within the Park. The working schedule shall be approved by HSITPL Representative, especially work at the restricted / controlled areas and performance spaces and related areas; and
- x) A permit to work system to be in place at all times that sets out safe working practices and controls access to all restricted / controlled areas.

5.6.6.7 Service Standards for Builders Works

- a) The Provider shall conduct frequent monitoring and site inspection as one of the primary tasks. This includes but does not limit to checking the condition and status of building fabric and structures, any builders works, etc. Records of inspection and follow-up action shall be maintained properly for planning maintenance work in the future and updating HSITPL regularly.
- b) The Provider shall ensure coordination with HSITPL Representative on the maintenance of the Buildings and hard landscape elements in accordance with all latest legislation, approved codes of practice, standards and manufacturers' instructions to provide optimum life expectancy.
- c) The Provider shall ensure coordination with HSITPL Representative in performing any works that may affect operations or disturb the occupants within a building outside Core Operating Hours, or within Core Operating Hours only with prior agreement with HSITPL Representative. Notice will be required where disruption is possible except in the case of emergency maintenance.
- d) The Provider shall maintain buildings, structures, builders work in a safe, clean and tidy manner. All rubbish and items not required for completion of tasks to be removed by the end of each Working Day and any equipment/tools left shall be stored away by HSITPL Representative and/or other maintenance parties in an appropriate manner.

5.6.6.8 Annual Capital Cost Plan

- a) The Provider shall provide an annual capital cost plan each year, three months prior to the end of each financial year of HSITPL and will include full details of the planned capital cost schedule with estimated cost for the upcoming year. The annual capital cost plan for the first year of the Contract (if applicable) will be produced during contract mobilization.
- b) The Provider shall work out the scope of works and specifications for each capital work and submit to HSITPL Representative.

- c) The Provider shall update a rolling 5-year capital cost plan each year at the same time as the annual capital cost plan.

5.6.7 Planned and Predictive Maintenance

5.6.7.1 Planned Maintenance

- a) The Provider shall undertake the maintenance of all the building elements, fabric, plant and equipment in accordance with all legislation, statutory requirements, codes of practice and standards, CIBSE guide, operation and maintenance manual and manufacturers' instructions to provide optimum life expectancy..
- b) The Provider shall provide an annual maintenance plan each year, three months prior to the anniversary of the Contract, and will include full details of the planned preventive maintenance schedule without causing disruption to the building operation for the upcoming year. The annual maintenance plan for the first year of the Contract shall be provided during contract mobilization.
- c) The Provider shall update a rolling 5-year maintenance plan each year at the same time as the annual maintenance plan.
- d) For the avoidance of doubt, the term "maintenance" is deemed to include maintaining a system in its current operation. It does not allow for improvement works that would enhance the systems performance beyond which it is designed to achieve.
- e) The Provider shall provide the maintenance items and frequency they believe will achieve the required system uptime in the maintenance plan.
- f) The Provider is responsible for conducting all minor repairs and maintenance works including rectifications, replacements, making good, testing, verifications, putting in temporary measures and any other works assigned by the HSITPL representatives.
- g) All repair work during the Defect Liability Period (DLP) must be completed in accordance with the conditions of the building contracts and warranties. The Provider will liaise with and co-ordinate with HSITPL Representative such works as may be required during the DLP.
- h) All equipment after testing shall be properly reinstated to ensure the operation during testing does not result in a false alarm causing disturbance to the tenants. Any defects revealed shall be recorded in the logbook and action shall be taken to correct them immediately. All safety controls should be checked periodically to ensure that the unit is protected properly.
- i) The Provider is required to identify the root causes of any faults/ damages/ malfunctions of the facilities and propose rectifications/ repairs/ replacements.

5.6.7.2 Predictive Maintenance

- a) The Provider shall provide predictive maintenance to the electricity supply system and standby power supply system for wet laboratories and be responsible for optimizing the maintenance & calibration schedule and plan based on regulation, best industrial practice, manufacturer recommendation or any related factors to monthly, quarterly, half-yearly and annual services.

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- b) The predictive maintenance programme shall be set up to achieve the required 100% system uptime for the standby power supply system and avoid any tripping of electricity supply for wet laboratories.

5.6.8 Safety and Quality Assurance

5.6.8.1 Health & Safety

The Provider shall pay due regard to health and safety in the establishment and operation of the Services which is essential. Any action that could impose a risk of injury to any person should not be taken without an assessment of that risk being carried out. The Provider shall implement a set of health and safety policy and procedures to ensure all operations comply with the latest statutory requirements including but not limited to procedures of checking all method statements and risk assessment in performing all tasks and services performed.

5.6.8.2 Legal Compliance

- a) The Provider shall implement a mechanism to ensure that all operations of the Park comply with the latest regulations and legislation. It is recommended that a register of these regulations and legislation be maintained and reviewed at least once a year or whenever there are updates.
- b) The Provider shall ensure that all statutory requirements regarding the operation of the Park are complied with, including, without limitation, the following:
- i) Observing at all times all requirements of fire, health, safety and other statutory regulations currently in force.
 - ii) Provide documentation demonstrating adherence to legal and contractual obligations.
 - iii) Complying with the latest Employment Ordinance, Mandatory Provident Fund Schemes Ordinance, and Minimum Wage Ordinance. Failure to comply with these statutory requirements is a breach of the Contract. If in the periodic review on minimum wage, any amended or newly established legislation become effective with regard to the minimum wage, the Provider shall conform with such statutory requirements at all times, and all costs incurred will be at the Provider's own expense. There should be no claim for additional reimbursements on the ground of an upward adjustment on the minimum wage rate or an upward salary trend in the market. The Provider should have obtained full consent and permission from all Provider's employees and all staff and workers of any approved sub-contractors including relievers for the disclosure of their salary information to HSITPL Representative for fulfilling the Provider's obligation under the Contract. The Provider shall ensure that any personal data collected and transferred to HSITPL, pursuant to the Contract, is in compliance with the Personal Data (Privacy) Ordinance.
 - iv) The basic hourly wages for workers of both in-house and outsourced contracts shall not be lower than the hourly rates set out in the Minimum Wage Ordinance from

time to time.

- v) The wages and employee benefits of the Provider's direct employees directly and completely dedicated to the on-site management of the Park who are the Provider employees, shall be included in the submission of primary annual budget for HSITPL Representative's approval.
- vi) The Provider shall impose the same obligations on its sub-contractors to ensure their compliance with the above requirements. There will be no increase of the contract value of any sub-contract on the ground of any upward adjustment of the minimum wage or upward salary trend in the market.

5.6.8.3 Risk Register

In the context of a risk register, the Provider plays a crucial role in the effective management of risks, contributing to the overall resilience and success of HSITPL's operations. By fulfilling these responsibilities, the Provider should assist in:

- a) Identify potential risks associated with their services and providing insights based on their expertise and experience in the industry;
- b) Collaborate in assessing the likelihood and impact of identified risks with historical context to support accurate risk evaluation;
- c) Develop strategies to mitigate identified risks and provide contingency plans or alternative solutions in case of potential disruptions;
- d) Continuously monitor risk factors related to their services and report significant changes or emerging risks;
- e) Offer training or resources to HSITPL's staff on risk management related to their services.
- f) Engage in regular reviews of the risk register and risk management processes.
- g) Maintain accurate records of risk management activities, including risk assessments, mitigation measures, and incident reports.
- h) Ensure that documentation is readily available for audits and reviews.

5.6.8.4 Incident Procedure

- a) The Provider shall provide 24/7, 365 days per year emergency response services to urgently deal with incidents that affect or may affect the Park. In the event of such incidents, the Provider shall determine and take appropriate actions, immediately advise HSITPL Representative and report the incidents to the relevant authorities concerned where necessary and complying with approved SOPs / Incident Management Plan (IMPs).
- b) The Provider should participate in incident response planning and execution in the event of risk materializing, provide support during investigations and recovery efforts.
- c) Provide IMPs to be approved by HSITPL Representative. The number of IMPs to be developed will be agreed with HSITPL Representative, but will be expected to provide for a range of potential incidents, including but not limited to the following:
 - i) Fire alarms;
 - ii) Power Outage;
 - iii) Extreme weather events (such as typhoons and rainstorm);
 - iv) Flooding and water leakage;
 - v) Gas Leakage;

- vi) Chemical, Biological Spill;
- vii) Bomb Threats;
- viii) Terrorist Incidents;
- ix) Lift Breakdown;
- x) Road traffic accident;
- xi) Reported theft / Crime Scene;
- xii) Crowd Management.

5.6.8.5 **Work Safety Inspection**

- a) All Services performed under the Contract will comply with all relevant Health and Safety legislation, including but not limited to the Occupational Safety and Health Ordinance(Cap. 509).
- b) All tools and equipment will be appropriately checked before use and will have completed all statutory compliance inspection, testing and licensing.
- c) The Provider will maintain and update at-least once every year a Health and Safety Plan. Such Plan will cover all Services performed under the Contract and will include details of risk assessments and method statements.

5.6.8.6 **System Testing**

- a) The Provider will test and provide evidence of certification for all MEP / building systems required to comply with the statutory requirements and set out within their planned preventative maintenance schedule.
- b) Systems testing will be completed in accordance with agreed planned preventative maintenance schedules.
- c) Fire alarms testing will be conducted at a schedule agreed with the Operation Team.

5.6.8.7 **Emergency Drills**

- a) The Provider shall prepare EOP and conduct emergency drills and evacuation procedure.
- b) The Provider shall manage fire drills in coordination with the agreed emergency management plan for the Park.

5.6.9 **Tenancy Services Management**

5.6.9.1 **General Services**

The Provider will provide as part of its baseline services the following tenancy related services and manning:

- i) Prepare correspondence, letters, notices and warning letters relating to the Park's management to tenants and issue HSITPL Representative's approved copies to tenants.
- ii) Contact and communicate and meeting with tenants on all day-to-day operation issues on building management through various means such as regular patrols and handle and attend all enquiries, emergency, complaints, incidents and requests relating to the Services from tenants and responses in accordance with the service

pledge and KPI.

- iii) Arrange security patrol services, cleaning services, pest control services, other facilities management related services for the vacant units and commercial areas as requested by HSITPL Representative.
- iv) Report to HSITPL Representative any irregularities and identified anomalies found during the daily patrols (such as tenants closing their business earlier than the agreed business hours, carrying out renovation works without proper notification to HSITPL Representative, or tenant vacating and moving out the unit, etc.)
- v) Prepare and send out notices to tenants to facilitate proper facility management such as notices on planned repair and maintenance works.
- vi) Co-ordinate repair and maintenance works for common areas and facilities and make every effort to minimize disturbance to tenants.
- vii) Co-ordinate the maintenance activities which involve common areas without any MEP alteration performed directly by the tenants and its contractors.
- viii) Design and advise materials delivery route for all tenants and some specific events.
- ix) Report to HSITPL Representatives within one day, inform the tenants of the required rectification works within one day and take necessary actions within the timeframe agreed with HSITPL Representatives if tenants are identified to be in breach of HSITPL's rules such as house rules.
- x) Prepare reports including but not limited to the following contents:
 - Inspection and condition checking of vacant unit (Monthly);
 - Maintenance works schedule carried out by the tenants' contractors affecting the Buildings operation (Monthly);
 - List of reported cleaning, repair & maintenance schedule affecting tenants and vacant units if any (Monthly);
 - Correspondence related to building management issued to the tenants (Monthly);
 - Report of incidents and complaints of tenants (Weekly).

5.6.9.2 Tenancy Move-In / Out Service

The Provider shall provide Tenancy Move-In / Out service which includes but is not limited to the following.

- i) Arrange Move In / Out meeting with tenant.
- ii) Fit-out drawing vetting service.
- iii) Tenancy fit-out control and management services to all tenants in relation to any interface requirements with the building management services and facilities including fit-out units' regular inspections.
- iv) Ensure all works comply with the Park's Tenant Fit-Out Guide.

5.6.9.3 Event Support Services

- a) HSITPL Representative will provide a planned event schedule to the Provider and discuss with the Provider about the FM services needed for each event. The Provider shall provide the FM services for each event as part of the Baseline Services to ensure the following:
- i) The Park is under proper management, and all licenses terms and conditions of HSITPL are complied with.
 - ii) The Provider has the flexibility to adjust the existing manpower schedule to fit for event schedule which will be changed from time to time.
 - iii) The Provider shall coordinate work schedule with and access to “Performance Spaces and related area” only in the presence of the or HSITPL Representative. No works will be carried out during time when those areas are in use unless requested by the or HSITPL Representative.
 - iv) The Provider shall oversee and provide sufficient manning (including the persons in charge) of the FM services to support each event and performance until they are duly completed. Performance and event overrun and ad hoc events are expected. The FM services will include but not limited to:

Technical Services

- Witness and sign-off any utility, ICT or other connections to the Building’s services infrastructure;
- Sign-off third-party method statements and set restrictions/guidelines on works carried out by the third party;
- Render reactive maintenance responses, particularly, in response to emergency and urgent requests impacting the Building’s services infrastructure;
- Reschedule the maintenance activities before or after the event to protect the integrity of the Park;
- Check that lighting installations are functioning;
- Ensure CCTV sight-lines are adjusted to suit event mode set up.

Cleaning Services

- Provide sufficient cleaning staff to deal with increased litter/waste (as result of increased visitor numbers) accumulating within the Park but outside the demise of the event space;
- Enhanced cleaning of adjacent facilities before the event (e.g., public restrooms, circulation routes);

Security Services

- Flexibly adjust the security manpower schedule to fit for the event schedule, which will be changed from time to time;
- Support the / event organizers and other relevant HSITPL’s departments until the event has been fully completed and all customers and their contractors have left the Park after the event;
- Undertake the vehicle impoundment for the unauthorized parking within the Park boundary and the necessary processes for the return of impounded

vehicle(s) to the owner(s) in accordance with the relevant legislation, rules, regulations and impounding management procedures of HSITPL.

Event Planning

- Support HSITPL in preparing an annual events program three months prior to the start of the yearly events calendar.
- Review detailed layout plans, including proposed event locations, submitted by the event organizers and provide recommendations to HSITPL to review and mitigate any potential issues or enact preventative measures.
- Prior to any event, carry out an on-site inspection, typically one week prior to the event and again one day prior to the event installation/preparation work, if required; prepare a checklist for HSITPL that includes a breakdown and description of each area to highlight any issues that may be recorded during the inspection; and take photographs or videos to document the current conditions of the Park.
- Activate inclement weather plans for attendees, and ground protection to safeguard the health and safety of visitors and property; work with to ensure inclement weather plans are coordinated for events and performances.
- Coordinate with the Buildings Operation Team to provide a set of guidelines and practices to be employed for the escorting of:
 - VIPs;
 - Delegations;
 - Government officials and dignitaries; and
 - HKPF, FSD, and Ambulance in case of emergencies.

5.6.9.4 Shuttle Bus Management

- a) The Provider shall do research to study the demand for the shuttle bus.
- b) The Provider shall work out a proposal and consult stakeholder and HSITPL Representative to finalize the route for tenant bus.
- c) The Provider shall assist in appointing a shuttle bus service provider.
- d) The Provider shall collect the figure of usage for analysis.
- e) The Provider shall regular review the shuttle bus service and the route to match with the population change consistently.

5.6.9.5 Talent Accommodation Management

- a) The Provider shall manage and operate the Talent Accommodation and all of its facilities and activities in a good manner but in all events in accordance with the standards and specifications as agreed by HSITPL Representative
- b) The Provider shall consult with HSITPL Representative, concerning all policies and procedures affecting the conduct of business at the Talent Accommodation.
- c) The Provider shall apply for and use its best efforts to obtain and maintain for and on behalf of the Talent Accommodation, all licenses and permits required in connection with the management and Operation of the Talent Accommodation.
- d) The Provider shall submit an estimate of expenditure for repairs, maintenance and improvements of the Talent Accommodation.

5.6.9.6 Food & Beverage and Retail Shop Supporting Service

- a) HSITPL is responsible for sourcing operators of these food and beverage outlets and retail shops vendors and managing the lease administration of these outlets and shops while the Provider shall provide supporting functions for the food and beverage outlets and retail shops as follows:
- i) Vetting of the fit-out proposals submitted by tenants;
 - ii) Coordinating with tenants' contractors for the fit-out of the tenants' area;
 - iii) Coordinating with tenants for their move-in and move-out;
 - iv) Project manage renovation and/or reinstatement work that is carried out by HSITPL contractor;
 - v) Ensure tenants are in compliance with statutory requirements i.e., third party insurance, food and liquor licenses, fire services certifications etc.;
 - vi) Response with government best practices on disease and social control policies;
 - vii) Conduct food hygiene audit and produce reporting to HSITPL;
 - viii) Coordinate with tenants on common area maintenance and up-keep;
 - ix) Conduct regular tenant visits to provide assistance, build relationship, spot for irregularity and/or dysfunction of property and building systems;
 - x) Report and rectify reactive maintenance orders.

5.6.10 Provision of systems and Tools & equipment

- a) The Provider shall provide all necessary machinery, tools and materials for the Park operation. Such machinery and materials shall be of a high standard and suitable for use in the Park and be approved by HSITPL.
- b) All toilets in the Park are to be maintained by the Provider in terms of staffing as well as the procurement of supplies. The Provider will use his bulk purchasing programs (if any) which shall lead to savings for HSITPL. All expenses of consumables including m-fold paper, jumbo roll, wash liquid, plastic bags, chemical disinfectants and floor cleaning materials etc. shall be fully reimbursed.
- c) Safety Data Sheets of all chemical materials shall be kept for record and fulfill the international health and safety standard. The Provider shall provide samples and specification details for all toilet consumables for approval by HSITPL Representative.
- d) The Provider shall provide suitable PPE, such as protective clothing, eye goggle, face mask, footwear and anti-cut gloves to all cleaners with different cleaning areas while they are performing the Services in the Park. All such PPE shall be provided, maintained and replaced as necessary by the Provider at his own expense.
- e) The Provider shall provide suitable and adequate cleaning tools/equipment for the cleaning works. All such tools or equipment must comply with all the relevant standards/legislation and must be maintained for smooth and safe operation. The basic equipment is included but not limited to the below:
 - i) High Pressure Washer
 - ii) Electric Floor Scrubber / Carpet Cleaning Machine
 - iii) Dry Vacuum Cleaner
 - iv) Carpet Extractor
 - v) 3 in 1 Floor Scrubber (Walk - behind)
 - vi) 3 in 1 Floor Scrubber (Ride - on)
 - vii) Marble Floor Polisher
 - viii) Air Blower
 - ix) Portable Marble Polisher
 - x) Submersible Dewatering Pumps
 - xi) Escalator Cleaner
 - xii) Cleaning Trolley
 - xiii) Suitable Working Platforms such as Step Platforms
 - xiv) 660L Rubbish Bins
- f) The Provider shall keep all storage facilities that are utilized by cleaning operatives in a clean, tidy and safe condition. The cleaners' stores and waste rooms/stores in particular must be free of all smells and odors.
- g) The Provider shall properly label all cleaning substances in accordance with the FSD guidance notes on the labelling of chemical products, SDS and the dangerous substances regulations.
- h) The Provider shall store the chemical and other special waste generated in the Park separately in the refuse room and collected regularly by a licensed operator.
- i) The Provider shall conduct inspection at all washrooms to ensure that washroom consumables should be sufficient before the start of each and every event and to ensure sufficient and adequate cleaning and consumable supplies are available.

5.6.11 Roles and Qualifications of Key Personnel

5.6.11.1 Senior Facilities Manager (Site in Charge and Provider's Representative)

- a) Qualifications
- i) Degree or above in Facilities Management and/or Property Management or equivalent;
 - ii) Holder of relevant professional qualifications in Housing / Property Management such as MHKIH, MCIH, MRICS, HKIS, RPHM or equivalent;
 - iii) Minimum 10 years of Facilities Management experience, with a minimum of 5 years in manager grade of Facilities Management Operations in Buildings of a scale equivalent to the Buildings;
 - iv) Good PC knowledge of MS Word, Excel etc.;
 - v) Good communication and effective people skills. Fluent in spoken and written English and Chinese, especially in report writing;
 - vi) Good knowledge of Hong Kong Building/ Property Management legislation, rules and regulations, and
 - vii) Experience of delivering services by using an integrated computerised system / application, such as Archibus, Maximo etc.
- b) Major duties:
- i) In charge of the Park and managing the team;
 - ii) Act as the primary point of contact between the Contractor and HSITPL on all matters relating to Buildings operations and facilities management services on a day-to-day basis through the Contract Period;
 - iii) Responsible for managing and reporting on the performance of all provided services;
 - iv) Ensure appropriate interface and communication between events hosted in the Park and coordinate the requirement of the Services, if required;
 - v) Oversee and manage technical and facilities teams to ensure the services are delivered in compliance with the SLA / statutory requirements / legislation / rules / regulations and achieve the KPI targets;
 - vi) Deliver effective communication through advice, contractor performance review/ HSITPL/team meetings, briefings, correspondence, monthly/ad-hoc reporting and other publications, as appropriate;
 - vii) Monitor and liaise with the Relevant Authorities, and manage utility companies, including hard and soft skills, to deliver services on time and closely monitor quality control and progress of works;
 - viii) Ensure all buildings, facilities, systems and machinery are in good condition and performing at their highest standard;
 - ix) Deliver excellent service on-site to meet HSITPL's expectations and provide operational activities/events interface for the facilities management and technical support;

- x) Prepare tender documents for outsourcing works including facilities services, repair, maintenance, renew/replace works, test & inspection, recondition, overhaul, fitting-out, renovation, certification and license renewal services on HSITPL's terms and conditions;
- xi) Manage vendor procurement processes in accordance with the HSITPL's procurement guidelines and policy;
- xii) Compare, analyse and negotiate price with suppliers;
- xiii) Liaise with suppliers, subcontractors and HSITPL;
- xiv) Review and monitor the performance of vendors and contractors;
- xv) Supervise repair and maintenance works of subcontractors to comply with the service level requirements;
- xvi) Set up mission and target, and prepare documents including policy, management plan, SOP, guidelines to guide facilities management services delivery;
- xvii) Provide support in budget estimation and preparation of facilities;
- xviii) management services;
- xix) Attend weekly meetings with HSITPL and other meetings requested by HSITPL Representative;
- xx) Prepare management reports on a monthly basis and other reports when requested by HSITPL Representative;
- xxi) Conduct routine inspections and prepare inspection reports;
- xxii) Provide 24/7 emergency call support and site attendance, if required;
- xxiii) Availability to work at night and on public holidays/Sundays independently; and ability to work independently under pressure with minimal supervision, and
- xxiv) Other ad-hoc duties as assigned by HSITPL Representative.

5.6.11.2 Facilities Manager (Second Site in Charge)

a) Qualifications

- i) Degree/Higher Diploma in Facilities Management and/or Property Management or equivalent;
- ii) Holder of relevant professional qualification in Housing / Property Management such as MHKIH, MCIH, MRICS, HKIS, RPHM or equivalent;
- iii) Minimum of 8 years' facilities management experience, which minimum of 3 years' experience in the manager grade of Facilities Management Operations gained to Buildings of a scale equivalent to the Buildings;
- iv) Good personal computer knowledge of Microsoft Word, Excel etc.;
- v) Good communication and effective people skills. Fluent in spoken and written English and Chinese, especially in report writing; and
- vi) Knowledge of Hong Kong Building/ Properties Management legislation, rules and regulations.

- b) Major duties:
- i) 2nd In charge of the Park and managing the team;
 - ii) Act as the point of contact between the Contractor and Operation Team on all matters relating to Buildings operations and the facilities management services in the absence of the Senior Facilities Manager;
 - iii) Responsible for managing and reporting the performance of all provided services;
 - iv) Ensure appropriate interface and communication between events hosted in the Buildings coordinate the requirement of facilities management services, if required;
 - v) Oversee and manage technical and facilities teams to ensure services are delivered in compliance with the SLA / statutory requirements / legislation / rules / regulations and achieve the KPI targets;
 - vi) Deliver effective communication through advice, contractor performance review/ HSITPL /team meetings, briefings, correspondence, monthly/ad-hoc reporting and other publications, as appropriate;
 - vii) Monitor and liaise with the Relevant Authorities, and manage utility companies, including hard and soft skills, to deliver services on time and closely monitor quality control and progress of works;
 - viii) Ensure all buildings, facilities, systems and machinery are in good condition and performing at their highest standard;
 - ix) Deliver excellent service to meet on-site HSITPL's expectations and provide operational activities/events interface for facilities management and technical support;
 - x) Prepare tender documents for outsourcing works including facilities services, repair, maintenance, renew/replace works, test & inspection, recondition, overhaul, fitting-out, renovation, certification and license renewal services on HSITPL's terms and conditions;
 - xi) Manage vendor procurement processes in accordance with the agreed HSITPL's procurement guidelines and policy;
 - xii) Compare, analyse and negotiate price with suppliers;
 - xiii) Liaise with suppliers, subcontractors and HSITPL;
 - xiv) Review and monitor the performance of vendors and contractors;
 - xv) Supervise repair and maintenance works of subcontractors to comply with the service level requirements;
 - xvi) Assist to set up mission and target, and preparing documents including policy, management plan, SOP, guidelines to guide facilities management services delivery;
 - xvii) Provide support in budget estimation and preparation of facilities management services;
 - xviii) Attend weekly meetings with HSITPL and other meetings requested by HSITPL Representative;

- xix) Prepare management report monthly and other reports when requested by HSITPL Representative;
- xx) Conduct routine inspections and prepare inspection reports;
- xxi) Provide 24/7 emergency call support and site attendance, if required;
- xxii) Availability to work at night and on public holidays/Sundays independently;
- xxiii) Ability to work independently under pressure with minimal supervision; and
- xxiv) Other ad-hoc duties as assigned by the HSITPL Representative.

5.6.11.3 Technical Manager (Technical Services In Charge)

a) Qualifications

- i) Degree holder or above in Engineering of Electrical, Mechanical, Building Services or related discipline with relevant professional qualifications is preferred;
- ii) Registered Electrical Worker Certificate A0 or B0;
- iii) Minimum of 6 years' technical services experience, which minimum of 3 years' experience in the supervisor grade of Facilities Management Operations gained to Buildings of a scale equivalent to the Buildings;
- iv) Good PC knowledge of MS Word, Excel etc.;
- v) Good communication and effective people skills; and
- vi) Fluent in spoken and written English and Chinese, especially in report writing.

b) Major duties:

- i) Responsible for supervising and reporting all technical services performed under the Contract, including those services provided by the 3rd party contracts;
- ii) Manage technical team to ensure services are delivered in compliance with the SLA / statutory requirements / legislation / rules / regulation and achieve the KPI targets;
- iii) Support the Senior Facilities Manager to monitor and liaise with the Relevant Authorities, and manage utility companies, including hard and soft skills, to deliver services on time and closely monitor quality control and progress of works;
- iv) Ensure all buildings, facilities, systems and machinery are in good condition and performing at their highest standard;
- v) Deliver the planned maintenance and ensure all work orders are completed on time;
- vi) Report and monitor technical services delivery and prepare and submit technical reports including Failure Analysis, Facilities Availability and Reliability, Operation Performance, Energy Saving, Sustainability and Power Efficiency Analysis;
- vii) Prepare facilities improvement proposal with budget estimation for achieving target of effective and safety enhancement;
- viii) Supervise improvement, Alteration & Addition (A&A) works and renovation projects when required;

- ix) Prepare tender documents for outsourcing works including facilities services, repair, maintenance, renew/replace works, test & inspection, recondition, overhaul, fitting-out, renovation, certification and license renewal services on HSITPL's terms and conditions;
- x) Manage vendor procurement processes in accordance with the agreed HSITPL's procurement guidelines and policy;
- xi) Compare, analyse and negotiate price with suppliers;
- xii) Liaise with suppliers, subcontractors and HSITPL;
- xiii) Review and monitor the performance of vendors and contractors;
- xiv) Supervise repair and maintenance works of subcontractors to comply with the service level requirements;
- xv) Support in budget estimation and preparation for technical services;
- xvi) Conduct routine inspections and prepare inspection reports;
- xvii) Provide 24/7 emergency call support and site attendance, if required;
- xviii) Availability to work at night and on public holidays/Sundays independently; and ability to work independently under pressure with minimal supervision; and
- xix) Other ad-hoc duties as assigned by HSITPL Representative.

Tender Schedule 6: Proposed Solution for Tender

To: Hong Kong-Shenzhen Innovation and Technology Park Limited (“HSITPL”)

“The Facilities Management Services Contract for Batch 1A and Building 1 of Hong Kong-Shenzhen Innovation and Technology Park (Ref. no. FD-03-06-02(056))”

This section contains Parts 1 to 7 and shall be duly completed by the Tenderer and included in the tender proposal. The Tenderer is required to present all the details of its proposed solution according to the guidelines specified under each Part.

Tenderers are reminded that no price information should be included in the Technical Proposal.

Part 1: Mandatory Assessment Criteria

The Tenderer acknowledges and agrees that participation in this Tender requires compliance with the Mandatory Assessment Criteria outlined in this part. By response with “Y”, the Tenderer hereby confirms that it meets all the mandatory assessment criteria specified in the table below. Failure to declare or submit supporting documents confirming compliance with the mandatory assessment criteria may result in the **disqualification of the Tender**.

Item	Description/ Proven Experience	Declaration with supporting document(s) Yes (Y)/ No (N)
1.	<p>Having qualified job references for providing FM services for a site with total GFA not less than 65,000 sq.m. plus open landscaping area over 4,000 sq. m. respectively over the past (5) years</p> <p>Supporting document(s):</p> <ul style="list-style-type: none"> A list of references includes references from previous clients who can attest your ability to manage a site with total GFA not less than 65,000 sq.m. Recommendation / Appreciation letters (if any) 	
2.	<p>Having qualified job references for providing FM services for accommodation of not less than 100 units over the past five (5) years.</p> <p>Supporting document(s):</p> <ul style="list-style-type: none"> A list of references includes references from previous clients who can attest your ability to manage accommodation of at least 100 units. Recommendation / Appreciation letters (if any) 	

Item	Description/ Proven Experience	Declaration with supporting document(s) Yes (Y)/ No (N)
3.	Having proven track record in providing and implementing relevant smart management systems, like hotline management, customer relation management, workorders management, energy monitoring system over the past five (5) years. Supporting document(s): <ul style="list-style-type: none"> • System(s) implemented • A list of reference includes references from previous clients who can attest your ability to provide and implement a relevant smart management system 	

Part 2: Partner(s) or Subcontractors for the project

Please provide any working partners or subcontractors currently enlisted by your company, and for each partnership state the significance for this project and the years your company can achieve enlistment.

Name of the Company	Years of the partnership	Significance for this project

Part 3: Past Case Reference

Please briefly describe any past reference cases similar to the nature and scope of this project. For each case, please detail the technical scope, contact person (optional) and contact telephone number (optional) for future reference as much as possible.

Reference Client	Project Period	Relevant scope of services	Contact Person (optional)	Contact Telephone No.(optional)

Part 4: Qualification of Service Team Members

Please list the key team members and their roles in the proposed services. For each member, please provide any certified qualification and briefly describe how such qualification would contribute to the services implementation. Please note that it is the Tenderer's responsibility to replace them with the same qualification in case of personnel movement during the service period.

Name	Job Title	Qualification	Role and Contribution in the Services
	Site In Charge Duty in Charge Customer services In charge Safety Officer (if any)		

Part 5: Statement of Convictions / No Conviction

<p>Having a Statement of Convictions / No Conviction of either all convictions under the following Ordinances for all sites under their control within the past 3 years of tender submission date. For the avoidance of doubt, any conviction under appeal or review shall be included for the purpose of evaluation until it is quashed by the Court.</p>	
<ul style="list-style-type: none"> • Immigration Ordinance (Cap. 115) • Factories and Industrial Undertakings Ordinance (Cap. 59) • Occupational Safety and Health Ordinance (Cap. 509) • Air Pollution Control Ordinance (Cap. 311) • Noise Control Ordinance (Cap. 400) • Waste Disposal Ordinance (Cap. 354) • Water Pollution Control Ordinance (Cap. 358) • Dumping at Sea Ordinance (Cap. 466) • Ozone Layer Protection Ordinance (Cap. 403) • Public Health and Municipal Services Ordinance (Cap. 132) • Land (Miscellaneous Provisions) Ordinance (Cap. 28) • Environmental Impact Assessment Ordinance (Cap. 499) • Employment Ordinance (Cap. 57) • Hazardous Chemicals Control Ordinance (Cap. 595) • Others, please specify if any 	<p>Please specify here for the statement of conviction if any</p>

Part 6 : Details of Management Plan

Please describe in detail your understanding of the services standard which are required to be managed for the Park in terms of the management system, staffing and other resources whenever applicable. The relevant risk factors that may affect the achievement of the service and provide solutions to mitigate the risks. Merits will be given to the appropriateness of the solutions and the quality of the presentation for their justification, value-added services including management system, technical training, extra service hours and innovative features, if any.

Please list the reference or other supporting documents to demonstrate your understanding of the constraints, capability in facilities management, practical experience in site takeover and operation, and ability in crisis management and emergency handling.

Tenderers are expected to provide the following information in a 70-page (maximum) A4-sized document. No font other than Calibri and no font size smaller than 12 will be accepted. The followings are our suggestions about what to include in your proposal:

Item	Content	
A	Understanding the Park's Operational Objectives (≤5 pages – 10%)	
1	Understanding of the constraints of the Park and the risks in facilities management and to provide relevant solution(s)	<ul style="list-style-type: none"> • Understanding of the objective and scope of the FM Services • Identify the risk, challenge or constraint(s) in relation to Park operation with case reference / solution(s) for overcome the risk, challenge or constraint(s)
2	Practical experience and/or proposal on similar site operation (with reference case(s))	<ul style="list-style-type: none"> • Practical experience and proposal for site handover plan with a case reference support. • Relevant experience, job reference and rating <ul style="list-style-type: none"> - number of similar institutions served - contract period - nature of the organization - site location - number of buildings - variety of facilities - services provided - staff deployment plan - floor area - letters of appreciation - regular performance review (rating) - service duration (renewal of contract)
B	Capability and Resource Allocation (≤20 pages – 30%)	
1	Company Profile with off-site team structure, head-office support and/ or smart systems	<ul style="list-style-type: none"> • Head-office support team structure, key personnel and smart system specified for the services of this tender.
2	Service team structure proposal and manpower plan	<ul style="list-style-type: none"> • On-site team structure, key personnel, reporting structure and resources / manpower deployment, proposed On-site headcount to meet required Service Pledge and KPIs • Services to be subcontracted and list of subcontractor(s) • Resource plan for tools, instruments and facilities, such as technician staff tools, cleaning tools and consumable list, landscaping tools and consumable list etc. • Manpower plan with Staff benefit proposal such as transport arrangement (routine and emergency need), compensation packages, etc.
3	Qualifications and experience for service team members	<ul style="list-style-type: none"> • Job description with its roles & responsibilities for all team members proposed for both head-office and on-site team • The qualification and CVs of assigned on-site staff
C	Operation Plan (≤33 pages – 35%)	
1	Transition and handover plan	<ul style="list-style-type: none"> • Proposal of transition and handover plan included T&C Audit for Building 1

Item	Content
2	Methodology on how to meet the defined Service Pledge and KPIs <ul style="list-style-type: none"> • Understanding of the requirements of KPIs stipulated in this tender • How to make sure the services meet the KPIs, especially on the targeted uptime rate • Propose a service level agreement and management methodology to be applied to the Park in accordance to your provision on the manning and other resources in this tender to meet the Service Pledge & KPIs
3	Maintenance plan <ul style="list-style-type: none"> • Proposal of maintenance plan for both planned and predictive measurement
4	Reports on measurement of performance-based assessment <ul style="list-style-type: none"> • Proposal of monthly, annual and ad hoc report to show the measurement of service standard and contract management on performance based.
5	All SOPs / Work Plans for FM Services at the Park <ul style="list-style-type: none"> • SOPs / Work Plans for performance of All FM Services • Quality Assurance Methodology for Standard service pledges, proposed Service Level and Managing Agent's KPIs
D	Value Added and Innovative Ideas (≤7 pages – 15%)
1	Idea(s) to enhance work efficiency <ul style="list-style-type: none"> • Provide added-value and Innovative Idea & Practice with supporting of experience, cases reference • Provide smart system in relation to Park operation
2	Idea(s) to enhance cost effectiveness <ul style="list-style-type: none"> • Provide innovative ideas to achieve cost effectiveness with case references
3	Idea(s) to enhance customer satisfaction <ul style="list-style-type: none"> • System to log and track complaints, allowing for analysis of trends and recurring issues. • Regularly solicit feedback through surveys / periodic check-ins with clients to identify areas for improvement. • Clear process and the standards outlined in ISO 10002 for handling complaints that includes acknowledgment, investigation, resolution, and follow-up • Escalation pathways for unresolved issues to ensure they are addressed promptly
E	Safety, Health and Environmental Management (≤5 pages – 10%)
1	Safety and Quality assurance <ul style="list-style-type: none"> • Provide relevant experience and plan: <ul style="list-style-type: none"> - Proven experience for Green Management - Proven experience for QA, e.g. ISO cert. - Any appreciation letter and job reference supported by rating from employers in past 5 years - Internal audit procedure and procedure for root case analysis - Processes and procedures, quality control measures and case reference on how to improve SHE

Item	Content	
2	Emergency/ Contingency plan	<ul style="list-style-type: none"> • Emergency Plan & Contingency Plan • Drill Schedule/ Plan including response to incidents, drill and accidents (included laboratory)

Part 7: PowerPoint deck

To facilitate a comprehensive assessment of your proposal, we will invite the qualified Tenderer to present their proposal to the Tender Assessment Panel. Please provide a PowerPoint deck for a **presentation that is no longer than thirty (30) minutes** to highlight the key aspects of your proposal, which shall include the following:

- Demonstrate your understanding of the defined KPIs, operation key issues and constraints for the services scope.
- Demonstrate your team's capabilities and structure with strategies to overcome these challenges of the services.
- Describe the **services level agreement** or other proposal to ensure your deployment plan and resource allocation can meet the Service Pledge and KPIs (especially for the KPI on Electricity Support Uptime) as stipulated in this tender.
- Highlight your systematic approach for facilities management services, including how you prioritize tasks, schedule inspections, and track maintenance activities.
- Outline the range of facilities management and building maintenance services you provided.
- Explain the quality assurance and customer services standard measures you have in place to ensure the accuracy, reliability, and compliance of your services.
- Describe how you ensure effective communication and collaboration with clients, stakeholders, and relevant contractors.
- Explain your reporting procedures, including regular progress updates, comprehensive audit reports, and maintenance records.
- Share your past projects and the positive outcomes achieved for clients, such as any early detection of issues can help clients save costs by avoiding major repairs or equipment failures.

Appendix A: Performance Based Mechanism

Appendix B: Building Information

Appendix C: Service Plan (Guide Only)

APPENDIX A – Performance Based Mechanism

1. Service Pledge

The purpose of stating the service levels in this tender is to outline a minimum general level of the services that the Provider shall provide in the operation and management of the Park. The provider shall apply the best global practices during the performance of the Services including but not limited to the items outlined in this paragraph. The Services provision shall cover all items that are required for the property and facilities management of the Park as stipulated in this Tender Schedule 5.

Service Types	Target
Emergency Cases	Respond within 15 minutes
Helpdesk Hotline	7 X 24 services
Written complaints handling / Incident report	Provide interim reply for complaints within 48 hours and written response within 10 Working Days
Wet Laboratory Standby Power Uptime	100%
System Average Uptime	95 % (wet laboratory) and 90% (area other than wet laboratory)
Customer satisfaction survey	Conduct annually
Request for Extra Air-Conditioning (start at the beginning of each hour -00 minutes)	Monday to Saturday: 2 hours before the required operation hour Sunday and Public Holiday: application received by 4:00 pm the day before
Vetting of Fit-out plan / contractor arrangement	Respond within 14 Working Days upon receipt of the application subject to the completeness of application information or written comments for the rejection
Pre-handover meeting with tenant	14 days before the move-in date as stipulated in the lease agreement
Refund of Deposit	Refunded within 30 days from termination of contract if handover conditions are satisfied.
General application for tenant services	Issue within 7 Working Days upon receipt of application subject to the completeness of application information (e.g., smart access card, shuttle bus whitelist, parking access card)
Shuttle Bus Arrangement (Typhoon signal no.8 or above & Black Rainstorm)	When Typhoon Signal 8 or black rainstorm warning is lowered or cancelled between 5:30 am and 3:00 pm, all shuttle bus services will resume operation in 1.5 hours

Service Types	Target
	after the formal announcement of such lowering or cancellation is issued by the Hong Kong Observatory. No shuttle bus services will be provided in a day if the warning is cancelled after 3:00 pm.

2. Performance Based Key Performance Indicators (KPIs)

KPIs align individual and team efforts with the broader organizational goals, ensuring everyone is working towards the same objectives, and provide a quantifiable measure of performance, allowing HSITPL to assess how well Provider are achieving their goals and objectives. The achievement of KPIs is one of the considerations for the performance mechanism as stipulated in Paragraph 3 of this appendix.

No	Performance	Measurement	Target	
			Wet Laboratory / Server room	Accommodation, Commercial and Common areas
1	Wet Laboratory Standby Power Uptime (Monthly)	Service availability and uptime of Tenant Electricity Standby Power System (Genset system) <i>(Total Uptime/Total Time) × 100%</i>	100% per month (zero hours downtime per month)	N/A
2	System Average Uptime (Monthly)	Service availability and uptime <i>(Total Uptime/Total Time) × 100%</i>	≥95%	≥90%
3	Scheduled Maintenance (Monthly)	Completion of scheduled maintenance items (except for those within tenant's area pending appointment) <i>(Total no. of completed maintenance compliance with schedule /Total no. of scheduled maintenance) ×100%</i>	100%	≥97%

No	Performance	Measurement	Target	
			Wet Laboratory / Server room	Accommodation, Commercial and Common areas
4	Service Order Backlog (Monthly)	Total number of outstanding service orders <i>(Total no. of uncompleted orders / Total no. of orders) × 100%</i> Remark: i) Service order required to be done by Provider's in-house staff: within 2 days ii) Service order required to be done by sub-contractors: within 1 month (refer to PO issue date) iii) Extension of completion shall be granted upon HSITPL's approval.	<5%	<10%
5	Response Time (Monthly)	For each emergency incident <i>(Count from the recorded time of receiving the request to the 1st staff arrival on spot)</i>	5 minutes	15 minutes
6	Impact Containment (Monthly)	Limit the number of affected tenants during each incident to a certain % of total unit of tenants <i>(Total no. of affected tenants / Total no. of tenants of the affected building) × 100%</i>	<5%	<10%
7	On-time Reporting (Monthly)	Percentage of reports delivered on or before the scheduled timeline <i>(On-time Reports/Total Reports) × 100%</i>	100%	≥90%
8	Staff Turnover Rate (Monthly)	<i>(Number of Departures / Average Number of Employees) × 100%</i>	<8%	
9	Budget Variance (Semi-annually)	Expenditure variance (excluded the staff cost) between budgeted and actual spending <i>(Accurate expenditure / Budgeted expenditure) × 100%</i>	±5%	

No	Performance	Measurement	Target	
			Wet Laboratory / Server room	Accommodation, Commercial and Common areas
10	Stakeholder Satisfaction Score (Annually)	Satisfaction rating from stakeholders regarding services delivery through annual surveys <i>(Average total score of a survey or questionnaire / total score) × 100%</i>	≥85%	
11	Energy Saving - Scope 2* (Annually, to be assessed in 3 rd Year) *refer to GHG protocol	Decrease greenhouse gas emissions and pollution by reducing energy demand. <i>(Energy Saving % = [Baseline Period Energy Intensity – Reporting Period Energy Intensity] / Baseline Period Energy Intensity *100%)</i> Remarks: Baseline Period Energy Intensity = Total Energy Consumption / Actual Operating Area for the 1 st contract year Reporting Period Energy Intensity = Total Energy Consumption of 2 nd , 3 rd and 4 th year of the contract period / Actual Operating Area for the respective year	[1.5%] for the 2 nd year [3.5%] for the 3 rd year [6%] for the 4 th year	

3. Performance Mechanism

This mechanism incentivizes continuous improvement in performance by penalizing underperformance and rewarding compliance with performance standards or KPIs by linking financial incentives to their achievement, and by imposing deductions for non-compliance or failure to meet specified criteria. It holds Provider accountable for their actions and alert Provider to manage risks associated with operational failures, ensuring that the Provider take necessary precautions to avoid issues.

Rating	Provider Performance	Mechanism
Outstanding	<ul style="list-style-type: none"> Meet all applicable KPI targets for 3 consecutive months* 	<ul style="list-style-type: none"> Incentive of 10% of monthly Manager's remuneration
Good	<ul style="list-style-type: none"> Meet all applicable KPI targets for 2 consecutive months* 	<ul style="list-style-type: none"> Incentive of 5% of monthly Manager's Remuneration
Satisfactory	<ul style="list-style-type: none"> Meet all applicable KPI targets 	<ul style="list-style-type: none"> No adjustment on monthly Manager's Remuneration
Below Expectation	<ul style="list-style-type: none"> <30% of the applicable KPI targets are not met without any adverse incident listed below 	<ul style="list-style-type: none"> Deduction of 5% of monthly Manager's Remuneration Provision of remedial and enhancement plan(s) for the service(s) affected Deduction of 1% of the relevant service's cost if the respective remedial and enhancement plan(s) is/are not executed up to HSITPL's satisfaction
Poor	<ul style="list-style-type: none"> ≥30% of the applicable KPI targets are not met; or Incident(s) due to Provider's negligence or non-compliance with established processes and procedures, resulting in: <ul style="list-style-type: none"> hospitalization; evacuation; environmental contamination; significant property damage; business disruption; impacts to HSITPL's reputation; regulatory enforcement; or incident(s) that HSITPL considers serious 	<ul style="list-style-type: none"> Deduction of 10 % of the monthly Manager's Remuneration Warning Letter demanding long-term solutions Senior management representatives from the Provider's Headquarter to carry out an operational audit and come up with solution plans within one month Deduction of 3% of the relevant service's cost if the respective remedial and enhancement plan is not executed up to HSITPL's satisfaction
Wet Laboratory Standby Power Uptime compliance	<ul style="list-style-type: none"> Failure to achieve Wet Laboratory Standby Power uptime target 	<ul style="list-style-type: none"> Deduction of 50% of monthly Manager's Remuneration Provision of remedial and enhancement plan

*The calculation of "consecutive months" will be restarted at the beginning of each contract year.

APPENDIX B – Building Information

1. The usage of Buildings 8, 9, 11 and Building 1

Building No.	Floor	Usage
Building 8	B1/F	Basement Access Road
		Lay-by
		Loading / Unloading Bay
		Building Management Office
		DCS (District Cooling System) Main Plant 1A
		ARCS (Automatic Refuse Collection System) Central Station
		Plant Rooms
		Pipe Ducts
		Goods delivery access
		Lift lobbies and Circulations
		BM/F (currently known as B1-M/F in General Building Plan (GBP))
	Pipe Ducts	
	Circulations	
	G/F	Main Lobby and Concierge
		Lavatories, Shower, Cleaner's Room
		Shops
		Green Points
		Store
		Dangerous Good Stores
		ARCS Hopper Room
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		Landscape Garden
		Emergency Vehicle Access (EVA)
	M/F (currently known as G-M/F in GBP)	Plant Rooms
		Circulation
	1/F to 8/F, 4/F omit (currently known as 1/F to 7/F in GBP)	Laboratories
		Living Room (Pantry)
		Lavatories, Shower, Cleaner's Room
		ARCS Hopper Room
		Plant Rooms
Pipe Ducts		
R/F	Lift lobbies and Circulations	
	Flat Roof	
	Lift lobbies and Circulations	
	Plant Rooms	
	Pipe Ducts	
	Metal deck for Fume Exhaust Fans	
Maintenance Circulations		

Building No.	Floor	Usage	
Building 9	UR/F	Building Maintenance Unit (Gondola)	
		PV panels	
		Flat Roof	
	B1/F	Basement Access Road	
		Lay-by	
		Car Park	
		Loading / Unloading Bay	
		Building Management Office	
		Plant Rooms	
		Pipe Ducts	
		Accessible Lavatory	
		Goods delivery access	
		Lift lobbies and Circulations	
		Escalators and Circulations	
		BM/F (currently known as B1-M/F in GBP)	Car Park
			Plant Rooms
	Pipe Ducts		
	Lift lobbies and Circulations		
	G/F	Main Lobby and Concierge	
		Lavatories, Shower, Cleaner's Room	
		Shops	
		Store	
		Dangerous Good Stores	
		ARCS Hopper Room	
		Plant Rooms	
		Pipe Ducts	
		Lift lobbies and Circulations	
Escalators and Circulations			
Landscape Garden			
1/F to 8/F, 4/F omit (currently known as 1/F to 7/F in GBP)	Laboratories		
	Living Room (Pantry)		
	Lavatories, Shower, Cleaner's Room		
	ARCS Hopper Room		
	Plant Rooms		
	Pipe Ducts		
R/F	Lift lobbies and Circulations		
	Plant Rooms		
	Pipe Ducts		
	Metal deck for Fume Exhaust Fans		
	Maintenance Circulations		
	Flat Roof		
UR/F	Building Maintenance Unit (Gondola)		
	PV panels		
	Flat Roof		

Building No.	Floor	Usage
Building 11	G/F	Accommodation Lobby
		Retail Lobby
		Shops
		Store
		Facilities Management Office (FMO)
		Lavatories, Cleaner's Room
		Car Park
		Loading / Unloading Bay
		Goods delivery access
		Maintenance Equipment Storage
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		Landscape Garden
		Emergency Vehicle Access (EVA)
	M/F	Accommodation Lobby
		Retail corridor
		Shops
		Lavatories, Cleaner's Room
		BayCare Room
		Store
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		Podium Garden
	1/F	Accommodation Units
		Stepped Seating ("Sitting Area / Lounge" in GBP)
		Function Room
		Wet Pantry and Dry Pantry
		Laundry ("Utility Room" in GBP)
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		Podium Garden
		Lift lobbies and Circulations
		Flat Roof
	2/F	Accommodation Units
		Common Area
		Void
		Music Room
Wet Pantry and Dry Pantry		
Laundry ("Utility Room" in GBP)		
Plant Rooms		
Pipe Ducts		

Building No.	Floor	Usage
		Lift lobbies and Circulations
	3/F	Accommodation Units
		Communal Dinning (“Sitting Area / Lounge” in GBP)
		Kitchen
		Wet Pantry and Dry Pantry
		Laundry (“Utility Room” in GBP)
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		5/F (4/F omit)
	Gaming Corner (“Common Area” in GBP)	
	Void	
	Sky Garden	
	Wet Pantry and Dry Pantry	
	Laundry (“Utility Room” in GBP)	
	Plant Rooms	
	Pipe Ducts	
	Lift lobbies and Circulations	
	R/F	Roof Garden
		Urban Farm
		Skylight
		Lift lobbies and Circulations
		Plant Rooms
		Pipe Ducts
		PV Panels
		Maintenance Circulations
	UR/F	Flat Roof
	Building 1	B1/F
Pipe Ducts		
Lift lobbies and Circulations		
G/F		Main Lobby and Concierge
		Lavatories
		Shops
		Bike Parking Area
		Loading / Unloading Bay
		Dangerous Good Stores
		ARCS Hopper Room
		Plant Rooms
		Pipe Ducts
Lift lobbies and Circulations		

Building No.	Floor	Usage
		Landscape Garden
		Emergency Vehicle Access (EVA)
	1/F	Exhibition Hall
		Lavatories
		Shops
		ARCS Hopper Room
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
		Flat Roof
	2/F	Multi-Function Area
		Show Rooms
		Lavatories
		ARCS Hopper Room
		Pipe Ducts
		Computer Rooms
		Lift lobbies and Circulations
		Intelligent Operation Centre (IOC)
	FMO	
	3/F	Pantry / Common Area
		Multi-Function Area / Show Room
		Lavatories
		ARCS Hopper Room
		Plant Rooms
		Pipe Ducts
		Lift lobbies and Circulations
	5/F - 9/F (4/F omitted)	Pantry / Common Area
		Office / Meeting Room
		ARCS Hopper Room
		Lavatories
Plant Rooms		
Pipe Ducts		
Lift lobbies and Circulations		
Flat Roof		
10/F	Pantry / Common Area	
	Office / Meeting Room	
	Roof Deck Lobby	
	ARCS Hopper Room	
	Lavatories	
	Plant Rooms	

Building No.	Floor	Usage
		Pipe Ducts
		Lift lobbies and Circulations
		Flat Roof
	R/F	Roof Garden
		Lift lobbies and Circulations
		Plant Rooms
		Pipe Ducts
		PV Panels
		Maintenance Circulations

Remark: The usage of Building 1 may vary subject to the actual condition when handover.

2. The specifications of Buildings 8, 9, 11 and Building 1

	Building 8	Building 9
Building Function	Wet laboratory enabled building	
Usage	Research and development	
Lab Provisions	Biosafety Level 3 / PRC P3 Lab provisions enabled	
Total Gross Floor Area (combined)	Approx. 32,000 m ²	
Total Leasable Floor Area (Laboratory)	Approx. 28,221 m ²	
Total Leasable Floor Area (Retail)	Approx. 273 m ²	
No. of Floor	8 levels (G/F-8/F (4/F omitted)) of wet lab. and basement for carpark with loading / unloading bay)	
Typical Floor Area	Approx. 590 m ² for G/F	Approx. 790 m ² for G/F
	Approx. 1,900 m ² for 1/F-8/F (4/F omitted)	Approx. 2,000 m ² for 1/F-8/F (4/F omitted)
Floor to Floor Height	Approx. 5.95 m for G/F	
	Approx. 4.80 m for 1/F-8/F (4/F omitted)	
Structural Clearance (from structure floor level to soffit of slab above)	Approx. 5.75 m for G/F	
	Approx. 4.62 m for 1/F-8/F (4/F omitted)	
Structural Clearance (from structure floor level to soffit of slab above)	Approx. 4.85 m for G/F	
	Approx. 4 m for 1/F-8/F (4/F omitted)	
Clear Headroom	Typical 2.8 m	
Suspended Ceiling	N/A	
Floor Loading	7.5 kPa	

	Building 8	Building 9
Vibration Class	VC-A for G/F-1 /F	
Dangerous Goods Stores	8 nos. at G/F for tenant storage use	
Facade	IGU Glass	
	Dedicated intake and exhaust louvres	
Lift Provisions	Passenger Lift 4 nos. of 1,350 kg Clear Door Dimension: 1100 x 2300 mm	
	Services Lift 1 no. of 2,500 kg Clear Door Dimension: 1800 x 2600 mm	
	Fireman Lift 2 nos. of 680 kg Clear Door Dimension: 800 x 2300 mm	
Parking Facilities	Available for private vehicle, motorcycle and bicycle	
Air-conditioning & Mechanical Ventilation	Approx. 9.3 m ² / TR for tenant area	
	Chilled water supply tee-off connection for each unit	
	Condensate drainpipe tee-off connection for each unit	
	Centralized PAU	
	Reserved fresh air and exhaust air louvre at Facade at each unit	
	Relative humidity control by desiccant wheel	
	6 nos. of air exchanges per hour	
	General exhaust shaft to roof level at each unit	
	Allocated space on roof for tenant's installation of the fume exhaust fan	
	Emergency exhaust, emergency shower and eye-washer provided at corridors	
Fire Protection	Fire hydrant, hose reel system, automatic sprinkler system, fire alarm and detection system, portable fire extinguishing devices provided	
Water Supply & Drainage	Water supply and drainage connection point at each unit	
Chemical Sewage	Centralized neutralization system with chemical wastewater pipe tee-off point	
Normal Electricity Supply	Dual cable risers	
	365 VA/sq m for G/F	
	294 VA/sq m for 1/F-7/F	
Standby Power Supply	72 VA/sq m for G/F (12 hours)	
	59 VA/sq m for 1/F-7/F (12 hours)	
Technical Gases & Laboratory System	Centralized system with connection point at each unit for the following supply: Non-potable water, Purified water (type II), Carbon dioxide (CO ₂), Nitrogen (N ₂), Vacuum, Compressed air, Chemical drain, Town gas	

	Building 8	Building 9
Security System	CCTV monitoring in public area	
	Access control system	
	Security gate at lobby	
Green Building Award and	BEAM Plus New Provisional	

	Building 11	
Room Area	Studio unit	23.2 m ²
	One bedroom unit	44.6 m ²
	Balcony	2.0 m ²
Room Type	Studio unit	92 nos.
	One bedroom unit	7 nos.
	Accessible unit: 1 no	1 no.
Total Gross Floor Area	Approx. 5,700 m ²	
Total Leasable Floor Area (Retail)	Approx. 1,443 m ²	
Fixture and Furniture	Fully furnished Wi-Fi provision Private Bathroom Air-conditioning	
Communal Facility	Laundry Music Room Multi-function Room Roof Top Garden Kitchen	
Smart Initiative	Smart Home System Indoor Air Quality Monitoring Biometric Access Control	

	Building 1
Building Function	Dry laboratory / Office enabled building
Usage	Research, development and Exhibition
Total Gross Floor Area (combined)	Approx. 24,560 m ²
No. of Floor	10 levels (5/F-10/F (4/F omitted) of Dry Laboratory / Office and Basement with loading / unloading bay on G/F
Typical Floor Area	Approx. 2,450m ² (f/F-10/F)
Floor to Floor Height	Typical 4.4m
Structural Clearence (from structural floor level to soffit of the deepest beam)	Typical 3.65m

Building 1	
Clear Headroom	Typical 3m
Suspended Ceiling	Metal suspended ceiling
Floor System	Raised floor system
Structural Floor Loading	7.5kPa (5/F-8/F) 5.0kPa (9/F-10/F)
Normal Electricity Supply	Approx. 160VA/m ² for 5/F-8/F Approx. 200VA/m ² for 9/F-10/F
Standby Power Supply	Approx. 40VA/m ² for 5/F-8/F Approx. 50VA/m ² for 9/F-10/F
Lighting System	Lighting Panel
Air-conditioning & Mechanical Ventilation	Variable air volume (VAV) system Approx. 160ft ² /TR for 5/F-8/F Approx. 200ft ² /TR for 9/F-10/F Reserved fresh air and exhaust air louvre at Façade at each unit
Water Supply & Drainage	4nos. potable water supply with WSD water meter and sink sump pump at each floor for 5/F-10/F
Façade	IGU Glass Dedicated intake and exhaust louvres
Lift Provisions	Passenger Lift: 6 nos. of 1,600kg Clear Door Dimension: 1,100 x 2,400mm
	Services Lift: 1 no. of 2,500kg Clear Door Dimension: 1,100 x 2,400mm
	Fireman Lift: 1 no. of 2,000kg Clear Door Dimension: 1,400 x 2,600mm
Parking Facilities	G/F with bike parking area and loading/ unloading bay
Fire Protection	Fire hydrant, hose reel system, automatic sprinkler system, fire alarm and detection system, portable fire extinguishing devices provided
Security System	CCTV monitoring in public area
	Access control system
	Security gate at lobby
Green Building Award and	BEAM Plus New Provisional

Remark: The building specification of Building 1 may vary and subject to the actual condition when handover.

3. The TSTP's specifications

1. Coarse Screens; 1 duty & 1 on-line standby	Model: ITO, IS600CN-20 Feature: Flow capacity of 415 m ³ /hr., mechanically raked type automatic bar screen of 20 mm bar spacing, stainless steel 316 screen and body construction, geared motor 0.4 kW, 380V/3/50Hz
2. Rotary Drum Fine Screens; 1 duty & 1 on-line standby	Model: TORO, Defender HPS M-1500 Feature: Flow capacity of 1,011 m ³ /hr., rotating drum screen of 2 mm circular perforated holes, drum diameter 630 mm, drum length 1,500 mm, stainless steel 316 screen and body construction, motor 0.75 kW, IP55 Class F, 380V/3/50Hz.
3. MBR Feed Pumps; 3 duty & 3 on-line standby	Model: EBARA, 100DL53.7 Feature: Flow capacity of 90.3 m ³ /hr. at 8 m head, guide rail fitting type submersible pump for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 3.7 kW, IP68, 380V/3/50Hz.
4. Sludge Recirculation Pumps; 3 duty & 3 on-line standby	Model: EBARA, 150DL55.5 Feature: Flow capacity of 138.9 m ³ /hr. at 4 m head, guide rail fitting type submersible pump for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 5.5 kW, IP68, 380V/3/50Hz.
5. Sludge Wasting Pumps; 3 duty & 3 on-line standby	Model: EBARA, 65DL51.5 Feature: Flow capacity of 20 m ³ /hr. at 10 m head, guide rail fitting type submersible pump for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 1.5 kW, IP68, 380V/3/50Hz.
6. Sludge Transfer Pumps; 1 duty & 1 on-line standby	Model: EBARA, 65DL51.5 Feature: Flow capacity of 20 m ³ /hr. at 10 m head, guide rail fitting type submersible pump for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 1.5 kW, IP68, 380V/3/50Hz.
7. Drain Pumps; 1 duty & 1 on-line standby	Model: EBARA, 65DL51.5 Feature: Flow capacity of 20 m ³ /hr. at 10 m head, guide rail fitting type submersible pump for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 1.5 kW, IP68, 380V/3/50Hz.
8. Equalization Tank Submersible Air Ejectors; 2 duty & 2 on-line standby	Model: TSURUMI, TOS-55BER7 Feature: Air flow rate of 1.9 Nm ³ /hr. at 3.5 m head, discharge elbow assembly type submersible air ejector, complete with guide rail fitting for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 5.5 kW, IP68, 380V/3/50Hz.

<p>9. Sludge Holding Tank Submersible Air Ejectors; 4 duty</p>	<p>Model: TSURUMI, TOS-55BER7 Feature: Air flow rate of 1.7 Nm³/hr. at 4.8 m head, discharge elbow assembly type submersible air ejector, complete with guide rail fitting for easy maintenance, cast iron casing & impeller, stainless steel shaft, double mechanical seals, 5.5 kW, IP68,380V/3/50Hz.</p>
<p>10. Process Blowers; 3 duty & 3 on-line standby</p>	<p>Model: GSD, GRB-100 Feature: Air supply of 8 Nm³/min at 5 m head, rotary positive displacement type air blower completes with base plate, shielding, pressure gauge, safety valve, belt, inlet filter, discharge silencer, flexible joint, motor, 11 kW, 380V/3/50Hz.</p>
<p>11. Scouring Blowers; 3 duty & 3 on-line standby</p>	<p>Model: GSD, GRB-100 Feature: Air supply of 8 Nm³/min at 5 m head, rotary positive displacement type air blower completes with base plate, shielding, pressure gauge, safety valve, belt, inlet filter, discharge silencer, flexible joint, motor, 11 kW, 380V/3/50Hz.</p>
<p>12. Pre-Anoxic Tank Submersible Mixers; 3 duty & 3 on-line standby</p>	<p>Model: GSD, MA1.5-6-260-960 Feature: Propeller type submersible mixer complete with steering support assembly, 3-blade propeller diameter 260 mm, rotational speed 960 rpm, stainless steel grade 316 casing & impeller, mechanical seal, 1.5 kW, IP68 Class F, 380V/3/50Hz.</p>
<p>13. Post-Anoxic Tank Submersible Mixers; 3 duty & 3 on-line standby</p>	<p>Model: GSD, MA1.5-6-260-960 Feature: Propeller type submersible mixer complete with steering support assembly, 3-blade propeller diameter 260 mm, rotational speed 960 rpm, stainless steel grade 316 casing & impeller, mechanical seal, 1.5 kW, IP68 Class F, 380V/3/50Hz</p>
<p>14. Permeate Pumps; 3 duty & 3 on-line standby</p>	<p>Model: VARISCO, J4-220 Feature: Flow capacity of 100.3 m³/hr. at 10 m head, self-priming centrifugal type suction pump, cast iron casing, stainless steel grade 316 shaft and impeller, single mechanical seal, 5.5 kW, IP55, 380/3/50Hz.</p>
<p>15. Clean-In-Place (CIP) Pumps; 1 duty & 1 on-line standby</p>	<p>Model: VARISCO, J1-110 Features: Flow capacity of 15 m³/hr. at 10 m head, self-priming centrifugal type suction pump, cast iron casing, stainless steel grade 316 shaft and impeller, single mechanical seal, 1.1 kW, IP55, 380/3/50Hz.</p>
<p>16. Membrane Modules; 18 sets (6 sets for each MBR Train)</p>	<p>Model: MOTIMO, BP-17 Feature: Highly durable membrane module designed specifically for membrane bioreactor. Hollow fiber outside-in type membrane module. Stainless steel header and frame construction. PVDF membrane material. Pore size of 0.03μ m. Effective surface area of 17 m² per membrane element. A total of 20 membrane elements per module, each of about 340 m² total membrane surface area. Design flux of 0.45 m³/m²/day.</p>

17. Fine Bubble Diffusers; 240 pcs (80 pcs for each MBR Train)	Model: JAEGER, HD 270 Feature: Membrane disc diffuser of diameter 270 mm, Standard Oxygen Transfer Efficiency (SOTE) at air flowrate of 4 / 6 / 8 Nm ³ /hr. per diffuser at 8 / 6 / 5 % per meter of aeration depth. Maximum air flowrate at 10 Nm ³ /hr. per diffuser.
18. Electromagnetic Flowmeters; 13 sets	Model: KROHNE, OPTIFLUX 4000 (Sensor) & IFC 300 (Converter) Features: Electromagnetic type, stainless steel 316L electrode, PN16 flange, IP68 for sensor and IP 65 for converter, 230V/1/50Hz, 4 – 20 mA output, 1 frequency/pulse output, accuracy +/- 0.5%. 1x DN250 for influent pipe, 3x DN100 for MBR feed pumps, 1x DN80 for sludge wasting pumps, 3x DN150 for sludge recirculation pumps, 3x DN100 for permeate pumps, 1x DN80 for sludge transfer pumps and 1x DN80 for filter press transfer pumps.
19. pH Monitors; 10 sets	Model: WTW, Sensory 700 IQ Feature: Microprocessor based instrument for measurement of pH value c/w pH sensor, IP68 for sensor and IP66 for transmitter, 0 – 14 pH range, 230V/1/50Hz, 4 – 20 mA output, accuracy +/- 0.2%. 1x pH for Equalization Tank and 9x pH for MBR Trains.
20. Dissolved Oxygen Monitors; 10 sets	Model: WTW, FDO 700 IQ Feature: Microprocessor based instrument for measurement of Dissolved Oxygen (DO) value c/w DO sensor, IP68 for sensor and IP66 for transmitter, 0.05-20 mg/L DO range, 230V/1/50Hz, 4 – 20 mA output, accuracy +/- 0.1 mg/L. 9x DO for MBR Trains and 1x DO for Sludge Holding Tank.
21. Suspended Solids Monitors; 3 sets	Model: WTW, ViSolid [®] 700 IQ Feature: Microprocessor based instrument for measurement of Suspended Solids (SS) value c/w SS sensor, IP68 for sensor and IP66 for transmitter, 0-1000 g/L TSS range, 230V/1/50Hz, 4 – 20 mA output, accuracy 0.1 mg/L – 1 g/L. 3x SS for MBR Trains
22. Ammonium-Nitrogen Monitors; 3 sets	Model: WTW, AmmoLyt Plus 700 IQ Feature: Microprocessor based instrument for measurement of Ammonium-Nitrogen (NH ₄ -N) value c/w NH ₄ -N sensor, IP68 for sensor and IP66 for transmitter, 0.1 – 100 mg/L NH ₄ -N range, 230V/1/50Hz, 4 – 20 mA output, accuracy +/- 5% of measured range. 3x NH ₄ -N for MBR Trains.
23. Nitrate + Nitrite Monitors; 3 sets	Model: WTW, UV 701 IQ NO _x Feature: Microprocessor based instrument for measurement of Nitrate + Nitrite (NO _x -N) value c/w NO _x -N sensor, IP68 for sensor and IP66 for transmitter, 0 – 100 mg/L NO _x -N range, 230V/1/50Hz, 4 – 20 mA output, accuracy +/- 3% of measured range. 3x NO _x -N for MBR Trains.

24. Turbidity Monitors; 3 sets	Model: WTW, VisoTurb® 700 IQ Feature: Microprocessor based instrument for measurement of Turbidity value c/w Turbidity sensor, IP68 for sensor and IP66 for transmitter, 0 – 4000 NTU Turbidity range, 230V/1/50Hz, 4 – 20 mA output, accuracy +/- 1% of measured range. 3x Turbidity for MBR Trains
25. Hydrostatic Level Sensors; 9 sets	Model: Endress + Hauser, FMB53 Feature: Hydrostatic level sensor (HLS) of measuring range 0 – 10 m, accuracy +/- 0.2% of measured range, stainless steel 316 sensor casing, IP68 for sensor and IP66 for transmitter, 4 – 20 mA output, power supply 24V DC. 2x HLS for Equalization Tank, 6x HLS for MBR Trains and 1x HLS for Sludge Holding Tank.
26. Pressure Sensors; 3 sets	Model: Endress + Hauser, Cerabar M PMC51 Features: Pressure sensor (PS) of measuring range 0 – 1 bar, accuracy +/- 0.15% of measured range, stainless steel 316 sensor casing, IP 67 for sensor and IP66 for transmitter, 4 – 20 mA output, power supply 24V DC. 3x PS for MBR Trains
27. External Carbon Solution Tank; 1 duty	Model: ADVANCE, MC-1000L Feature: PE Tank of 1.0 m ³ effective capacity. Tank diameter of 1,020 mm and tank height of 1,410 mm.
28. Clean-In-Place (CIP) Tank; 1 duty & 1 standby	Model: ADVANCE, MC-1000L Feature: PE Tank of 1.0 m ³ effective capacity. Tank diameter of 1,020 mm and tank height of 1,410 mm.
29. Polymer Solution Tank; 1 duty	Model: ADVANCE, MC-1000L Feature: PE Tank of 1.0 m ³ effective capacity. Tank diameter of 1,020 mm and tank height of 1,410 mm.
30. NaOCl Solution Tank; 1 duty	Model: ADVANCE, MC-1000L Feature: PE Tank of 1.0 m ³ effective capacity. Tank diameter of 1,020 mm and tank height of 1,410 mm
31. External Carbon Solution Tank Agitator; 1 duty	Model: JESCO, MM-LW20-290-37 Feature: Top mounted vertical agitator. Stainless steel shaft and propeller. Shaft length approx. 900mm, propeller diameter 250mm, agitator speed 200 rpm, 0.37 kW, IP 55 Class F, 380V/3/50Hz.
32. Polymer Solution Tank Agitator; 1 duty	Model: JESCO, MM-LW20-290-37 Feature: Top mounted vertical agitator. Stainless steel shaft and propeller. Shaft length approx. 900mm, propeller diameter 250mm, agitator speed 200 rpm, 0.37 kW, IP 55 Class F, 380V/3/50Hz.
33. Sludge Conditioning Tank Agitator; 1 duty	Model: JESCO, MM-LH-700-100-150 Feature: Top mounted vertical agitator. Stainless steel shaft and propeller. Shaft length approx. 2000 mm, propeller diameter 700 mm, agitator speed 80-100 rpm, 1.5 kW, IP 55 Class F, 380V/3/50Hz.

34. External Carbon Dosing Pumps; 3 duty & 3 on-line standby	Model: JESCO, MEMDOS LB 60 Feature: Motor-driven diaphragm metering pump. PVC head, PTFE diaphragm. Max. capacity 63 Litre/Hr at 10 Bar. Manually adjust stroke length from 0~100%, 0.18 kW, IP 55 Class F, 380V/3/50Hz.
35. Polymer Dosing Pumps; 1 duty & 1 on-line standby	Model: JESCO, MEMDOS LB 160 Feature: Motor-driven diaphragm metering pump. PVC head, PTFE diaphragm. Max. capacity 144 Litre/Hr at 10 Bar. Manually adjust stroke length from 0~100%, 0.4 kW, IP 55 Class F, 380V/3/50Hz
36. NaOCl Solution Dosing Pumps; 1 duty & 1 on-line standby	Model: JESCO, MEMDOS LB 60 Feature: Motor-driven diaphragm metering pump. PVC head, PTFE diaphragm. Max. capacity 63 Litre/Hr at 10 Bar. Manually adjust stroke length from 0~100%, 0.18 kW, IP 55 Class F, 380V/3/50Hz
37. Filter Press Transfer Pumps; 1 duty & 1 on-line standby	Model: Seepex, BN17-12 Feature: Progressive cavity type sludge transfer pump, flow capacity of 16 m ³ /hr. at 8 bars, C.I. casing, stainless steel grade 316 shaft and rotor, NBR stator, 7.5 kW,380/3/50Hz.
38. Filter Press; 1 duty	Model: JINGJIN, XAZGF40/800-U Feature: Side bar type membrane filter press complete with PP recess and membrane mixed pack filter press. Integrated with hydraulic power pack, automatic opening and closing system, automatic plate shifting system, automatic cake discharge system, and automatic drip trays with launders. Plate size 800 mm x 800 mm x 41 plates, max. sludge feeding / squeezing pressure 15 bars, dry sludge cake volume minimum 550 L.
39. Chlorine Monitors; 2 sets	Model: WTW, TCML N Feature: Microprocessor based instrument for measurement of Chlorine value c/w Chlorine sensor, IP68 for sensor and IP66 for transmitter, measuring range 0.01 – 2.00 mg/L

APPENDIX C - Service Plan (Reference)

Service Description	Responsible Party
A. <u>Security Service</u>	
1. Security Guard Patrolling Services for each specific location and to get registered at those locations.	Provider
2. Inspection of vacant flat(s) and renovation premise	Provider
B. <u>Cleaning Service</u>	
3. Cleaning floor, lift cars, staircases and landing sweeping and mopping	Provider
4. Cleaning of glass doors, partitions, windowsills and handrails of public areas	Provider
5. Cleaning, washing and disinfecting toilets and shower rooms at common area.	Provider
6. Shampoo cleaning of the carpeted area	Provider
7. Sweeping, washing and disinfecting of refuse areas / assigned area for chemical waste	Provider
8. Cleaning of containers, hoppers, ash trays and rubbish bins	Provider
9. Washing of floor mats	Provider
10. Cleaning of the service tunnel and floor drains	Provider
11. Sweeping of plant rooms	Provider
12. Cleaning of AC louvres, light fittings and ceiling panels	Provider
13. Polishing with protection treatment to the granite floor	Provider
14. Wax polishing of all marble / granite floors	Provider
15. Cleaning and clearing the lift door track and wipe clean lift ventilation louvers	Provider
16. Sweeping and damp mopping of common pantries (offices)	Provider
17. Cleaning and disinfecting panels and handrails of escalators	Provider
18. Sweeping of roofs, canopies and drains	Provider
19. Cleaning of dust on display boards and signs	Provider
20. Cleaning of lobby counters and furniture	Provider
21. Checking vacant room(s) and ensure the cleanliness	Provider
22. Cleaning laundry Rooms	Provider
23. Cleaning function / music room	Provider

Service Description	Responsible Party
24. Cleaning kitchen and dining area	Provider
25. Cleaning roof terrace area	Provider
26. Cleaning of grease traps	Provider
27. Cleaning the external wall and high level (height over 3m and not reachable by mobile elevation work platform)	Sub-Contractor
C. <u>Pest Control Service</u>	
28. Inspecting bait stations for rodents	Provider
29. Fogging or spraying all manholes, ponds, pits, grease traps, sewage pipeline, concealed drains, all drain outlets in toilets, kitchen and food and drink outlet, duct rooms and plant rooms	Provider
30. Applying pesticides in all common areas	Provider
31. Applying pesticides in guestrooms	Provider
D. <u>Landscaping Service</u>	
32. Regular cutting and mowing grass areas	Provider
33. Fertilizing all landscape area	Provider
34. Pruning and trimming trees and outdoor plants	Provider
E. <u>HVAC System Operation and Maintenance</u>	
35. Inspecting operation of MVAC equipment and plant rooms	Provider
36. Checking the condition of pipe connections	Sub-Contractor
37. Checking on the pump drain line for damage or blockage	Sub-Contractor
38. Checking on and lubrication of bearings of fans, PAUs, AHUs, etc.	Sub-Contractor
39. Inspection and adjustment of the drive belt of fans, PAUs, AHUs, etc. for excessive tension	Sub-Contractor
40. Cleaning of air filters of fans, PAUs, AHUs, FCUs, split type units, VRV, etc.	Sub-Contractor
41. Chemical cleaning of coils of PAUs, AHUs, FCUs, split type units, VRV, etc.	Sub-Contractor
42. Chemical cleaning of condenser coil of water-cooled chiller	Sub-Contractor
43. Cleaning the cooling tower	Sub-Contractor
44. Checking & cleaning of heat exchanger	Sub-Contractor
45. Inspecting the compressor of chiller units and heat pump units generally, and particularly for abnormal conditions such as over or under heating, or unusual noise	Sub-Contractor
46. Checking on the indoor unit condensate drain pan and drainpipe	Sub-Contractor

Service Description	Responsible Party
to ensure no blockage	
47. Checking on operation condition of blower, switch and motor of air curtains	Sub-Contractor
48. Checking of motor winding insulation of chillers	Sub-Contractor
49. Replacement of HEPA / Bag filter for AHU/PAU	Sub-Contractor
50. Split type A/C Cleaning	Sub-Contractor
F. <u>Electrical and Power Backup Systems Operation and Maintenance</u>	
51. Inspecting operation of Low voltage switchboard (LVSB), Genset and plant rooms	Provider
52. Checking the fuel system	Provider
53. Checking Photovoltaic System (PV) with analytic report	Sub-Contractor
54. Cleaning the surface of Photovoltaic Panel free from dusty and dirty	Provider
55. Maintenance for the emergency generators	Sub-Contractor
G. <u>Lift and Escalator Operation and Maintenance</u>	
56. Lifts and Escalators – Maintenance & 24-hour emergency call service	Sub-Contractor
H. <u>Fire Service (FS) System Operation and Maintenance</u>	
57. Inspecting operation of FS equipment and plant rooms	Provider
58. Checking on condition of piping	Sub-Contractor
59. Performance test on all fire service pumps and electrical signal to the AFA control panel	Sub-Contractor
60. Functional test to all pump supervisory panels of the sprinkler system	Sub-Contractor
61. Frequency of service for charging up required air pressure, checking on control solenoid valves, etc. of the Pre-action system	Sub-Contractor
62. Checking all fire service pumps, pressure switches, alarm bells and fault reset switches functions of the manual fire alarm box, hydrants and hose reel for accessibility and tightness of the outlets	Sub-Contractor
63. Checking on the mechanical moving parts and lubrication of all fire shutters	Sub-Contractor
64. Checking all portable hand-operated appliances, such as fire extinguishers, fixed spray units, fire blankets	Sub-Contractor
65. Checking on the flashing lights and loudspeaker function of the Audio/visual Advisory System	Sub-Contractor

Service Description	Responsible Party
66. Checking all the emergency lights and exit signs with the required certification	Sub-Contractor
I. <u>Plumbing and Drainage (P&D) System Operation and Maintenance</u>	
67. Inspecting operation of P&D equipment and plant rooms	Provider
68. Checking on condition of piping.	Provider
69. Cleaning of water tanks	Sub-Contractor
70. Checking of manholes and provide cleaning / unblocking services if necessary	Sub-Contractor
J. <u>Building Management System (BMS) and Extra Low Voltage (ELV) Operation and Maintenance</u>	
71. BMS system maintenance and system / data backup (at least 4 years data log to be kept)	Sub-Contractor
72. Comprehensive maintenance of the entire Security system and Public Address (PA) system	Sub-Contractor
K. <u>Temporary Sewage Treatment Plant Operation and Maintenance</u>	
73. Inspecting operation of plant equipment and plant rooms	Provider
74. Provide 24 x 7 operators for plant operation	Sub-Contractor
75. Provide a technician to collect the sample of effluent with HOKLAS laboratory report and EPD submission for discharge license.	Sub-Contractor
76. Maintain discharge license under EPD requirement	Sub-Contractor
L. <u>Automatic Refuse Collection System (ARCS) Operation and Maintenance</u>	
77. Inspecting operation of ARCS and plant rooms	Provider
78. Maintenance of the ARCS	Sub-Contractor
M. <u>Laboratory common supporting Facilities (For Wet Lab Building) Operation and Maintenance</u>	
79. Maintenance of Compressed air supply system	Sub-Contractor
80. Maintenance of Vacuum system	Sub-Contractor
81. Maintenance of Purified water supply system	Sub-Contractor
82. Maintenance of Wastewater system	Sub-Contractor
83. Maintenance of Nitrogen and carbon dioxide manifold and gas piping system	Sub-Contractor
84. Dangerous goods stores (not included fuel tank room) management service and maintenance (included certificates renewal)	Sub-Contractor

Service Description	Responsible Party
85. Maintenance of Eye washer and emergency shower	Sub-Contractor
86. Maintenance of Oxygen detecting system	Sub-Contractor
87. Checking and Calibration of Differential pressure system	Sub-Contractor
88. Emergency onsite support and inspection for non-office hour (Mon-Sat: 19:00 – next day 08:00 & Sun: whole day)	Provider

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