

Hong Kong-Shenzhen Innovation and Technology Park Limited

Tender Document

Provision of Outsourced Tea Lady and Cleaning Services for HSITPL's Incubation Centre(s)

Tender Reference:

FD-03-06-02(358)

Tender Closing Date:

30 October 2026

12:00pm (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 provision of outsourced tea lady and cleaning services for HSITPL’s Incubation Centre(s) (the “**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 (the “**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 the 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.
- 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.

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 **three (3)** months from the Tender Closing Date (the “**Tender Validity Period**”). The Tenderer agrees that, should HSITPL so request in writing, the Tenderer shall abide by this Invitation to Tender for a further period, e.g. three (3) months, 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.
- 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 Enquiries, Requests for Clarifications and Addenda

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

Harmony Leung – Manager, Facilities Management
Email: harmony.leung@hsitp.org
Telephone No.: (852) 3189 5447

The Tenderer shall state in the email subject heading “Tender Enquiry - Provision of Tea Lady and Cleaning Services for HSITPL’s Incubation Centre(s) (Ref. No. FD-03-06-02(358))” and provide full contact details in the email message. HSITPL reserves the right not to respond to any enquiry or request for clarification submitted after the deadline specified above.

- b) 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 successful Tenderer (the “**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.
- c) 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 30 October 2026 (the “**Tender Closing Date**”).
- b) Tenderers shall follow a two-envelope system, as set out below, in submitting their Tenders:

- (i) **Mandatory Assessment Criteria Submission**

The front cover of the Mandatory Assessment Criteria Submission envelope shall be clearly marked with the subject of the Tender and the tender reference:

“Mandatory Assessment Criteria Submission: Provision of Outsourced Tea Lady and Cleaning Services for HSITPL’s Incubation Centre(s) (Ref. No. FD-03-06-02(358))”

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: Provision of Outsourced Tea Lady and Cleaning Services for HSITPL's Incubation Centre(s) (Ref. No. FD-03-06-02(358))"

and the Tenderer's company name

- c) Tenderers shall ensure that their Mandatory Assessment Criteria Submission and Price Proposal are prepared in accordance with the Submission Requirements provided in the Tender Documents.
- d) Tenderers shall submit their Mandatory Assessment Criteria Submission and Price Proposal separately in 2 sealed envelopes from 9:00 a.m. to 12:00 noon on the Tender Closing Date in the tender box located at:

Hong Kong-Shenzhen Innovation and Technology Park Limited
Units 606-607, 6/F, 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 Mandatory Assessment Criteria Submission.
- f) If the Tender contains any qualification and/or alternative proposal, HSITPL reserves the right to disqualify such Tender. Further, such qualifications and/or alternative proposals are generally not accepted.
- g) Any late submissions or Tenders not submitted in accordance with the provisions in Clauses 4b) to f) above will not be accepted.
- h) 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 a.m. and 12:00 noon (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, which shall be a day other than a Saturday, Sunday or public holiday in Hong Kong ("**Working Day**").
- i) Tenderers may be required to make a formal presentation at their own cost of their Proposals in or about the week of 30 October 2026 (tentative date). HSITPL shall advise the exact time, date and issue formal invitation to the Tenderers.
- j) 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.
- k) 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:
- 100 % Pricing
- 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) The Tenderer acknowledges and agrees that participation in this Tender submission requires compliance with all requirements in the Tender Documents including but not limited to the Mandatory Assessment Criteria in Tender Schedule 6. These requirements are crucial for determining compliance with specific requirements outlined in the Tender Documents. Therefore, any failure by Tenderers to declare or submit supporting documents confirming compliance with such requirements may result in the disqualification of the Tender.
- d) Assessments will be based on all materials of the submitted Tender and any presentation or demonstration given by the Tenderer.

6. Acceptance / Rejection of Tender

- a) HSITPL is not bound to accept the Tender which is 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 shall receive a purchase order (“PO”) generated from the system of HSITPL within the Tender Validity Period.
- b) Tenderers 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 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) Tenderers 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. Sub-contracting

The successful Tenderer is prohibited from transferring, sub-letting, sub-contracting or assigning, directly or indirectly, any rights or duties under the Contract and/or all or any portion of the Contract to any person or persons or companies, unless the prior written permission of HSITPL and/or its representative (“**Representative**”, as appointed according to Clause 18 below) is obtained. In the event that written permission of HSITPL is provided to the successful Tenderer, the successful Tenderer’s right to transfer, sub-let, sub-contract or assign, directly or indirectly, shall not in any way relieve it from any obligations under the Contract.

13. Non-collusion

- a) The Tenderer must ensure that the Tender is developed genuinely, independently and made with the intention to accept the contract if awarded, and 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 (as defined in Clause 12 d) below)), including regarding price, Tender submission procedure or any terms of the Tender. In the event of any breach of this Clause by any Tenderer, HSITPL reserves the right to invalidate the Tender submitted by that Tenderer and/or terminate the Contract entered with that Tenderer based on the Tender submitted by that Tenderer and seek damages.
- b) All anti-competitive practices are strictly prohibited and the Tenderer's attention is drawn to its obligations under the Competition Ordinance (Cap. 619) (the "**Competition Ordinance**").
- c) Bid-rigging is inherently anti-competitive and is considered serious anti-competitive conduct under the Competition Ordinance. Tenderers who engage in bid-rigging conduct may be liable for the imposition of pecuniary penalties and other sanctions under the Competition Ordinance.
- d) Upon Tender submission, the Tenderer shall submit to HSITPL a Non-Collusive Tendering Certificate (in the form set out at Tender Schedule 2) (the "**Non-collusive Tendering Certificate**") duly signed by an authorised person on the Tenderer's behalf. The Contract is to be entered into in reliance on the statements made by the Tenderer in the Non-collusive Tendering Certificate and conditional upon the effectiveness and veracity of the Non-collusive Tendering Certificate. Any breach of any of the representations, warranties and/or undertakings given in the Non-collusive Tendering Certificate not only allows HSITPL to pursue damages and other forms of redress from the Tenderer but also is capable of amounting to a criminal offence and rendering the relevant personnel of the Tenderer liable to criminal prosecution (for instance, for the offence of conspiracy to defraud and upon conviction shall be liable to imprisonment for 14 years).
- e) Notwithstanding any provisions regarding disclosure of documents and information, HSITPL may, at its discretion, report and provide documents and information regarding any suspected anti-competitive collusive conduct to the Competition Commission and/or other relevant authorities.

14. Payment Schedule

Subject to the work done to the satisfaction of HSITPL, payments due under the Contract will be made by HSITPL within 30 calendar days against invoice submission by the successful Tenderer on a monthly basis.

PART II: Purchase Order Terms and Conditions

HSITPL shall issue a purchase order ("**PO**") to the successful Tenderer on the terms as set out in the General Terms and Conditions for Purchase Orders ("**PO T&C**") which is available on HSITPL's website or provided separately by HSITPL in PDF file format. Tenderers must read the PO T&C carefully before submitting the Tender.

In the event that the Tenderer wishes to propose any revisions to the terms of the PO T&C, the Tenderer should set out such proposed revisions in the Mandatory Assessment Criteria Submission of 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. In any event, HSITPL will not accept any proposed revisions to the PO T&C that are not submitted together with the Mandatory Assessment Criteria Submission and/or come to HSITPL's attention after the Tender Closing Date.

HSITPL reserves the right to disqualify any Tenderer that submits any proposed revisions to the PO T&C in the Price Proposal or proposes revision to the PO T&C 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 ***in separate envelopes***.

Mandatory Assessment Criteria Submission		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

Price Proposal		Tender Schedule No.
1.	Price Schedule	4

Number of documents required:

- a) 1 set of the "Mandatory Assessment Criteria Submission" in hard copy;
- b) A USB drive with an electronic copy of the "Mandatory Assessment Criteria Submission" without any price information 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,

**"Provision of Outsourced Tea Lady and Cleaning Services
for HSITPL's Incubation Centre(s) (Ref. No. FD-03-06-02(358))"**

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 "Provision of Outsourced Tea Lady and Cleaning Services for HSITPL's Incubation Centre(s) (Ref. No. FD-03-06-02(358))" (the "Contract")

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

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

refer to the tender for the Contract (the "**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 into 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 arrangement and beneficial ownership

4. We represent and warrant that there is no intended sub-contracting arrangement relating to the Tender, including those which are to be entered into after the Contract is awarded.

OR*

We represent and warrant that the following sub-contracting arrangements are all the intended sub-contracting arrangements relating to the Tender, including those which are to be entered into after the Contract is awarded:

[\[Please set out the details of such sub-contracting arrangements here. Please use supplemental sheets where appropriate.\]](#)

We understand that we are required to continue to disclose any of such sub-contracting arrangements to HSITPL as and when they arise.

5. We represent and warrant that the following is our beneficial ownership:

[\(For a company other than a listed company or exempted company¹\)](#)

[\[Please disclose the significant controllers register here, as defined in the Companies Ordinance, Cap. 622. Please use supplemental sheets where appropriate.\]](#)

¹ An exempted company is one which is not required to keep a register of its significant controllers (see further sections 653A (definition of "applicable company") and 653H of the Companies Ordinance).

OR*

(For a sole proprietorship or partnership)

[Please disclose details of beneficial owner(s) here, including their name and the nature of their control over the firm. Please use supplemental sheets where appropriate.]

OR*

(For listed company)

We are a listed company in Hong Kong and our corporate ownership has already been disclosed in the public domain.

6. We understand that HSITPL may request us to disclose further details regarding our shareholders or parent companies, or any other related, associated or controlling entities, to HSITPL. We agree to disclose such details to HSITPL if so requested, subject to such requests being reasonable in the circumstances.

Consequences of breach or non-compliance

7. We understand that in the event of any breach or non-compliance with any representations, warranties and/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.
8. Under the Competition Ordinance, bid-rigging is serious anti-competitive conduct. Further, any breach of any of the representations, warranties and/or undertakings given in this certificate is capable of amounting to a criminal offence and rendering our relevant personnel liable to criminal prosecution (for instance, for the offence of conspiracy to defraud and upon conviction shall be liable to imprisonment for 14 years). We understand that, notwithstanding any provisions regarding disclosure of documents and information, HSITPL may, at its discretion, report all suspected instances of anti-competitive conduct to the Competition Commission (the “**Commission**”) and/or other relevant authorities and provide the Commission and/or other relevant authorities with any relevant information, including but not limited to information on our bid and our personal or corporate information.

For and on behalf of: _____
(Company Name)

Signature with Company Chop: _____

Ref No.: FD-03-06-02(358)

(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,

**“Provision of Outsourced Tea Lady and Cleaning Services for HSITPL’s Incubation Centre(s)
(Ref. No. FD-03-06-02(358))”**

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 **three (3)** months from the Tender Closing Date specified in the Tender Documents. We agree that, should HSITPL so request in writing, we shall abide by this Invitation to Tender for a further **three (3)** months, 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. 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 General Terms and Conditions for Purchase Orders enclosed with the Tender Documents in the event that our proposed revisions (if any) to the General Terms and Conditions for Purchase Orders 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.
8. We certify that, to the best of our knowledge and belief, all information and documents provided in and submitted with the Mandatory Assessment Criteria Submission are true, accurate, and complete. Further, we understand and agree that if any information or document provided in or submitted with the Mandatory Assessment Criteria Submission is found to be untrue, inaccurate, incomplete or misleading, HSITPL may, without limiting HSITPL’s rights and remedies therein or at

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Unit 710, 7/F, 8 Science Park West Avenue, Hong Kong Science Park 香港科學園科技大道西8號7樓710室 | TEL 電話 +852 3189 1599

law, invalidate, reject and/or disqualify our Tender.

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,

**“Provision of Outsourced Tea Lady and Cleaning Services for HSITPL’s Incubation Centre(s)
(Ref. No. FD-03-06-02(358))”**

1. The quotation shall be valid for **three (3)** months from the Tender Closing Date specified in the Tender Documents. Should HSITPL request in writing, we shall abide by the Tender Documents for a further three (3) months, and the quotation may be accepted by HSITPL at any time before the expiration of this extended period.
2. The price indicated in the tables below covers all the items specified in the Requirement Specifications of the Tender Documents.
3. HSITPL reserves the right to modify, amend or revise any requirements and/or terms and conditions stated in the Tender Documents.
4. The Total Contract Amount is inclusive of all costs or charges which we will incur in the provision of the goods and/or services specified in the Requirement Specifications in Tender Schedule 5.
5. We acknowledge that only the Total Contract Amount in this Tender Schedule 4 will be assessed for this Tender, whereas HSITPL will not consider any pricing information in the Optional Items in this Tender Schedule 4 for the purpose of assessing the Tender.
6. We acknowledge that the quantity of Optional Items stated below are provided for quotation purposes only. HSITPL does not guarantee the consumption of any or all of such number of Optional Items. HSITPL has the sole discretion to determine the actual quantity of Optional Items to be used.
7. We acknowledge that (i) HSITPL will not accept any proposed revisions to the PO T&C that are not submitted together with the Mandatory Assessment Criteria Submission and/or come to HSITPL’s attention after the Tender Closing Date and (ii) HSITPL is not bound to accept any of such proposed revisions.
8. We acknowledge that HSITPL reserves the right to disqualify any Tenderer that submits any proposed revisions to the PO T&C in the Price Proposal or proposes revision to the PO T&C after the Tender Closing Date.

Cost Summary

Items		Price (HKD)			
No.	Description	Unit	Quantity	Unit Price	Amount
1	Basic Monthly Service Fee (per month) for paragraph 5.4 of Tender Schedule 5 (<i>Scope of Services</i>) The monthly service fee payable to the successful Tenderer is determined on the basis that one (1) tea lady will provide services to HSITPL five (5) days per week in a calendar month. If the tea lady reports duty to HSITPL for less than five (5) days in a certain week because of public holidays, bad weather conditions or other exceptional conditions	Month	12		

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	that prevent the tea lady from reporting duty and no replacement is provided by the successful Tenderer, the monthly service fee will be paid on a pro-rata basis. <ul style="list-style-type: none"> • Service Location: Unit 206 of 2/F, Unit 601B of 6/F and 8/F of Building 8, 17 Research Road, Hong Kong-Shenzhen Innovation and Technology Park • Service Hours: 08:00 – 18:00 • Service Period: 3 November 2026 – 2 November 2027 				
2	Basic Monthly Service Fee (per month) for paragraph 5.4 of Tender Schedule 5 (<i>Scope of Services</i>) The monthly service fee payable to the successful Tenderer is determined on the basis that one (1) cleaner will provide services to HSITPL six (6) days per week in a calendar month. If the cleaner reports duty to HSITPL for less than six (6) days in a certain week because of public holidays, bad weather conditions or other exceptional conditions that prevent the cleaner from reporting duty and no replacement is provided by the successful Tenderer, the monthly service fee will be paid on a pro-rata basis. <ul style="list-style-type: none"> • Service Location: Unit 206 of 2/F, Unit 601B of 6/F and 8/F, Building 8, 17 Research Road, Hong Kong-Shenzhen Innovation and Technology Park • Service Hours: 08:00 – 18:00 • Service Period: 3 November 2026 – 2 November 2027 	Month	12		
3	Monthly Cleaning	Job	12		
4	Quarterly Cleaning	Job	4		
Total Contract Amount					

Optional Items		Price (HKD)			
No.	Description	Unit	Quantity	Unit Price	Amount
1	Additional Tea Lady Services	Man-day	1		
2	Additional Cleaner and Daily Cleaning Services	Man-day	1		
3	Additional Monthly Cleaning	Job	1		

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4	Additional Quarterly Cleaning	Job	1		
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Remarks:

1. The unit price for each item and the total amount shall be provided in the price schedule above.
2. Only the Total Contract Amount will be considered as the criteria of price assessment for the purpose of the Tender. The Optional Items are merely optional for HSITPL's reference and HSITPL does not have an obligation to commit to engage the successful Tenderer for such additional services.
3. The prices indicated in the tables above shall cover all the items specified in the Requirement Specifications in Tender Schedule 5.
4. HSITPL reserves the right to change the items stipulated in the Requirement Specifications in Tender Schedule 5.

We offer to provide the goods and/or 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.

 Authorised Signature (with company chop)

Name & Position: _____

Company Name: _____

Date: _____

Tender Schedule 5: Requirement Specifications

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

“Provision of Outsourced Tea Lady and Cleaning Services for HSITPL’s Incubation Centre(s) (Ref. No. FD-03-06-02(358))”

The scope and specific requirements of the goods/services which the Tenderer should 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

HSITPL would like to invite Tenderers to submit tenders for the below services (the “**Services**”):-

Outsourced tea lady and cleaning services, carpet shampooing, pest control and related services at the Centre(s)

Tenderers are requested to submit Tenders for providing outsourced tea lady and cleaning services for HSITPL’s Incubation Centre(s) at Unit 206 of 2/F, Unit 601B of 6/F and 8/F, Building 8, 17 Research Road, Hong Kong-Shenzhen Innovation and Technology Park (with total gross floor area of around 26,600 sq. ft. (the “**Centre(s)**”)) for a service period of 12 months (the “**Service Period**”) in accordance with the requirements set out in this Tender Document before the closing date and time of this Tender.

5.2 About HSITPL

HSITPL, 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 (“**HSITP**” or the “**Park**”).

HSITP envisions to serve as the world’s knowledge hub and innovation & technology (“**I&T**”) centre, converging enterprises, research & development (“**R&D**”) institutions and higher education institutions from local, 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 and data science, new materials, new energy, robotics and microelectronics.

The Park covers an area of approximately 87 hectares and the development is divided into two phases. The estimated total floor area of the first phase will be approximately 1 million square metres, which will provide R&D (Wet Lab / Advanced Manufacturing) buildings, Dry Lab / Office buildings, Research, Academic and Industry buildings, Talent Accommodation, Visitor Lodges, Commercial and Ancillary facilities, etc. Apart from Batch 1, the remaining land in the first phase of the Park will be developed through enterprises investment, aiming to enhance the speed and quantity of project development by leveraging market forces to build high-quality research and industrial infrastructure.

Phase 1 will be developed by three batches, i.e., Batch 1, Batch 2 and Batch 3. The first development batch, Batch 1, has been further sub-divided into Batch 1A, Building 1, Batch 1B and Batch 1C. Batch 1 is being developed by HSITPL which consists of eight buildings with a total gross floor area of approximately 116,000 square metres. Batch 1A consists of three buildings: Buildings 8 & 9 (wet laboratory enabled) and Building 11 (Talent Accommodation).

5.3 The Brief

The successful Tenderer shall provide the Services to HSITPL during the Service Period. The Services comprise three components, namely (a) provision of tea lady/cleaner and daily cleaning services, (b) monthly cleaning services and (c) quarterly cleaning services.

5.4 Scope of Services

Service Locations

Incubation Centre 1.0 - 8/F Building 8 (Approx. 20,000 sq.ft.)

- Approx. 47 tenant offices
- Reception area
- Function room
- Two (2) meeting rooms
- Common room
- Pantry

Incubation Centre 1.1 - Unit 206, 2/F Building 8 (Approx. 4,300 sq.ft.)

- Approx. 20 tenant offices

Incubation Centre 1.2 - Unit 601B, 6/F Building 8 (Approx. 2,300 sq.ft.)

- Approx. 11 tenant offices

Scope of Services

The successful Tenderer shall deploy adequate manpower, materials and equipment to perform all the Services to the Centre(s) and carry out ad hoc spot cleaning as and when necessary to supplement the Services. The successful Tenderer shall carry out the Services as per specific schedule, which should be conducted daily, monthly and quarterly as detailed in paragraphs 5.4.1 to 5.4.3 below.

In general, the successful Tenderer shall keep the Centre(s) in a clean condition. During the Service Period, the successful Tenderer shall provide adequate manpower to conduct the Services. If any chemical, cleaning cleanser, safety signs, material and equipment are required, it is the successful Tenderer's responsibility to provide the same.

The successful Tenderer shall ensure that all its employees maintain the highest standard of hygiene and that all tea lady/cleaner are deployed at the Centre(s). The Services may consider to be incomplete if any dirt, grit, waste or articles are left on the surface of the area after the area has been cleaned. For any cleaning work indicated to be incomplete by HSITPL, the successful Tenderer may be requested to conduct re-cleaning without any additional charge.

5.4.1 Tea Lady and Cleaning Services

5.4.1.1 The successful Tenderer shall provide one (1) outsourced tea lady and one (1) cleaner (on full-time basis each with a minimum of 1 year's tea lady/cleaner experience) for cleaning and general shared office administration services for the Centre(s). The details of tea ladies and daily cleaning services are as follows:

I) Duties of Tea Lady

Pantry Management & Refreshment Services

- Prepare and serve tea, coffee, and refreshments to visitors, guests, management, and meeting participants.
- Maintain pantry cleanliness, hygiene, and tidiness at all times.
- Monitor and replenish pantry consumables, including beverages, snacks, paper products, and cleaning supplies.
- Conduct stock checks and assist in inventory control.
- Ensure pantry equipment is properly maintained and report any defects or maintenance requirements.

Hospitality Services

- Provide hospitality support for VIP visits, tenant meetings, delegations, and official functions.
- Prepare meeting rooms with refreshments and hospitality arrangements as required.
- Ensure reception, pantry, and common areas present a professional and welcoming image.
- Assist in welcoming and directing visitors when necessary.

Event Support

- Support seminars, workshops, training sessions, networking events, and corporate functions.
- Prepare, set up, and replenish refreshments during events.
- Coordinate catering arrangements and assist with event logistics as required.
- Carry out pre-event set-up and post-event reinstatement of venues and pantry areas.

Administrative Support

- Distribute incoming mail, letters, notices, and parcels to designated tenant mailboxes and internal departments.
- Support inventory records
- Assist in simple filing, document preparation, photocopying tasks.
- Coordinate service requests and assist the Centre Manager of the Centre(s) in routine administrative duties.
- Report tenant enquiries, facility observations, and service issues to the Centre Manager.

II) Daily cleaning services

1. Utilize a vacuum cleaner or mop. In areas/offices occupied by staff or tenants during normal operating hours, the cleaner shall perform floor cleaning using vacuum cleaners and shall adopt appropriate working methods to minimize disturbance to occupants.
2. Surface Cleaning: Wipe/dust and clean all surfaces, including but not limited to desks, chairs, cabinets, shelves, countertops, furniture, sofas, monitor, keyboards, phones, partitions and equipment etc.
3. Reception Areas and Common facilities in the Centre(s): Clean reception area and other common facilities in the Centre(s), including but not limited to, meeting rooms, pantry, phone booths and maintain the tidiness of those areas.
4. Door and Glass Cleaning: Wipe and clean door panels, door handles, glass doors, and glass walls.
5. Waste Disposal: Separate disposal of rubbish and recyclables.
6. Rubbish Management: Empty rubbish bins in the Centre(s) and individual tenant office units within the Centre(s) and transport waste to the designated location. Disposal bags shall be provided by the successful Tenderer.
7. Appliance Cleaning: Wipe and clean the surfaces of sinks, coffee machines, water dispensers, microwaves, refrigerators and all other appliances.
8. Dusting: Sweep and clean all dust.
9. Scrubbing: Scrub surfaces where applicable, with a liquid detergent solution.
10. Rinsing: Wash thoroughly with clean water.
11. Drying: Remove excess water from surfaces with a clean cloth.
12. Tea Service: Provide tea service, including serving tea to guests and executives, checking pantry items, supplies and set up for meeting rooms, and washing cups and dishes.
13. Cup Management: Collect and wash cups, storing them in designated cabinets.
14. General Cleanliness: Maintain overall cleanliness of the Centre(s).
15. Materials and Equipment: All cleaning materials, costs and equipment shall be provided by the successful Tenderer.
16. Sterilization Services: Offer sterilization for the Centre(s) and the individual tenant office units upon request.
17. Exclusions: Please note that washroom cleaning services are not included.
18. Additional Duties: Perform other ad hoc cleaning and provide back up support to office administration-related duties as necessary upon HSITPL's request.

5.4.1.2 Service Schedule:

1. Location: Unit 206, 2/F and Unit 601B, 6F and 8/F Building 8, 17 Research Road, Hong Kong-Shenzhen Innovation and Technology Park
2. Staffing: One (1) dedicated tea lady and one (1) cleaner.
3. Working Hours:
 - Tea lady: Mondays to Fridays: From 8:00am – 6:00pm (except Saturdays, Sundays and Public Holidays) (Including 1 hour lunch time)
 - Cleaner: Mondays to Saturdays: From 8:00am – 6:00pm (except Sundays and Public Holidays) (Including 1 hour lunch time).

5.4.1.3 The tea lady/cleaner's performance shall be evaluated regularly to ensure the achievement of jobs and maintain productivity. In the event of consistently unsatisfactory performance by the tea lady/cleaner, HSITPL reserves the right to request a change of tea lady/cleaner.

5.4.2 Monthly Cleaning Services:

5.4.2.1 The successful Tenderer shall provide monthly cleaning services including but not limited to following:

1. Wipe and clean glass partitions, internal windows, exterior of ventilation vents, aluminum frame etc.
2. Wipe and clean reception area, desktop, cabinets, shelves, tabletop, light fixtures and partitions.
3. Deep clean of coffee machines, microwave ovens, refrigerators (both interior and exterior), grease traps, water dispensers and any other equipment and apparatus in the pantry.
4. Mop clean for vinyl floor/wood deck of the Centre(s) (if applicable).

5.4.2.2 Service Schedule: Every month (one weekday before office hours (i.e. 9:00am))

5.4.3 Quarterly Cleaning Services:

5.4.3.1 The successful Tenderer shall provide quarterly cleaning services including but not limited to following:

1. Deep clean of glass walls and doors, signages, and panels of the Centre(s) and individual tenant office units.
2. Cleaning of all ceiling, light panels, air-conditioning louvers, ceiling lighting cover, glass window and bay window, window blind.
3. Conduct carpet shampooing which includes but is not limited to Rotary Brush Method/ Dry Foam Method/ Steam Extraction Method.
4. Conduct pest control which is mainly in respect of pests including but not limited to rats, borers, cockroaches, white ants, termites, mosquitoes, flies, etc. and should cover all the reachable places such as (but are not limited to) the spaces under the tables, chairs, working station, on and around the pile of files, furniture, window bay, pantry, in all stores and any hidden space under the furniture etc., and should leave no space unattended.
5. Carry out disinfestation, control, and treatment of the pest in the entire area of the Centre(s).
6. Provide the specifications and quality of chemical or pesticides if HSITPL requests. No prohibited substances shall be used. No chemicals or pesticides shall be used after their expiry date.
7. Ensure that there should not be any poisonous substance or odour after conducting pest control.
8. Deep cleaning of fabric chairs, sofas and other upholstered furniture using suitable cleaning methods to remove dust, stains and accumulated dirt.

5.4.3.2 Service Schedule: Every three months (from Saturday to Sunday (within 9:00am-6:00pm))

5.4.4 Insurance Coverage

5.4.4.1 Without prejudice to any of the provisions of HSITPL's standard General Terms and Conditions for Purchase Orders ("**PO T&C**"), the successful Tenderer shall, for the Service Period, have in place **(1) general liability insurance and (2) employees' compensation insurance** 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.

5.4.4.2 The successful Tenderer should produce satisfactory evidence to HSITPL upon request by HSITPL showing that the insurances referred to in this paragraph 5.4.4 have been affected and are in force, including but not limited to, producing a certificate of insurance.

5.4.5 Undertaking, Liability and Indemnity

5.4.5.1 The successful Tenderer is deemed to have agreed:

1. to inform every person to whom any Confidential Information (as defined in the PO T&C) is disclosed, including but not limited to each of the tea lady/cleaner, of the restrictions on disclosure attaching to such information; and
2. upon HSITPL's request, to obtain forthwith a legally binding and enforceable undertaking in favour of HSITPL duly executed by such person in terms similar to those in the relevant provisions of the PO T&C, and in any event, in the form and substance acceptable to HSITPL.

5.4.5.2 The successful Tenderer is deemed to have agreed to indemnify HSITPL against all costs, claims, demands, expenses and liabilities that may be incurred by HSITPL, including but not limited to legal fees, recovery expenses, and compensatory damages to any third party affected, as a result of any unauthorized action that may result in any of the following:

1. **Data Leakage:** Unauthorized release, disclosure or dissemination of sensitive or confidential data to any third party, regardless of whether such release, disclosure or dissemination is intended or unintended.
2. **Data Breach:** Unauthorized access to HSITPL's data by any third party, leading to potential misuse of such data.
3. **Data Loss or Damage:** Any incident resulting in the loss of data integrity, availability, or confidentiality, including accidental deletion, corruption, or unauthorized modifications.
4. **Service Interruptions:** Any actions that disrupt the availability or functionality of the services provided, affecting HSITPL's operations.

5.4.5.3 The successful Tenderer undertakes to obtain, prior to the provision of any personal data of any of the tea lady/cleaner to HSITPL, all necessary consent from such the tea lady/cleaner which may be required for HSITPL to process such personal data for the purpose of facilitating the provision of the Services to HSITPL. The successful Tenderer further represents that HSITPL is duly authorised to receive and process such personal data and all applicable requirements, including requirements in the Personal Data (Privacy) Ordinance, have been complied with.

5.4.6 Terms of Engagement

5.4.6.1 The tea lady/cleaner will be hired by the successful Tenderer and will not be treated as part-time or permanent employee of HSITPL.

5.4.6.2 Working schedule ("**Working Schedule**"):

1. I) Tea lady:
Five (5) days per week, Mondays to Fridays, from 8:00am – 6:00pm (except Saturdays, Sundays, and Public Holidays)
- II) Cleaner:
Six (6) days per week, Mondays to Saturdays, from 8:00am – 6:00pm (except Sundays, and Public Holidays)
2. If a day scheduled for the tea lady/cleaner to report duty according to the Working Schedule above (“**Working Day**”) lands on a public holiday, or if bad weather conditions or other exceptional circumstances prevent the tea lady/cleaner from reporting duty on a Working Day, HSITPL shall have the sole and final discretion to change the Working Schedule of that week.

5.4.6.3 Reliever arrangement

1. Apart from the tea lady/cleaner, the successful Tenderer shall arrange at least one (1) replacement staff on standby.
2. If the tea lady/cleaner is on leave, unable to work due to any other reasons, or suspended by HSITPL due to poor performance, including but not limited to inability to properly perform the assigned duties, non-compliance with the ground rules to be mutually agreed by HSITPL and the successful Tenderer, continuous disobedience to reasonable instructions from the responsible staff of HSITPL or unethical behaviors, the successful Tenderer should provide a replacement staff as soon as possible so the Working Schedule is complied with.

5.4.6.4 Notice period

HSITPL shall provide a minimum of seven (7) calendar days’ notice period to terminate the engagement of any of the tea lady/cleaner. If so, the successful Tenderer shall endeavour to seek a replacement staff as soon as possible. The monthly service fee paid by HSITPL to the successful Tenderer will be discounted on a pro-rata basis if the Working Schedule is not complied with because of delay in seeking a replacement staff.

5.4.7 **Responsibilities of the Successful Tenderer**

The successful Tenderer shall be responsible for the following fees / services / arrangements:

1. Recruitment costs;
2. Internal interview/assessment costs;
3. Administrative costs;
4. Contractual arrangement between the individual tea lady/cleaner and the successful Tenderer;
5. Payroll services for payment to the tea lady/cleaner or any replacement staff;
6. Employees’ compensation insurance, any other insurance policies that should be taken out or any other fringe benefits required for the tea lady/cleaner in accordance with Hong Kong law;
7. Statutory benefits entitled by employees under continuous contract in accordance with Hong Kong law including but not limited to:
 - i. Paid annual leave;
 - ii. Statutory holidays; and
 - iii. Sickness allowance;

8. Handling and filing tax returns in accordance with requirements of the Inland Revenue Department and all relevant laws and regulations;
9. Payment for mandatory provident fund;
10. Any other inclusion in the services by the successful Tenderer that the successful Tenderer would like to provide; and
11. Any other benefits required for the successful Tenderer as an employer under Hong Kong law.

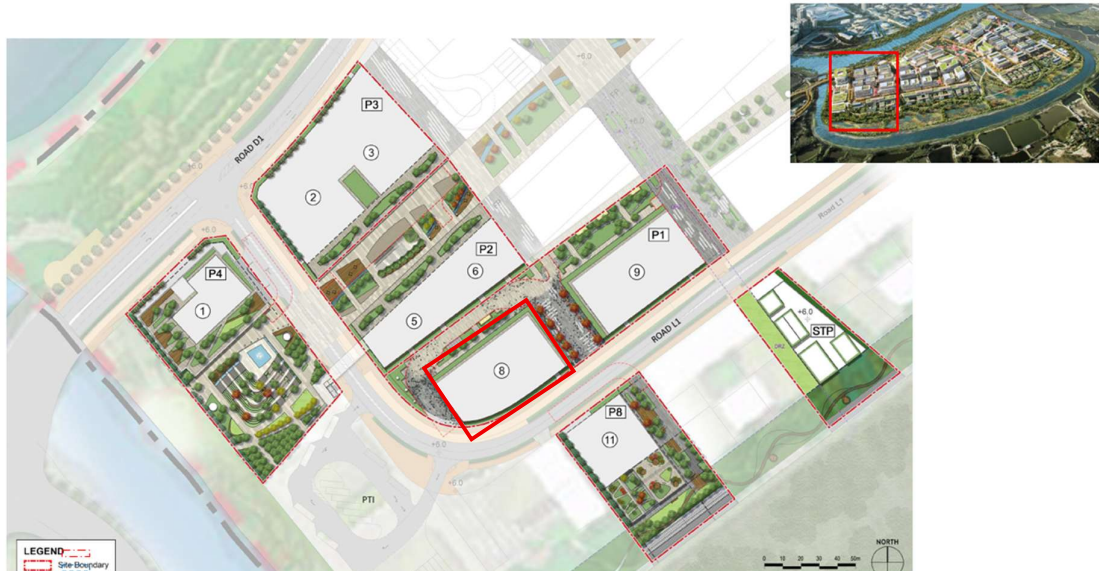
5.5 Project Timeline (Tentative)

Tender invitation	27 October 2026
Tender Closing Date	30 October 2026
Tender award	Week of 2 November 2026
Commencement date of Services*	3 November 2026

*The actual commencement date of Services shall be advised by HSITPL in writing.

5.6 Reference Documents

Master Plan:



The information provided herein is for reference only and is subject to change without prior notice.

Not to scale

For identification purpose only

Photos of Incubation Centre 1.0 (8/F Building 8):

1. Pantry & Networking Area



2. Multi-function Room



The information provided herein is for reference only and is subject to change without prior notice.

For reference only

Ref No.: FD-03-06-02(358)

3. Meeting Room with operable walls



4. Logo Wall in Public Area

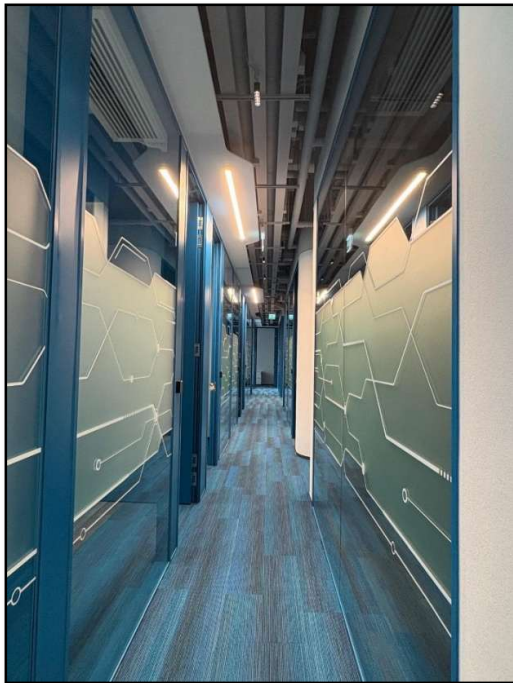


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Ref No.: FD-03-06-02(358)

Photos of Incubation Centre 1.1 (Unit 206 of 2/F Building 8):

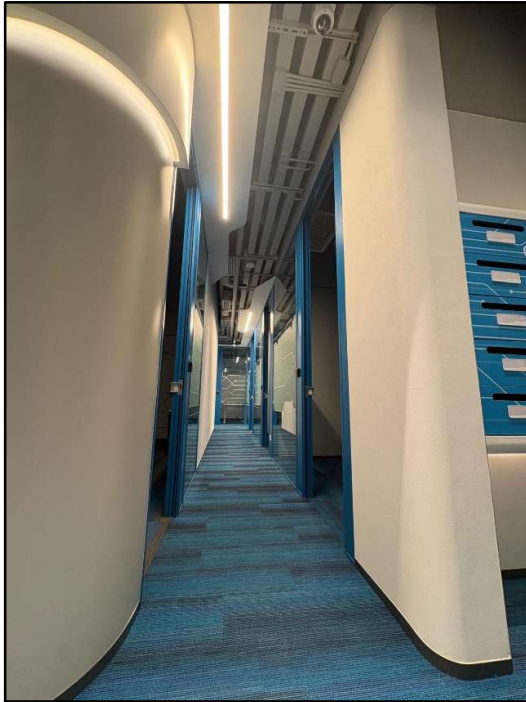


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For reference only

Ref No.: FD-03-06-02(358)

Photos of Incubation Centre 1.2 (Unit 601B of 6/F Building 8):

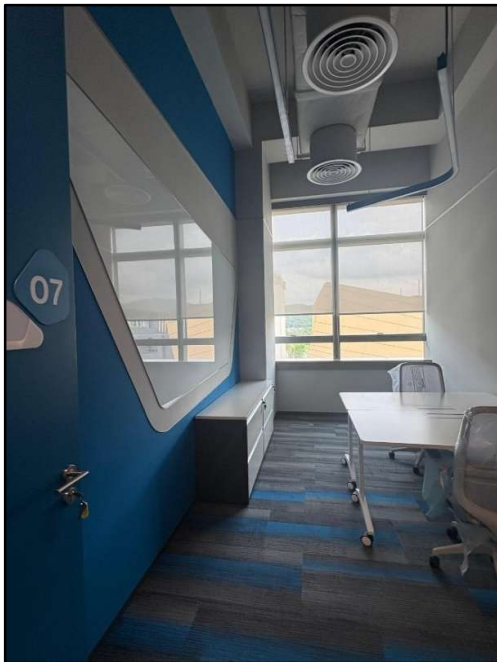
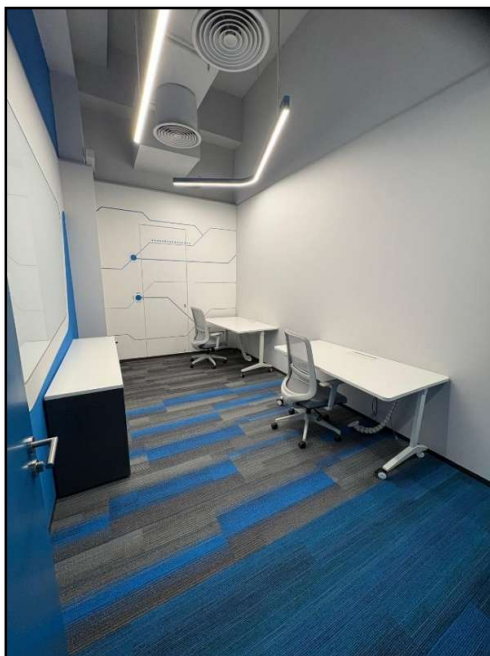


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Ref No.: FD-03-06-02(358)

Photos of the Incubation Centre(s) (Typical tenant office):



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For reference only

Tender Schedule 6: Proposed Solution for Tender

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

"Provision of Outsourced Tea Lady and Cleaning Services for HSITPL's Incubation Centre(s) (Ref. No. FD-03-06-02(358))"

Mandatory Assessment Criteria Submission

<p>The Tenderer acknowledges and agrees that participation in this Tender requires compliance with the Mandatory Assessment Criteria outlined in this part. By responding with "Y", the Tenderer hereby confirms that it has met the relevant mandatory assessment criteria specified in the table below. Failure to declare and submit supporting documents confirming compliance with any of the mandatory assessment criteria may result in the</p>	<p>Description / Proven Experience</p>	<p>Declaration with Supporting Document(s) Yes (Y) / No (N)</p>
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disqualification of the Tender. Items		
Part 1: Company Profile		
1.	The Tenderer must have the following experience:- (a) at least ten (10) years or more relevant experience in providing office cleaning service; and (b) at least five (5) years or more relevant experience in serving Grade A offices, premium commercial buildings, Government or public-sector premises.	
2.	The Tenderer must provide at least three (3) client reference letters from previous customers or equivalent performance records for the cleaning contracts provided to single office with approximately 100 staff or above, preferably covering Grade A or premium commercial premises or Government/public-sector premises within three (3) years from the Tender Closing Date.	
3.	Proof of liability insurance that covers accidents and/or damage during the provision of the Services	
4.	Quality Management Certification The Tenderer shall possess a valid ISO 9001 Quality Management System certification issued by an accredited certification body.	
5.	Environmental Management Certification The Tenderer shall possess a valid ISO 14001 Environmental Management System certification.	
6.	Occupational Health & Safety Certification <ul style="list-style-type: none"> The Tenderer shall possess a valid ISO 45001 Occupational Health & Safety Management System certification. 	
7.	Financial Stability Submission of audited financial statements or audited accounts for the latest three (3) financial years to demonstrate financial capability and business sustainability.	
Part 2: Service Quality		
1.	Experience: Service delivery resources with a minimum of 10 years' corresponding experience in providing office cleaning services; and	

2.	Staff Training Programme The Tenderer shall provide evidence of regular staff training covering: Cleaning techniques and standards; Workplace safety and health; Proper use of cleaning chemicals and equipment; Customer service and tenant interaction	
3.	Minimum Staffing Commitment The Tenderer shall submit a staffing plan, including proposed manpower deployment, supervision structure, and contingency arrangements for staff absence and emergency situations	
4.	Staff Retention and Replacement Arrangements The Tenderer shall maintain adequate manpower resources and provide replacement personnel within a specified timeframe (e.g. within four (4) hours) in the event of absenteeism.	
5.	Service Quality Assurance System <ul style="list-style-type: none"> • The Tenderer shall submit a documented Quality Assurance Plan, including: <ul style="list-style-type: none"> ○ Routine inspection schedules; ○ Performance monitoring procedures; ○ Corrective action mechanisms; ○ Complaint handling and escalation procedures; ○ Monthly performance reporting framework 	
Part 3: Insurance Arrangement		
1.	Proof of liability insurance that covers accidents and/or damage during the provision of the Services	
Part 4: Emergency Response		
1.	Emergency Response Capability <ul style="list-style-type: none"> • The Tenderer shall demonstrate the capability to deploy additional manpower and resources within 24 hours for ad hoc cleaning requirements, special events, or emergency situations. 	

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