

Invitation for Tender
for the Provision of Home-based Rehabilitation Programme of
Social Support Services
under
The Comprehensive Community Rehabilitation Programme
arranged by
Pneumoconiosis Compensation Fund Board
(Service Period: 1 January 2018 – 31 December 2019)

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Part I Introduction

1.1 Pneumoconiosis Compensation Fund Board

1.1. The Pneumoconiosis Compensation Fund Board (PCFB) is a statutory body established in 1980 under the former Pneumoconiosis (Compensation) Ordinance (Cap. 360) [now known as the Pneumoconiosis and Mesothelioma (Compensation) Ordinance].

1.1.2 According to section 26(ba) of the Pneumoconiosis & Mesothelioma (Compensation) Ordinance, one of the PCFB's functions is to "conduct and finance educational, publicity, research and other programmes to prevent pneumoconiosis and mesothelioma and to conduct and finance programmes for the rehabilitation of persons suffering from the above diseases".

1.2 Background of this Tender

1.2.1 PCFB would like to cordially invite Tenderers to submit Tenders for provision of Home-based Rehabilitation Programme - Social Support Services under the Comprehensive Community Rehabilitation Programme arranged by PCFB.

1.2.2 There are around 1,500 registered pneumoconiosis and mesothelioma patients registered in PCFB. PCFB upholds the belief of individualized and life-long rehabilitation care is the best approach to provide holistic health care to the patients and therefore adopting case management approach. The scope of rehabilitation service covers bio-psycho-socio-spiritual aspects of care through the Comprehensive Community Rehabilitation Programme. Other than the patients that can participate in the programme in the community setting, PCFB wishes to invite expert service partners to provide social rehabilitation care to service users in the domiciliary setting.

Key words

"Domiciliary" – refers to home setting or institutional setting such as elderly homes.

"Service users" – refers to the home-bound/ institutionalized patients and their carers. The physical mobility of this group of patients are relatively weak, may be wheel-chair bound/ bed ridden, with or without on long term oxygen therapy, or/ and with other co-morbidity that hinder them seeking community social support.

Part II Home-based Rehabilitation Programme Social Support Service

2.1 Objectives

- 2.1.1 To obtain data of users' social rehabilitation needs and identify any social barriers;
- 2.1.2 To provide social support services to the patients and their carers in a domiciliary setting with a view to promoting the rehabilitation of the patients;
- 2.1.3 To help home-bound patients re-integrate into the society and to promote their participation and networking with other members in the community;
- 2.1.4 To render appropriate support to service users regarding the application for compensation from PCFB;
- 2.1.5 To render appropriate support and make proper referral so as to assist the service users to apply for the benefits under the other social welfare schemes whenever necessary

2.2 Target

- 2.2.1 About 60-100* home-bound/ institutionalized pneumoconiosis and mesothelioma patients in domiciliary setting.
* Number could be adjusted according to health conditions of our patients
- 2.2.2 There is no minimum number guaranteed by PCFB.

2.3 Service Descriptions

- 2.3.1 All cases will be referred by PCFB to the Service Provider (SP). The locality is territory-wide.
- 2.3.2 Case Management approach – each service user will be treated as an individual case and care plan has to be set and implemented throughout the service.
- 2.3.3 Assessment – the SP should adopt the required tools to assess the service users' conditions in the 1st visit and then yearly to check the progress and any improvements. Tools include but not limited to: ADL 100; HADs; APGAR. OADS (Social Resource Scale), Rasch-Type Loneliness Scale (Long Version), Functional Impairment Checklist and any assessment tool proposed by the service providers whichever is valid. In case license fees are required for the above tools, the SP should be responsible to obtain the license.
- 2.3.4 Intervention - deliver social support service such as counselling; help reinforce the skills taught by other disciplines e.g. rehabilitation exercises or/ and any other skills that can promote physical and social well-beings; help solve personal problems such as poor family relationship and emotional stress; induce and encourage positive thinking; provide spiritual support if applicable;

empower carers to take better care of the patients; make proper referral and provide relevant assistance.

2.3.5 As the service will be conducted in an outreach approach, caring visits are the main service delivery mode. The total number of visits per case per year (12 months) is 17 in general; please refer to the protocol of caring visits below, and each visit should last for at least 60 minutes. Additional visits may be required according to service users' needs as suggested by service provider.

(Remarks: Even the service user is hospitalized, it is highly recommended to continue to carry out caring visits.)

<i>Time</i>	<i>Frequency of Visit</i>	<i>Total no. of visit (in 1 year)</i>
1 st month (assessment & engagement)	Once a week	4
2 nd - 3 rd month	Once/ biweekly	4
4 th month onwards	Once/ month	9

2.3.6 Caring Calls can be used as a supplementary service whenever necessary so as to keep close contact with the service users.

2.3.7 The SP is required to keep close communication with the Case Manager of PCFB and attend case conference whenever necessary. A maximum of 12 case conferences lasted about 3 to 4 hours each time could be called by PCFB during a year.

2.3.8 It is anticipated that some patients may enter into the programme towards the end of the service contract period that cannot fulfill 17 visits in a year. In this case, the SP has to follow the protocol as set at Clause 2.3.5 until handing over to PCFB after cessation of the service period.

2.4 Additional services

2.4.1 The SP can provide additional services, such as escort patients to receive medical follow-up and related rehabilitation services, to enrich the quality of the programme which is subject to own resource availability. It is not a compulsory role but will be considered by PCFB.

2.4.2 It could be offered free or at extra cost. If cost is required, it should be quoted clearly in the price proposal separately under the Additional Service Category. The price, however, will not be taken into consideration when calculating the price score.

2.4.3 The Additional Service to be accepted by PCFB will lead the Tenderers to get extra score in the technical proposal.

2.4.4 PCFB reserves the right to accept all or part of the additional services proposed by the Tenderers.

2.5 Requirement of SP and designated staff

2.5.1 The SP must be a separate legal entity having the legal capacity to enter into contracts with the PCFB;

2.5.2 The SP must have an aggregate of at least five years of proven experience in rehabilitation service before Tender Closing Date; and

2.5.3 For all home-visits, they must be conducted by a registered social worker.

- He/ she must possess at least 8 years of post-registration social work experience with proven academic qualification;
- Worker with a higher degree, for example, master degree in counselling or in other relevant disciplines would be considered an advantage.

2.6 Patients' record

2.6.1 The SP should establish a separate system (hard copies and/or electronic files) with proper back-up and security control to store all patients' record

2.6.2 PCFB should be the data owner of the above information.

2.6.3 The SP should agree to send the whole set of records to PCFB after the termination of the service contract. Transfer of such data should be completed within 2 months after the termination of contract.

2.6.4 In all circumstances the SP should strictly comply with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) to ensure that personal data kept are accurate, securely kept and used only for the purpose for which they have been collected. Any person that controls the collection, holding, processing or use of personal data such as the Personal Records should take extra precaution to ensure that the relevant laws on personal data (privacy) and all the codes and guidelines issued by the Privacy Commissioner for Personal Data from time to time are complied with and that effective security measures are adopted to protect personal and sensitive data.

2.6.5 Destruction or transfer of any patients' record without the approval of PCFB is not allowed during or after the contract period.

2.7 Statistics and Report

2.7.1 The SP is required to submit monthly statistics to PCFB by the 8th day of each

month. The contents and format shall be proposed by SP and approved by PCFB.

2.7.2 The SP should submit evaluation report to PCFB according to the following schedule:

- Progress reports in every 6-month interval
- A final report by 31 January 2020

2.7.3 The evaluation contents should include:

- Expected outputs of the related activities'/ services' statistics, types and number of compensation sought from PCFB and types and number of other social welfare schemes successfully referred;
- Social rehabilitation needs and assessment data result;
- Expected outcome with measurement of the proposed care/ intervention provided;
- Care plan (case management report) of each individual case.

2.8 Performance Audit

The SP should allow and provide assistance to PCFB's designated personnel for carrying out the performance audit (if applicable).

Part III Other information

3.1 Quality Assurance

- 3.1.1 A quality assurance system should be designed and implemented so as to ensure high quality of service offered to our clients. Details should be included in the proposal, and the comprehensiveness, feasibility and reliability of the monitoring shall be part of the technical marking criteria.
- 3.1.2 A strong supervisory and/or advisory arm could be part of a quality assurance system.

3.2. Budget

- 3.2.1 The SP should work out a budget for the whole project period (2 years) based on the followings:
- **Unit cost** per home-visit (at least 60 minutes)
 - Unit cost of each proposed additional service (if applicable)
- 3.2.2 The unit cost should be a lump-sum figure inclusive of all service provided as stated in this Tender.
- 3.2.3 PCFB would only pay for those cases with unit cost that have received the full services of each visit, and not for those cases who only receive part of the service, such as, a home visit only lasts for less than 30 minutes and the patient refuses to continue. It is advised that the SP needs to make appointment with the patients prior to paying the home visit. However if uncontrollable situations encountered due to accident, unfit home environment to stay long or nursing home/ hospital visiting hour limitation etc...leading to shortening of the visiting time, the SP can still get the payment of those visits if she can explain and justify the situation in details and lastly obtain PCFB's acceptance.
- 3.2.4 All price quoted should be valid during the whole service period. No price adjustment will be allowed during the period.
- 3.2.5 Payment will be settled in mid-term (1st year) and after completion of service (2nd year) with endorsement of reports by PCFB. PCFB will have the rights to defer payment due to any delay from Service Provider, of data transfer until the process has been completed without any error and to PCFB's satisfaction. PCFB reserves the right to adjust the payment if the service has not completed to the agreed standard.

Part IV Guidelines and requirements of Technical Proposal

4.1 General Requirement

4.1.1 Tenderer shall prepare the Technical Proposal according to the following requirements:

4.1.2 The Technical Proposal shall not be more than 30 pages in A4 size paper for the main body (with margin not less than 25mm and character font size not less than 12). Pages not in the prescribed format may, at the PCFB's sole discretion, not be considered. Pages after the first 30 pages will be disregarded and the content thereof will not be considered in the tender assessment. Other information, including the related annexes and documentary proof, will not be subject to the specified page limit.

4.1.3 The Technical Proposal should include the following information:

- A one or two page executive summary for the proposal;
- An introduction about the Tenderer and its experience or supervisory experience on related services;
- Name and CV of key personnel (operation and supervisory) going to be in-charge and operations of this project limited to a maximum of 2-page each);
- Number of maximum service capacity (for each item) that the Tender could provide in one year;
- Additional services as proposed by the Tenderer (with all the details).

4.2 Specific Requirements

Proposed programme details, including but not limited to the followings:

- Proposed assessment package(s) to be used;
- Proposed contents of the different service items;
- Data record and protection measures;
- Quality assurance measures; and
- Others information as considered applicable.
- Appendices to be included (optional)
 - Specifications / copy of other assessment tools, for example questionnaire

4.3 Compliance with the Personal Data Privacy Ordinance (PDPO)

- 4.3.1 For inclusion of any personal data in the technical proposal, for example the CVs of the responsible physician, the Tenderers must ensure that the concerned personnel have explicitly given consents allowing transfer of the personal data from the Tenderer to PCFB.
- 4.3.2 PCFB will not hold any responsibility of breaching PDPO during the Tender process.

Part V Guidelines and requirements of Price Proposal

5.1 Submissions

5.1.1 Tenderers should submit an all-inclusive package cost for the different items

5.1.2 The quotation should be made valid during the whole contract period

5.1.3 Cost breakdown could be provided for reference

Part VI Requirements for Tender Submission

- 6.1 Each completed Tender with all documents and information required, must be submitted in the following manner; and be placed and sealed in two separate envelopes in which –
- 6.1.1 The Technical Proposal with all documents and information required should be submitted in TRIPLICATE together with one softcopy (in Microsoft Word format saved in a compact disc). These should be placed and sealed in one envelope. The envelop should be marked “Tender Submission: **Social Support Services - Technical**”; and
- 6.1.2 The Price Proposal in TRIPLICATE should be placed and sealed in another envelope marked “Tender Submission: **Social Support Services - Price**”.
- 6.1.3 In the event of any discrepancy between the soft copy and the hard copy of any tender submission, unless the PCFB wishes to seek clarification, the hard copy will prevail.
- 6.1.4 All Tenders must be addressed to Mr. Ricky Law, Secretary General and deposited in the PCFB Secretariat Tender Box situated on 15/F, Nam Wo Hong Building, 148 Wing Lok Street, Sheung Wan, Hong Kong before 16:00 hrs. on 30 November 2017, the Tender Closing Date. Late tenders will NOT be considered. Tenders submitted by post, e-mail or facsimile will also NOT be considered.
- 6.1.5 In case a black rainstorm warning signal or tropical cyclone warning signal No. 8 or above is hoisted at any time between 9:00 am and 12:00 noon on the Tender Closing Date, the tender closing time will be postponed to 12:00 noon on the first Working Day after the black rainstorm warning signal has ceased to be in effect or the tropical cyclone warning signal No. 8 is lowered.
- 6.1.6 In the event of a tenderer discovering an error in its Tender after it has been submitted, an amendment to the Tender may be submitted provided that the amendment is submitted before the Tender Closing Date.
- 6.1.7 All Tender documents will not be returned to the Tenderers.

Part VII Assessment and Tender Award

7.1 Assessment

7.1.1. Assessment will be done in two separate parts as below:

- Technical assessment
- Price assessment

7.1.2 A weighting of 70%: 30% will be assigned to the Technical Proposal and Price Proposal.

7.2 Assessment Panel

This Tender exercise is steered and assessed by the Assessment Panel of PCFB.

7.3 Other conditions

7.3.1 PCFB does not bind herself to accept the lowest price Tender or any Tender, and reserves the right to negotiate with any Tenderer about the terms of the offer.

7.3.2 PCFB reserves the right to reject any or all of the Tenders.

7.3.3 PCFB will not disclose the fee or any information to a third party.

7.3.4 PCFB's decision will be final. All information related to the selection such as scores and comments will be treated confidentially.

7.3.5 PCFB reserves the right to grant similar contracts to more than one SPs at the same period of time. (Not necessarily at the same price)

7.4 Notice of Tender Result

PCFB will notify all Tenderers by writing the results latest in December 2017

7.5 Tentative contract commencement date

1 January 2018 or a later date mutually agreed by the PCFB and SP.

Part VIII Supplementary Information

8.1 Addendum

PCFB may issue addendum to the terms and conditions set out in the Tender Documents before or after the Tender Closing Date. If such addendum is issued after the Tender Closing Date, Tenderers may be asked to confirm compliance with the addendum, failing which their tenders may be disqualified.

8.2 Documents of Tenderers

PCFB is not obliged to return any tender submissions to the Tenderers and documents submitted by unsuccessful Tenderers may be destroyed not less than three months after the Contract Commencement Date.

8.3 Prevention of Bribery

Tenderer's attention is drawn to the Prevention of Bribery Ordinance (Cap. 201) in particular section 4 where it is provided, inter alia but without limitation, that any person, whether in Hong Kong or elsewhere, without lawful authority or reasonable excuse, offers any advantage to a public servant as an inducement to or reward for or otherwise on account of that public servant's assisting or favouring any person in the transaction of any business with a public body shall be guilty of an offence. Any contravention by a Tenderer of the Prevention of Bribery Ordinance (Cap. 201) will, without prejudice to other rights and claims of PCFB against the tenderer arising from such contravention, entitle PCFB to disqualify its tender.

8.4 Disclaimer

All information, statistics, forecasts and projections provided by PCFB in connection with this invitation to tender (including those set out in the Tender Documents) (collectively "Information") are for reference only. PCFB gives no warranty, representation or undertaking as to their accuracy, reliability or completeness. PCFB accepts no liability whatsoever for (a) the accuracy, completeness or reliability or otherwise of any such Information; (b) any claim, legal proceeding, liability, loss (including any direct or indirect loss, and any loss of revenue, profit, business, contract or anticipated savings) or damage (including any Terms of Tender direct, special, indirect or consequential damage of any nature whatsoever); and (c) any increased costs and expenses, which any Tenderer or any other person may sustain or incur, arising from its reliance on any Information.

8.5 Anti-collusion

8.5.1 By submitting a tender, the Tenderer represents and warrants that in relation to the Tender –

- It has not communicated and will not communicate to any person other than

PCFB the amount of any price submitted in its tender;

- It has not fixed and will not fix the amount of any price submitted in its tender by arrangement with any person;
- It has not made and will not make any arrangement with any person as to whether it or that other person will or will not submit a tender; and
- It has not otherwise colluded and will not otherwise collude with any person in any manner whatsoever in the tendering process.

8.5.2 In the event that the Tenderer is in breach of any of the representations and / or warranties in Clause 8.5 herein, PCFB shall be entitled to, without compensation to any person or liability on the part of PCFB –

- Reject the tender;
- If PCFB has accepted the tender, withdraw its acceptance of the tender; or
- If PCFB has entered into the Contract with the Tenderer, terminate the Contract.

8.5.3 The Tenderer shall indemnify and keep indemnified PCFB against all losses, damages, costs or expenses arising out of or in relation to any breach of any of the representations and/ or warranties in Clause 8.5.1.

8.5.4 Any breach of any of the representations and / or warranties in Clause 8.5.1 above by the Tenderer may prejudice the Tenderer's future standing as a PCFB contractor.

8.5.5 Clause 8.5.1 shall have no application to the Tenderer's communications in strict confidence with its own insurers or brokers to obtain an insurance quotation for computation of the tender price, or with its professional advisers, consultants or sub-contractors to solicit their assistance in preparation of tender submission.

8.5.6 The rights of PCFB under Clauses 8.5.2 to 8.5.4 above are in addition to the Terms of Tender without prejudice to any other rights or remedies available to it against the Tenderer.

Part IX Express of Interest (EOI) Session and Enquiries

9.1 EOI session

Date: 15 November 2017 (Wednesday)
Time: 15:00 - 16:00
Venue: PCFB Office
15/F Nam Wo Hong Building
148 Wing Lok Street
Sheung Wan Hong Kong

9.1.1 Tenderers who wish to attend the briefing session are requested to call Ms. Bonnie LO at 3578 8119 on or before 17:00 hrs. pm on 14 November 2017 (Tuesday) for reserving the seats. PCFB reserves the right to reject any persons to attend the session if s/he has not made the reservation before.

9.1.2 During the session, PCFB's representatives will clarify any enquiries Tenderers may have on the Tender Document.

9.2 Enquiries

Mr. Trophy MAK
Manager, Prevention and Rehabilitation
Tel: 3578 8109
E-mail: tromak@pcfb.org.hk

Or

Ms. Iris CHAN
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