

Service Specifications of Property Management Services Contracts
(Hong Kong 1, Hong Kong 2, Kowloon 1, Kowloon 2, New Territories 1 and
New Territories 2)

(A) Site Management Services

- (1) Building operations
- (2) Monitoring and reporting of building operations
- (3) Compliance
- (4) Managing the booking of shared facilities and common areas
- (5) Soft landscaping
- (6) Tree management
- (7) Undertake inspections and coordinate tenant/occupant moving in/out
- (8) Carparking spaces, passes and permits
- (9) Contractor availability and responsiveness
- (10) Emergency response service
- (11) Notices to tenants/occupants
- (12) Customer complaints

(B) Cleaning Services

- (1) Cleaning
- (2) Waste disposal

(C) Security Services

- (1) Security protection
- (2) Entry and exit of persons and vehicles

(A) Site Management Services

(1) Building operations	<p>The Contractor is responsible for providing the building operation services including but not limited to:</p> <p><u>General</u></p> <ol style="list-style-type: none">1. Manual switching on and off and control/operate/monitor of E&M facilities, building services installations, apparatus, equipment and facilities as and when necessary;2. Ensuring all kinds of fluorescent lights, energy saving lights and LED lights etc. in common areas are functional. This includes purchasing and replacing all kinds of fluorescent lights, energy saving lights, LED lights etc. and the relevant fittings in common areas at a height of not more than 3 metres;3. Arranging liquefied petroleum gas cylinder replenishment for the holiday bungalows;4. Operation of the CCTV system, including monitoring, provision of compact discs and safe keeping of recorded media(s) for a period of not less than 31 days;5. Retaining keys of all electrical and mechanical facilities and shared facilities;6. Adjusting the settings of the access control and other parameters on the building automation system, where Contractor has been authorised;7. Facilitating and providing all assistance to government workmen or contractors in carrying out inspections, maintenance or repairing works, addition, alternation and improvement works, for example, removal of soil and plants in flowerbed if requested, coordination with other parties, obtaining approval from the relevant Authority, etc.;8. Raising and lowering flags, also ensuring that the flags are in good condition as per the government flag raising protocol and upon instruction;9. Providing regular desludging service for sewage sump tanks to avoid overflow and damage to sewage pump;10. Maintaining the inventories at the Locations, replacing and providing addition items at the expense of the Contractor where necessary. Any newly added items purchased by the Contractor shall remain its own property and can be taken away after the completion of the Contract;11. Implementing all feasible energy-saving, water-saving and resource-saving, environmental protection measures for the Locations;12. Providing sufficient air blowers, umbrella dryers and non-slippery carpets at the Locations (including all entrance lobbies of each Location) as considered necessary and appropriate by the Contractor and the Government Representatives on rainy days;13. Operating Automated External Defibrillation (AED) with suitable staff who have attended both Adult Cardio-Pulmonary Resuscitation Course and Automated External Defibrillation Provider Course and obtained relevant certificate at all Quarters and Offices with the provision of AED, arranging daily check and regular test in accordance with their operation manual and provision of adult and pediatric (if applicable) electrode pads for the AED;14. Providing repair and maintenance services (including replacement of filters) for the water dispensers at the Locations in accordance with their operation manual;
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(A) Site Management Services (cont'd)

	<p>15. Providing integrated estate mobile application service (“App Service”) to tenants/occupants in all Quarters and Offices. The App Service proposed by the Contractor shall not contain any commercial advertising or promotional information. The Government Representative has the sole and absolute discretion of rejecting and/or accepting any App Service and/or other alternative App Service as proposed by the Contractor. The App Service shall include but not limited to:</p> <ul style="list-style-type: none">● Providing software and maintenance of the App Service with sufficient manpower to management and maintaining the user accounts; and● Promoting and publicizing the App Service. <p>The functions of App Service shall include but not limited to:</p> <ul style="list-style-type: none">● E-notice platform, which allows tenants/occupants to read notices and obtain important information, such as the schedule of suspension of building services;● Push notification to users’ smart phone when new notice is uploaded;● Contact list, which allows to keep general property information, such as address and contact phone numbers of Building Management Office, contact numbers of emergency services, utility companies and maintenance agents, etc.;● E-folder, which allows to keep the floor plans showing fire escape routes, house rules of the Quarters and rate of extended air-conditioning and lighting charges of Offices;● Visitor Quick Response Code (“QR code”), which allows the tenants/occupants of Quarters to generate QR code and authorise the entry of his/her visitor in advance for facilitating the visitor registration process conducted by Building Management Office;● Facility booking services, such as tennis court, multi-function room in clubhouse, etc.; and● Reporting function for making request, such as reporting defect of communal area or communal facilities or replacement of toilet consumable. <p><u>Clubhouses, Recreational Facilities and Swimming Pools</u></p> <p>16. Managing the clubhouses, recreational facilities and swimming pools in Quarters, providing and replacing leisure and cultural consumables so required, e.g. basketball nets, table tennis nets, etc.;</p> <p>17. Providing lifeguards and ensuring compliance with all licensing requirements and all necessary services so required to operate the swimming pools.</p> <p><u>Laundry Service</u></p> <p>18. Providing laundry service to bungalows during the Contract Period. The laundry service shall include the washing and drying for the cotton bath rugs, towels, quilt covers, pillow bags, sheets and window curtains.</p> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : 0 failure per Location per month and 0 failure per contract per month.</p> <p>Corrective Action : Within 1 hour</p>
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(A) Site Management Services (cont'd)

<p>(2) Monitoring and reporting of building operations</p>	<p>The Contractor is responsible for providing building operation services including but not limited to:</p> <p><u>General</u></p> <ol style="list-style-type: none">1. Reporting building defects or deficiencies promptly to relevant maintenance agents such as the Architectural Services Department (ArchSD) or Electrical and Mechanical Services Department (EMSD) and coordinating with relevant departments to take follow-up actions. Before the defects repair works by maintenance agents or emergent investigation/ horticultural services, to provide interim protective measures to minimize / eliminate hazards and nuisance to occupiers and the public caused by the defects;2. Monitoring, inspecting, controlling and operating all building services installation, apparatus, equipment and facilities, including CCTV system;3. Maintaining Digital Lift Log Books/Log Books and other maintenance records in paper form or electronic form published by EMSD;4. Reporting faults of any electrical or mechanical facilities at the Locations to the maintenance agents. In the case of any defect, problem, repair need, inadequacy or over-provision (e.g. air conditioning temperature and usage hours), the Contractor is responsible to manage and prioritise the problems, and report it to the relevant body according to appropriate priorities;5. Facilitating any rectification works, for example:<ul style="list-style-type: none">▪ Processing applications for access to the Locations for works;▪ In the case of utility companies and tenant's contractors, enlisting ArchSD/EMSD attendance where necessary;▪ Co-ordinating works undertaken by maintenance agents in the premises and rescheduling their works where necessary; and▪ Arranging for temporary allocation of such items as, storerooms, utility areas, loading bays, and parking spaces.6. Following up on any rectification works undertaken by maintenance agents and, where necessary, initiating re-programming;7. Implementation and application for the Water Safety Plan for Building (WSPB) according to Water Supplies Department (WSD)'s Guidelines for Drinking Water Safety Plans for Buildings in Hong Kong:<ul style="list-style-type: none">▪ The Contractor shall assign a Designated Person (DP) to oversee the formulation, development and implementation of the WSPB. The DP shall be a person familiar with the operations of the building, e.g. the property management officer. DP shall be supported by other administrative, maintenance or technical staff to form a WSPB team. The DP shall perform the general checking and engage Qualified Person (QP) to conduct specific checking as recommended or required under the WSPB guidelines. Technical advice shall be sought from the QP when necessary. All the checking shall be recorded and copied to the Government Representative;▪ The Contractor shall submit application to join/ renew the Quality Water Supply Scheme for Buildings – Fresh Water (Management System) on behalf of the Government Representative;▪ The Contractor shall request ArchSD to arrange annual checking of the internal plumbing system for each certified place by a QP; and▪ The Contractor shall arrange a WSPB audit by independent parties for each certified place at least once every two years to demonstrate the effectiveness of the WSPB and identify areas for improvement. The contractor shall then arrange follow-up actions and conduct subsequent reviews of WSPB, where applicable;
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(A) Site Management Services (cont'd)

	<p>8. Obtaining the necessary records, including but not limited to the inspection record of flushing plumbing systems and cleansing records of flushing water tanks, from the maintenance agents, and submitting application to join/ renew the Quality Water Supply Scheme for Buildings – Flushing Water on behalf of the Government Representative;</p> <p>9. Conducting necessary inspections by appropriate personnel to ensure the services are provided in a safe manner and in compliance with relevant Occupational Safety and Health aspects requirements; and</p> <p>10. Continually monitoring the changing needs of tenants/occupants/visitors to identify opportunities for improvement and renovations to the common areas, and proposing recommendations to the maintenance agents.</p> <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : 0 failure per Location per month and 0 failure per contract per month.</p> <p>Corrective Action : Health and safety: immediately. Urgent: immediately. Routine: within 12 hours.</p>
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(A) Site Management Services (cont'd)

(3) Compliance	<p><u>Statutory Compliance</u></p> <p>The Contractor is responsible for ensuring all statutory requirements which the Government Representative are obliged to meet in providing services are complied with. This includes, but is not limited to:</p> <ol style="list-style-type: none">1. Reminding EMSD and ArchSD of necessary testing and inspections, especially for electrical and mechanical system, fire fighting system and fall arrest system;2. Ensuring all building, facilities and building services at all Locations comply with all fire safety, health, building, electrical and mechanical, occupational safety and health related regulations at all times. This includes, but not limited to, taking all such actions as may be necessary to protect the safety of tenants/occupants/visitors therein, for example:<ul style="list-style-type: none">▪ Removing and/or arranging for the removal of any animal or insect or thing that poses a fire, health or safety risk or nuisance;▪ Providing mitigation measures when there is a hazard in the common area (e.g. fencing-off the hazard area, placing warning notices, sand bags, air blowers and non-slip floor mats, etc., removing accumulated water by using wet vacuum cleaner).3. Ensuring the responsibilities of the responsible person, the Contractor and registered lift contractor under the Lifts and Escalators Ordinance (Chapter 618 of the Laws of Hong Kong) & Lifts and Escalators (General) Regulation (Chapter 618A of the Laws of Hong Kong) set out in the guidelines, are complied with at all times. <p><u>The Government Representative Compliance</u></p> <p>The Contractor is responsible for ensuring all the Government Representative compliance matters are met, namely:</p> <ol style="list-style-type: none">1. Organising one fire drill for each Office per year and enlisting the attendance of EMSD when doing so. For practical considerations, fire drills may be conducted in phases for different groups of tenants/occupants; and2. Ensuring all House Rules are enforced at all times. <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : 0 failure per month.</p> <p>Corrective Action : In accordance with the time frame as required by the Government Representative.</p> <p>Response Time : Immediately.</p>
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(A) Site Management Services (cont'd)

<p>(4) Managing the booking of shared facilities and common areas</p>	<ol style="list-style-type: none"> 1. The Contractor is responsible for receiving requests and confirming availability and/or booking for: <ol style="list-style-type: none"> a. Non-commercial display in and use of the common areas; and b. Shared facilities (for example: staff lactation rooms, baby care rooms, swimming pools, tennis/squash courts, gymnasiums, meeting rooms and halls/galleries, etc.); 2. For Item 1a above, the Contractor is responsible for approving applications where he has been authorised by Building Management Committee (“BMC”) of Offices or the Government Representative; 3. The Contractor is also responsible for preparing and distributing the House Rules for the use of shared facilities; and 4. When instructed, collect charges from the tenant/occupant using chargeable services in Quarters. <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * <i>* Notes: Subject to Operational needs of the Location</i> Quarters: Daily 8:30am to 9:30pm.</p> <p>Reliability : 2 failures per Location per month and 8 failures per contract per month.</p> <p>Corrective Action : Common areas: within 12 hours. Shared facilities: within 10 minutes.</p> <p>Response Time : Common areas: within 24 hours. Shared facilities: within 30 minutes.</p>
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(A) Site Management Services (cont'd)

<p>(5) Soft landscaping</p>	<p>The Contractor is responsible for maintaining the existing soft landscaping, including complete replacement where necessary. The soft landscaping is to be maintained to a satisfactory level, for the purpose of providing tenants/occupants/visitors with an aesthetically pleasing environment and reducing the risk of health and fire hazards and nuisance. These services are applicable to such indoor and outdoor, real and artificial items in the common areas, existing and/or new build green roof areas and/or the like, existing and/or new build vertical greening areas and/or the like, slope areas and internal garden areas in individual flats, including but not limited to:</p> <ol style="list-style-type: none"> 1. Grass (including sports pitches); 2. Bushes; 3. Plants; 4. Shrubs; and 5. Flowers. <p>The Contractor shall ensure that its sub-contractor, the Contractor's employees or the Contractor's agent exercise the utmost care to avoid contamination to the flower beds or electrical fittings with detergent, cleaning agent or any liquid when carrying out the services in any of the Locations.</p> <p>If asked, the Contractor is responsible for responding to individual private requests from tenant/occupant for services other than those stipulated above in their own allocated areas and issuing invoices separately to the tenant/occupant.</p> <p>Availability : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. *</p> <p style="padding-left: 40px;"><i>* Notes: Subject to Operational needs of the Location</i></p> <p style="padding-left: 40px;">Emergency: Always available.</p> <p>Reliability : 1 failure per Location per month and 5 failures per contract per month.</p> <p>Corrective Action : Within 5 working days.</p> <p>Response Time : All service requests within 3 days or agreed timeframe.</p>
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(A) Site Management Services (cont'd)

<p>(6) Tree management</p>	<p>The Contractor is responsible for providing tree management services including but not limited to:</p> <ol style="list-style-type: none">1. Conducting tree risk assessments and regular inspections to all trees, especially for Old Valuable Trees (OVTs), Stone Wall Trees (SWTs) and mature trees defined by other government departments upon tree survey to ensure that they are in good standard of maintenance and any likely problems are detected;2. Ensuring and carrying out all necessary mitigation measures, remedial and/or other follow-up actions (including but not limited to tree pruning, tree replanting, installation of synthetic cables and guying for tree support, protection works, etc.) after completion of tree risk assessments and inspections as soon as possible;3. Carrying out inspection of all tree stakes and tree ties, including any tree stakes and tree ties that are in need of repair or replacement and those causing or likely to be causing abrasion or other damages to the trees, and accordingly arranging repair, replacement or adjustment;4. Carrying out normal routine maintenance of trees;5. Stock-taking the number of trees within 2 months from the Service Commencement Date. A plant is considered as "tree", if its trunk diameter measures 95mm or more at a height of 1.3m above the ground level. The Contractor shall mark on site plans the place of trees and number the trees with appropriate identification plates or tags. The record should be updated if required;6. Inspecting all the trees in the event of an approaching typhoon, rainstorm or other severe weather or emergency condition, and ensuring that any necessary precautionary or preventive measures will be implemented as soon as possible with a view to protecting the safety and well-being of the tenants/occupants/visitors and the properties;7. Providing an effective and efficient response to all tree failure incidents by reporting the tree failure incident according to the reporting mechanism set out in the Guidelines of Greening, Landscape and Tree Management Section under the Development Bureau (GLTMS) and submitting Tree Failure Report within the prescribed timeframe;8. Handling uprooted trees, slanted trees and cutting of fallen trees or part of trees when necessary and/or as directed by the Government Representative in the event of typhoon, rainstorm or other severe weather or emergency condition. Trees or parts of tree that may pose hazard to tenants/occupants/visitors or block the passage should be removed immediately;9. Carrying out tree transplanting and compensatory planting for each fallen tree or removed tree if space and site conditions permit, with due regard to the planting guidelines promulgated by GLTMS. For compensatory planning, the species used should be compatible with the surrounding landscape and can enhance the vegetation diversity of the local environment. The principles of "right tree right place" should be adopted;10. Providing registered tree management personnel to serve as inspection officer conducting tree risk assessments by completing the specified report forms and/or the electronic form, including the latest version of Form 1 and Form 2 specified by GLTMS within the timeframe prescribed by the Government Representative; and11. Any other tree management tasks as may be reasonably assigned by the Government Representative, such as submitting all necessary forms and application to relevant government departments and/or authority. <p>The Contractor shall make use of appropriate and practicable equipment or technology, such as Mobile Mapping System, Resistograph, Sonic Tomography, Drone, etc. in conducting tree risk assessments, checking internal decay, the extent of roots, the presence of pest/diseases, etc. when necessary or as instructed by the Government Representative.</p>
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(A) Site Management Services (cont'd)

	<p>The Contractor shall deploy registered tree management personnel under “The Registration Scheme for Tree Management Personnel” to undertake the above tree management services and follows all latest guidelines and requirements, code of practice and technical instruction (such as manual for Brown Root Rot Disease) issued by GLTMS or other relevant government departments and authorities. The Contractor and their sub-contractor shall undertake the default arising from incorrect information stated in tree risk assessment form.</p> <p>Availability : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * * Notes: <i>Subject to Operational needs of the Location</i> Health & Safety: Always available. Urgent: Always available.</p> <p>Reliability : 0 failure per Location per month and 0 failure per contract per month.</p> <p>Corrective Action : Health & Safety: immediately. Urgent: immediately. Routine: within 5 working days.</p> <p>Response Time : Health & Safety: immediately. Urgent: immediately. Routine: All service requests within 3 days or agreed timeframe.</p>
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(A) Site Management Services (cont'd)

<p>(7) Undertake inspections and coordinate tenant/occupant moving in/out</p>	<p>In response to an instruction from the Government Representative, the Contractor is responsible for providing the services associated with moving in and out of premises (including Quarters, Offices and miscellaneous sites) of tenants/occupants, which including but not limited to:</p> <ol style="list-style-type: none">1. Collecting keys (including magnetic access cards) from the tenant/occupant moving out of the premises;2. Compiling site handover report to the Government Representative;3. Inspecting the unoccupied premises and notify the relevant work agents, such as ArchSD / EMSD of any irregularities;4. Accompanying and providing potential tenants/occupants and leasing agents access to unoccupied premises;5. Conducting regular checking to vacant units in Quarters, Offices and miscellaneous sites, and report irregularities to relevant parties; and6. Delivering keys (including magnetic access cards) to the tenants/occupants moving into the premises (the Contractor should at no time retain keys/magnetic access cards to occupied premises). <p>The Contractor is also responsible for making the tenants/occupants aware of the above procedures.</p> <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * * Notes: Subject to Operational needs of the Location Quarters: 8:30am to 9:30pm daily.</p> <p>Reliability : 0 failure per month.</p> <p>Corrective Action : Within 1 hour.</p> <p>Response Time : ▪ Inspection: within 3 working days. ▪ Site access: within agreed timeframe.</p>
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(A) Site Management Services (cont'd)

<p>(8) Carparking spaces, passes and permits</p>	<p>Upon instruction from the relevant approving authority, the Contractor is responsible for providing the following services for carparking spaces, passes and permits:</p> <ol style="list-style-type: none">1. Designing application forms;2. Distributing, receiving and forwarding applications to the Government Representative and the Building Management Committee for Quarters and Offices respectively;3. Establishing an interface with the appropriate approval authority;4. Producing the carparking passes and permits; and5. Delivering the rejection or pass/permit to the applicant. <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * * Notes: <i>Subject to Operational needs of the Location</i> Quarters: 8:30am to 9:30pm daily.</p> <p>Reliability : 2 failures per Location per month and 8 failures per contract per month.</p> <p>Corrective Action : Within 24 hours.</p> <p>Response Time : ▪ Application forwarded within 24 hours. ▪ Relevant departments/tenants/occupants/visitors informed of rejection or pass/permit provided within 24 hours of Contractor receiving approval/rejection.</p>
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(A) Site Management Services (cont'd)

<p>(9) Contractor availability and responsiveness</p>	<p>(A) <u>Site Management Office</u></p> <ul style="list-style-type: none"> ■ The Contractor is responsible for being the first point of contact for all tenants/occupants/visitors for all day-to-day matters. This involves establishing communication link and directing all day-to-day matters to the relevant bodies in accordance with the relevant direct service and supporting process. Contractor interaction is expected to be timely, appropriate and responsive to meet the specific needs of the tenants/occupants/visitors; ■ The Contractor is responsible for manning Building Management Offices, strategic guard post manned with security guard(s) on 24-hour basis, kiosks and reception counters at the Locations where provided; and ■ The Contractor should provide and publicise a system that allows for communication, at a minimum, through face-to-face contact, telephone, facsimile and electronic mail. All matters should be traceable for the tenants/occupants/visitors and all parties associated with the matter. <p>(B) <u>Helpdesk and Web-based Communication Channel</u></p> <p>To facilitate communication and enhance customer service, the Contractor is responsible for:</p> <ul style="list-style-type: none"> ■ Maintaining a 24-hour, 365-day helpdesk service. The helpdesk shall be set up at the Contractor's own accommodation and serve as a customer enquiry hotline. The helpdesk shall be able to handle directly or refer to the Contractor's management staff, all enquires and complaints related to the services under the Contract; ■ Lodging the enquiries and complaints received from the helpdesk. The Contractor should provide the relevant records when required by the Government Representative; and ■ Providing and maintaining a web-based communication channel, such as website, email address, etc., with tenants/occupants/visitors and the Government Representative. <p>Availability : (A) <u>Site Management Offices:</u> Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * <i>* Notes: Subject to Operational needs of the Location</i> (B) <u>Strategic posts manned with security guard(s) on 24-hour basis / Kiosks/ Counters:</u> Throughout the term of the Contract. (C) <u>Helpdesk and Web-based Communication Channel:</u> Throughout the term of the Contract.</p> <p>Reliability : 0 failure per month.</p> <p>Corrective Action : Within 30 minutes.</p> <p>Response Time : As a minimum</p> <ul style="list-style-type: none"> ■ Face to face: immediate. ■ Telephone: within 15 seconds. ■ Facsimile: within 24 hours. ■ Email: within 24 hours.
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(A) Site Management Services (cont'd)

<p>(10) Emergency response service</p>	<p>The Contractor must ensure that an emergency response service is provided.</p> <ol style="list-style-type: none"> 1. Tenants/Occupants/Visitors/Government Representative must have 24-hour access to the Contractor where they require urgent action or an event has occurred that threatens the enjoyment of tenant/occupant/visitor of the Locations; 2. The Contractor must prioritise the issue, determine the appropriate action, convey the decision to the tenant/occupant/visitor if necessary and report the emergency to the appropriate body; 3. The Contractor must ensure that a suitable representative is on call to manage emergency situations, where either a tenant/occupant/visitor, a third party or the Government Representative advise substantial damage has occurred due to a serious event, e.g. fire, flood, destruction by a third party; 4. The Contractor must provide and publicise a system that allows for communication through face-to-face contact, telephone, facsimile and electronic mail; and 5. The Contractor shall carry out any other appropriate tasks as may be reasonably specified by the Government Representative. <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : 0 failure per month.</p> <p>Corrective Action : Immediately.</p> <p>Response Time : <ul style="list-style-type: none"> ▪ Health & safety: within 15 minutes. ▪ Urgent: within 3 hours. ▪ Routine: within 24 hours. </p>
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<p>(11) Notices to tenants/occupants</p>	<p>Upon receipt of a notice from the Government Representative or a 3rd party, the Contractor is responsible for determining whether the notice impacts upon the tenant/occupant and, if necessary, providing proactive notification to tenants/occupants of the impacts, for example, in the cases of utilities being shut-off, maintenance work being carried out that affects tenants/occupants, and fire alarm testing.</p> <p>In addition, upon instruction from the Government Representative, the Contractor is responsible for disseminating information to tenants/occupants on behalf of the Government Representative, for example, Indoor Air Quality Survey and EPD’s waste recycling campaign.</p> <p>Availability : Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * <i>* Notes: Subject to Operational needs of the Location</i></p> <p>Reliability : 1 failure per Location per month and 5 failures per contract per month.</p> <p>Corrective Action : Within 1 working day.</p> <p>Response Time : Notify tenants/occupants within 1 working day or per the agreed timeframe.</p>
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(A) Site Management Services (cont'd)

(12) Customer complaints	<p>The Contractor is responsible for the resolution of all complaints lodged by tenants/occupants/visitors. This involves receiving notice of complaints, substantiating complaints and determining the responsible body for solving the complaint, if necessary. The Contractor is then required to redirect the complaint as appropriate, or deal with the complaint if it is their responsibility.</p> <p>The Contractor shall establish and publicise procedures for tenants/occupants/visitors to lodge complaints through face-to-face contact, telephone, facsimile and electronic mail. The Contractor shall also maintain a mechanism for logging and tracing all complaints and resolution of complaints.</p> <p>Availability : Offices: Monday to Friday, 8:30am to 6:00pm and Saturday 8:30am to 1:00pm. * * Notes: <i>Subject to Operational needs of the Location</i> Quarters: 8:30am to 9:30pm daily.</p> <p>Reliability : 0 failure per month.</p> <p>Corrective Action : Within 24 hours.</p> <p>Response Time : ▪ Initially respond to all complaints within 24 hours. ▪ For Contractor complaint: 90% resolved within 2 working days and 10% resolved within 1 month. ▪ For other complaints: redirect within 1 working day.</p>
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(B) Cleaning Services

<p>(1) Cleaning</p>	<p><u>General cleaning</u></p> <p>The Contractor is required to provide a general cleaning service in accordance with a schedule provided by the Contractor and accepted by the Government Representative/BMC for, including but not limited to, the following areas:</p> <table border="0"> <tr> <td>1. Curtain walls;</td> <td>10. Bottom of lift shafts;</td> <td>17. Compounds, yards and garages;</td> </tr> <tr> <td>2. Carpets;</td> <td>11. Electrical fittings, equipment, installations, apparatus and facilities;</td> <td>18. Roofed areas;</td> </tr> <tr> <td>3. Windows, glass pane and blinds;</td> <td>12. Toilets and shower rooms;</td> <td>19. Refuse areas;</td> </tr> <tr> <td>4. Floors and ceilings;</td> <td>13. Office pantries;</td> <td>20. Landings, ramps and roofed entrance ways (above and below);</td> </tr> <tr> <td>5. Horizontal work surfaces;</td> <td>14. Lactation rooms and baby care rooms;</td> <td>21. Exterior curtain walls within the limits of the gondola;</td> </tr> <tr> <td>6. Walls and dados;</td> <td>15. Escalators;</td> <td>22. Metallic claddings/fittings/frames;</td> </tr> <tr> <td>7. Surface drains, gutters and pipes;</td> <td>16. Litter bins;</td> <td>23. Telephone;</td> </tr> <tr> <td>8. Doors/Gates/Fencing (internal and external);</td> <td></td> <td>24. A/C intake and outlets; and</td> </tr> <tr> <td>9. Lift-cars;</td> <td></td> <td>25. Other installations, apparatus, equipment and facilities.</td> </tr> </table> <p>For toilets under the exclusive or shared use of government departments and their visitors within both office and common areas, the Contractor is responsible for replacing toilet consumables provided by the user/major departments. For toilets for use by commercial tenants and/or members of public, the Contractor is responsible for providing as well as replacing toilet consumables. This general cleaning service should covers all common areas and office areas occupied by government departments but do not cover areas occupied by tenants, including Non-Government Organisation.</p> <p>The Contractor is required to provide and operate cleaning robots to perform daily cleaning works to the Offices in selected Locations.</p> <p><u>Swimming pool cleaning</u></p> <p>The Contractor is required to clean all swimming pools (including filters), maintaining water quality and undertake water sample testing for review by the Food and Environmental Hygiene Department in accordance with the licensing requirements.</p> <p><u>Pest Control</u></p> <p>The Contractor is required to provide pest control services including control of rodents, mosquitoes, wasps and other arthropod pests.</p> <p>Availability : As per agreed schedule with the Government Representative.</p> <p>Reliability : 2 complaints per Location per month and 8 complaints per contract per month.</p> <p>Corrective Action : <ul style="list-style-type: none"> ▪ Health and safety: immediately. ▪ Urgent: immediately. ▪ Routine: within 12 hours. </p> <p>Response Time : Immediately.</p>	1. Curtain walls;	10. Bottom of lift shafts;	17. Compounds, yards and garages;	2. Carpets;	11. Electrical fittings, equipment, installations, apparatus and facilities;	18. Roofed areas;	3. Windows, glass pane and blinds;	12. Toilets and shower rooms;	19. Refuse areas;	4. Floors and ceilings;	13. Office pantries;	20. Landings, ramps and roofed entrance ways (above and below);	5. Horizontal work surfaces;	14. Lactation rooms and baby care rooms;	21. Exterior curtain walls within the limits of the gondola;	6. Walls and dados;	15. Escalators;	22. Metallic claddings/fittings/frames;	7. Surface drains, gutters and pipes;	16. Litter bins;	23. Telephone;	8. Doors/Gates/Fencing (internal and external);		24. A/C intake and outlets; and	9. Lift-cars;		25. Other installations, apparatus, equipment and facilities.
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(B) Cleaning Services (cont'd)

<p>(2) Waste disposal</p>	<p><u>Collection and Delivery of Waste</u></p> <p>The Contractor is responsible for providing necessary and sufficient rubbish bins, recyclable plastic bags and carts for collecting and sorting all refuse in an environmental friendly manner as instructed by the Government Representative, and removing and disposing of the refuse properly and immediately after each cleansing operation. The Contractor is responsible for delivering all refuse to the specified appropriate refuse/waste transfer point/station and/or landfills managed by the EPD for each Location. All refuse containers shall be kept clean externally and properly covered while waiting for loading into refuse collection vehicles.</p> <p>The Contractor is responsible for providing sufficient recycled plastic bags to all households in domestic buildings upon request by the tenants/occupants. The Contractor is responsible for collecting and delivering all bulky waste/refuse including but not limited to furniture and mattress to the specified appropriate refuse/waste transfer point/station and/or landfills managed by the EPD.</p> <p><u>Recyclable Waste</u></p> <p>The Contractor is responsible for arranging and coordinating the waste recycling for (including, but not limited to) waste paper, metals, plastics, glass containers, regulated electrical equipment, small electrical appliances, florescent lamps and tubes, rechargeable batteries, used clothes, food waste and compact disc. This will include but not limited to the following responsibilities:</p> <ol style="list-style-type: none">1. Provide recycling facilities, including but not limited to recycle bins, carton boxes etc., in accordance with the Government Representative requirements;2. Sort and store recycled waste as and when required;3. Engage waste recycling contractor(s) from EPD's list for the removal of recycled materials or facilitate the collection by Government's contractor;4. Maintain records of the volume of recyclable waste and general waste;5. Operate an electric food waste composter provided by the Government, maintain records of the weight of food waste collected and submit management report during the Contract Period. The Contractor is responsible for providing all the required resources and labour force for providing this service; and6. Provide all the required resources and labour force for daily collection of food waste from tenants/occupants and dispose of the food waste collected to the food waste collection bin provided by EPD to the Quarters. <p><u>Municipal Solid Waste Charging</u></p> <p>Municipal Solid Waste (MSW) means municipal solid waste as defined in the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and MSW charging means any charging for the disposal of MSW under the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong). The Contractor is responsible for coordinating and providing necessary assistance in the implementation of the MSW charging as and when it commences during the Contract Period. The Contractor is also responsible for conducting activities prescribed for the related trial projects.</p> <p>Availability : Daily 8:30am to 10:00pm. Reliability : 0 failure per Location per month and 0 failure per contract per month. Corrective Action : Within 24 hours. Response Time : Within 1 hour.</p>
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(C) Security Services

(1) Security protection	<p>The Contractor is required to perform all security duties in accordance with good industry practice and provide security protection to enhance the personal safety and site of tenants/occupants and protection of Government assets against:</p> <ol style="list-style-type: none">1. Theft and burglary;2. Vandalism;3. Crowd control;4. Unauthorised occupancy of the common areas;5. Disturbance of peace and order; and6. Other services usually associated with security. <p>During the course of providing security protection, the Contractor is responsible for logging all calls for security services, investigating calls, mitigating adverse effects of occurrences and reporting any irregularities. The Contractor is required to carry out patrols on foot or by vehicles and shall adopt digitalised security patrol system to perform patrol duties and record photo taking with time stamp in accordance with agreed patrolling path by Government Representative and with appropriate checkpoints for records of building defects or incidents, and allow real-time monitoring the patrol status. The Contractor shall provide and maintain all patrol monitoring equipment and accessories (such as handheld mobile devices, patrol buttons, software, mobile apps and database in cloud server including routine) at the expense of the Contractor. The patrol records shall be and remain as government property and the Contractor shall keep such records in agreed format by Government Representative; the Government Representative may ask for the records to be checked from time to time. The Government Representative has the sole and absolute discretion of rejecting and/or accepting any smart/electronic patrol monitoring equipment and/or other alternative patrol monitoring equipment/system as proposed by the Contractor. The Contractor shall maintain and improve computer system, programme and mobile apps and employ third independent competent party to conduct Security Risk Assessment and Audit (SRAA) with reference to the relevant guides issued by the Office of the Government Chief Information Officer at least minimum once per two calendar years and follow-up recommendations from SRAA for system security and follow up recommendations from SRAA for system security at his own cost</p> <p><u>Security Manpower Requirements</u></p> <p>The Contractor is required to deploy sufficient security manpower for each Location and in any event, the manpower for each Location shall not be less than the respective minimum security guard requirement.</p> <p>Availability : 24 hours per day 365 days per year. Reliability : 0 failure per Location per month and 0 failure per contract per month. Corrective Action : Within 15 minutes. Response Time : Within 15 minutes.</p>
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(C) Security Services (cont'd)

<p>(2) Entry and exit of persons and vehicles</p>	<p>The Contractor is responsible for operating and controlling all entry and exit points (including the operation and control of entry and exit barriers) of all persons and vehicles entering and leaving the Locations.</p> <p>The Contractor is responsible for:</p> <ol style="list-style-type: none">1. Registering all persons entering Offices outside business hours;2. Registering the entrance and exit of all visiting vehicles without a valid permit;3. Handling application of temporary parking of visiting government vehicles in Offices in accordance with the corresponding procedures issued by the Government Representative;4. Controlling and recording the use of visitors' parking spaces in Quarters in accordance with the corresponding parking rules of the Location;5. Preventing unauthorised persons and vehicles from entering into and/or residing within the Location;6. Taking the necessary action against unauthorised vehicles, including, but not limited to:<ul style="list-style-type: none">▪ Posting notices upon unauthorised vehicles;▪ Impounding unauthorised vehicles and providing the required impounding device/equipment; and▪ Arranging for the towing away of unauthorised vehicles at the expense of the Contractor; and7. If authorised, collect impounding charges, access card replacement fees, etc. on behalf of the Government Representative. <p>Availability : 24 hours per day 365 days per year.</p> <p>Reliability : No unauthorised access. 0 failure per Location per month and 0 failure per contract per month.</p> <p>Corrective Action : Persons: within 15 minutes. Vehicles: within 3 hours.</p> <p>Response Time : Within 15 minutes.</p>
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